



Express Banking Service Agreement

Customer Name	
Account Number	
Physical Address (Please give exact location)	
Name of authorised persons for COURIER contact	
Primary Contact	Name Tel No.
Secondary Contact 1	Name Tel No.
Secondary Contact 2	Name Tel No.
<p>I/We the applicants hereby authorise and request HSBC Bank Middle East Limited to enrol us as users of the HSBC's Express Banking Service. I/We confirm that the information given above is true and complete and that I/We have read, understood and accept the terms and conditions given herewith.</p>	
Authorised Signature (Company Stamp)	Authorised Signature
Name	Name
Date	Date
Indicate Courier Pick Up Time in preference order (1,2,3)	
<input type="checkbox"/> 3.30 to 4.30pm	<input type="checkbox"/> 4.30 to 5.30pm <input type="checkbox"/> 5.30 to 6.30pm

Terms and Conditions

1. In this part of these Terms & Conditions, unless the context otherwise requires-
“CUSTOMER” means the person/company named above and their successors and assigns
“COURIER” means the COURIER(s) referred to in paragraph 2;
“BANK” means the **HSBC Bank Middle East Limited**
“ITEMS” means CUSTOMER’s ITEMS for pick-up and delivery by the COURIER, being ITMES limited to Banking instruments and correspondences.
“COURIER SERVICE” means that part of the Service under which a COURIER SERVICE is made available to CUSTOMER for the pick-up and delivery of ITEMS between one or more locations of CUSTOMER in the UAE (as from time to time notified by CUSTOMER to BANK) and branches and offices of BANK in the UAE.
“SERVICE SCHEDULE” means the SERVICE SCHEDULE provided by the BANK to CUSTOMER in respect of the COURIER SERVICE.
2. Bank may from time to time in its absolute discretion appoint one or more COURIERS and change COURIER(s) at not less than seven days prior notice in writing. In addition, in the cases of emergency, no prior notice is required to change the delivery and or the pickup timing for provision of the COURIER SERVICE.
3. CUSTOEMR acknowledges and agrees that (i) COURIER’s performance of the COURIER SERVICE in accordance with the SERVICE SCHEDULEs for this purpose and upon the ITEMS being ready and available by the specified pick-up times, and accordingly CUSTOMER will use its best endeavours to observe the SERVICE SCHEDULEs; (ii) neither BANK nor the COURIER will be liable for any consequences of any delay in pick-up or delivery occasioned directly or indirectly by CUSTOMER’s delay in making pick-up requests or in making the ITEMS available and ready for pick-up, or otherwise occasioned by CUSTOMER’s failure to observe the SERVICE SCHEDULEs or any of these Terms and Conditions; (iii) that the COURIER SERVICE is provided for the benefit of and at the request of the customer.
4. The CUSTOMER agrees to pay the charges for the COURIER SERVICE in accordance with the tariff from time to time in force and published by the BANK. The BANK reserves the right to vary the amount of such charges from time to time and to giving not less than 30 days prior notice in writing and that the CUSTOEMR agrees that the BANK may debit the CUSTOMERs account with the amount of the said charges without prior notice”
5. CUSTOMER will strictly observe and comply with all instructions and directions from time to time given by BANK relating to the COURIER SERVICE, including without limitation all security and other measures from time to time required by BANK to be taken by CUSTOMER in relation to the pick-up and collection of ITEMS by the COURIER. BANK accepts no responsibility for any consequences of failure or omission by CUSTOMER to do so. CUSTOMER shall further ensure that there is no unauthorised or improper use of the COURIER SERVICE, and will indemnify BANK against any loss arising from any such use thereof.
6. The CUSTOMER agrees and undertakes that all the ITEMS covered under this service shall be signed for by a duly authorised representative of the CUSTOMER acknowledging receipt in writing on the delivery sheet. The BANK shall not be responsible nor concerned to enquire into whether the delivery sheet has been signed or as to the genuineness of any signature given therein and the BANK shall be entitled to treat any signature on the delivery sheet as fully authorised and binding upon the CUSTOMER and to assume without enquiry that ITMES delivered and picked up by the COURIER has been duly collected and delivered by the CUSTOMER from time to time, whether acknowledged in the delivery sheet or not.
7. Save in the case of wrongful misconduct or gross negligence by the bank, the BANK shall under no circumstances be liable or responsible for (i) any failure or delay, howsoever caused, by the COURIER in observing the pick-up and delivery times designated in the SERVICE SCHEDULEs, or otherwise in performing the COURIER SERVICE; (ii) the loss or destruction of, or any damage to, any ITEMS while in the COURIER’s possession; (iii) any unauthorised tampering with or use of any ITEMS; (iv) any fraud, negligence or other act or omission on the part of the COURIER or any of its employees or agents; or (v) any other matter wholly or partly beyond BANK’s control.
8. BANK’s record of the ITEMS sent and received to and from a CUSTOMER with regard to a pick up and/or delivery shall be conclusive. BANK will notify customer of material differences between CUSTOMERs list of ITEMS and those received by the BANK.
9. For the avoidance of doubt, BANK’s insurance will not cover CUSTOMER’s ITEMS in transit from CUSTOMER’s premises until the point BANK signs for CUSTOMER’s consignment, and it is CUSTOMER’s responsibility to arrange for his/her own insurance for the COURIER SERVICE.
10. BANK may from time to time in its absolute discretion add or remove ITEMS that will picked up from the CUSTOMER or suspend the COURIER SERVICE as a whole and will notify CUSTOMERs in writing from time to time of such exclusions.
11. CUSTOMER authorise the BANK to direct all mail, correspondence and documentation pertaining to CUSTOMER through COURIER.
12. The BANK reserves the right to modify, vary, cancel, suspend or withdraw the COURIER SERVICE provided in relation to any or all CUSTOMERs without notice. Where possible the BANK will provide reasonable prior notice in writing to this effect.
13. This agreement shall be governed by ad construed in accordance with the laws of the UAE and the company hereby irrevocably and unconditionally submits to the non-exclusive jurisdiction of the courts of Dubai in connection herewith.