

Bank of Baroda (New Zealand) Ltd

BOB World New Zealand

Mobile Banking Application

Disclaimer

This disclaimer applies to BOB World New Zealand, the mobile banking application provided by Bank of Baroda (New Zealand) Limited (NZBN 9429032729474) ("BOBNZ", "Bank", "we", "us"), a company incorporated in New Zealand and registered as a bank under the Reserve Bank of New Zealand Act 2021.

1. General

BOB World New Zealand is provided to enable registered customers to access banking services conveniently. While BOBNZ takes reasonable steps to ensure the accuracy, reliability, and security of the Application, the Bank makes no warranty, express or implied, as to the fitness of the Application for any particular purpose, or that it will operate free from interruption or error.

2. Availability

BOBNZ does not guarantee that the Application will be available at all times. Scheduled maintenance, system upgrades, telecommunications outages, cyberattacks, and other events beyond the Bank's reasonable control may affect availability. The Bank will use reasonable endeavours to minimise downtime and to communicate planned outages in advance.

3. Not Financial or Legal Advice

Nothing in or accessible through BOB World New Zealand constitutes financial, investment, taxation, legal, or other professional advice. You should seek independent professional advice before making financial or legal decisions. Product information and interest rates displayed are indicative only and subject to change without notice.

4. Security Limitations

BOBNZ employs industry-standard technical and organisational security measures. However, no electronic system or method of transmission is completely secure. You acknowledge that internet and mobile communications carry inherent security risks. You are responsible for maintaining the security of your mobile device, Authentication Credentials, and account access.

5. Third-Party Services and Links

The Application may integrate with or link to third-party services or websites (including telecommunications providers, payment networks, and merchant services). BOBNZ does not endorse or accept responsibility for third-party content, services, or privacy practices. Your use of third-party services is at your own risk and subject to the applicable terms of those third parties.

6. Accuracy of Information

BOBNZ takes reasonable care to ensure that information provided through the Application is accurate and current. However, account balances and transaction data are subject to processing times and may not reflect real-time positions. Cleared and available funds may differ. You should not rely solely on balances displayed for financial decisions without confirming with the Bank.

7. Regulatory Scope

BOB World New Zealand is designed for use by persons who hold accounts with BOBNZ and are accessing the Application from within New Zealand. The Application is provided in accordance with New Zealand law, including the Reserve Bank of New Zealand Act 2021, the Anti-Money Laundering and Countering Financing of Terrorism Act 2009, the Privacy Act 2020, and other applicable legislation. Users accessing the Application from outside New Zealand must exercise caution and never share details with others or any person impersonating bank employees.

8. Changes and Discontinuation

BOBNZ reserves the right to modify, suspend, or discontinue any feature or functionality of the Application at any time. Where practicable, reasonable advance notice will be provided. The Bank is not liable for any loss arising from modification, suspension, or discontinuation of the Application.

9. Limitation of Liability

To the maximum extent permitted by New Zealand law (including the Consumer Guarantees Act 1993 and the Fair Trading Act 1986), BOBNZ and its directors, officers, employees, and agents shall not be liable for any indirect, consequential, special, incidental, or punitive loss or damage arising out of or in connection with the use of, or inability to use, the Application or its content.

Nothing in this Disclaimer excludes or limits liability that cannot lawfully be excluded or limited under New Zealand law, including obligations under the Consumer Guarantees Act 1993.

Terms and Conditions

BOB World New Zealand — Mobile Banking Application | Effective: 29 May 2026 | Version 1.0

1. Introduction and Applicability

- 1.1 These Terms and Conditions ("Terms") govern the access to and use of BOB World New Zealand ("Application"), the mobile banking application provided by Bank of Baroda (New Zealand) Limited ("BOBNZ", "Bank", "we", "us", "our").
- 1.2 By downloading, installing, registering for, or using the Application, you ("Customer", "you", "your") agree to be bound by these Terms, the Bank's Privacy Policy, and any other policies or guidelines published by the Bank from time to time.
- 1.3 These Terms are supplementary to, and should be read with, the terms and conditions governing your account(s) with BOBNZ, any applicable product terms, and any other agreements between you and the Bank. In the event of inconsistency, account-specific and product-specific terms shall prevail unless otherwise stated.
- 1.4 If you do not agree to these Terms in full, you must not download, install, or use the Application.
- 1.5 These Terms and any notice given under them may be provided electronically. You consent to receiving documents and communications from the Bank in electronic form.

2. Definitions

In these Terms, the following definitions apply:

- "Application" means BOB World New Zealand, the mobile banking application made available by BOBNZ for eligible customers, including all updates, upgrades, and new versions released from time to time.
- "Account" means any bank account held by you with BOBNZ that is registered and enabled for access through the Application.
- "Authentication Credentials" means any username, password, mPIN, biometric data (including fingerprint or facial recognition), one-time password (OTP), or other security information used to access the Application or to authorise transactions.
- "Banking Day" means any day (other than Saturday, Sunday, or a New Zealand public holiday) on which registered banks in New Zealand are generally open for business.
- "Biometric Authentication" means the use of biological characteristics — including fingerprint recognition and facial recognition — to verify identity and authorise access to or transactions within the Application.
- "mPIN" means the mobile personal identification number selected by the Customer and used to authenticate access to the Application.
- "NZD" means New Zealand dollars, being the lawful currency of New Zealand.
- "Services" means the banking, payment, and other services made available through the Application, as updated by the Bank from time to time.
- "Transaction" means any banking instruction, payment, transfer, or other instruction submitted through the Application, including but not limited to fund transfers, bill payments, and merchant payments.

3. Eligibility

3.1 To be eligible to register for and use the Application, you must:

- (a) hold at least one active bank account with BOBNZ;
- (b) be 18 years of age or older (or between 16 and 18 years of age with the written consent of a parent or legal guardian, where the Bank permits);
- (c) own or have lawful access to a compatible mobile device with internet connectivity;
- (d) have completed BOBNZ's customer identification and verification (KYC) requirements to the Bank's satisfaction; and
- (e) not be subject to any account restriction, suspension, or prohibition imposed by the Bank or required by law.

3.2 The Bank reserves the right to determine and reassess eligibility at its discretion and may decline or withdraw access to the Application without providing reasons, to the extent permitted by applicable New Zealand law.

4. Registration and Device Activation

4.1 To access the Application, you must complete the registration process prescribed by the Bank, which may include:

- (a) downloading the Application from an authorised platform (Apple App Store or Google Play Store only);
- (b) verifying your identity using your registered mobile number and/or account details;
- (c) creating a secure mPIN and/or enabling Biometric Authentication;
- (d) accepting these Terms and the Bank's Privacy Policy; and
- (e) completing any additional verification steps required by the Bank.

4.2 Only one mobile device may be registered per customer profile at any time, unless the Bank expressly permits otherwise. Registration of a new device will require re-verification and will automatically deactivate access on your previous device.

4.3 Your mobile phone number registered with the Bank will be used for authentication, OTP delivery, and service notifications. You are responsible for keeping your registered mobile number current with the Bank.

4.4 The Bank does not support the use of the Application on devices that have been jailbroken (iOS) or rooted (Android). Using the Application on such devices is at your own risk and may result in suspension of access.

5. Authentication and Security

5.1 mPIN

- (a) Your mPIN must be kept strictly confidential at all times. You must not disclose your mPIN to any person, including Bank staff, family members, or third parties purporting to act on behalf of the Bank.
- (b) You must not use easily guessable sequences (such as your date of birth, sequential digits, or repeated numbers) as your mPIN.
- (c) Entering an incorrect mPIN three (3) consecutive times will result in the Application being locked for the remainder of that calendar day.
- (d) If the Application continues to be locked on consecutive days due to repeated incorrect mPIN attempts, the Application access may get deactivated. In such cases, you will be required to complete the Bank's re-registration process to regain access.

- (e) You are responsible for all transactions made using your mPIN, whether or not actually entered or authorised by you, unless the Bank has been validly notified of a compromise.

5.2 Biometric Authentication

- (a) You may enable fingerprint or facial recognition authentication where your device supports these features, as a convenience in addition to your mPIN.
- (b) You should only enable Biometric Authentication if you are the sole person whose biometric profile is enrolled on your device. Any biometric profile registered on your device may be used to access the Application.
- (c) The Bank does not collect, transmit, or store your biometric data on its servers. Biometric processing and storage is managed entirely by your device's native secure enclave and operating system security framework (e.g., Apple Face ID / Android Biometric).
- (d) You may disable Biometric Authentication at any time through the Application settings. Disabling biometrics on your device will automatically revert to mPIN authentication.
- (e) The Bank is not responsible for any unauthorised access arising from a compromise of your device's biometric security system, unauthorised enrolment of biometric data on your device, or manufacturer defects.

5.3 General Security Obligations

- (a) You must keep your mobile device physically secure and must not leave the Application open or unattended.
- (b) You must log out of the Application after each session. The Application may automatically time out after a period of inactivity.
- (c) You must immediately notify BOBNZ if you suspect unauthorised access to your Account or the Application, or if your device is lost, stolen, damaged, or compromised, by calling 09 632 1020 or 0800 024 404 or visiting a Branch.
- (d) You should ensure your device's operating system and the Application are kept up to date with the latest security patches and updates.
- (e) The Bank may implement additional security controls — including step-up authentication, OTPs, device binding, or transaction verification calls — for certain transaction types or where unusual activity is detected.

6. Services Available

6.1 The Application may make the following Services available, subject to your eligibility, account type, and the Bank's policies:

- Account balance enquiry and transaction history viewing;
- Fund transfers between your BOBNZ accounts;
- Interbank fund transfers to other New Zealand bank accounts via the New Zealand payments network; [fund transfer to INDIA](#)
- Fixed deposit enquiry and management;
- Statement downloads and requests;
- Profile and contact information management;
- Customer support messaging; and
- Such other Services as the Bank may introduce from time to time.

6.2 Not all Services will be available at all times or to all customers. The Bank may add, modify, or withdraw Services at any time with reasonable notice.

7. Transaction Limits

7.1 The following default transaction limits apply to all transactions processed through the Application:

Transaction Type	Limit
Interbank Fund Transfers – Per Transaction Limit	NZD 10,000
Interbank Fund Transfers – Daily Aggregate Limit per Customer	NZD 30,000
RFI – Monthly Aggregate Limit (Note: The RFI monthly aggregate limit of NZD 10,000 is cumulative and may be utilized through a single transaction or multiple transactions across one or more days within the calendar month.)	NZD 10,000

7.2 The Bank may, at its discretion and without prior notice in urgent circumstances:

- (a) apply different limits to different customer segments, account types, or transaction types;
- (b) temporarily reduce limits for security, regulatory, fraud-prevention, or operational risk management reasons; or
- (c) require additional authentication for transactions above specified thresholds.

7.3 Transaction limits are subject to change. Changes will be notified via the Application, the Bank's website (www.bankofbaroda.co.nz), or through standard customer communications channels.

IMPORTANT: Transactions submitted and authorised through the Application cannot be stopped, reversed, or recalled once processing has commenced. You must verify all payee details, amounts, and account numbers carefully before confirming any Transaction.

8. Fees and Charges

8.1 BOBNZ does not currently charge a fee for downloading, registering, or using the Application.

However, your respective mobile network or service provider may apply charges for SMS services, including special or SMS messages, which may vary depending on the provider and applicable service plan.

8.2 Your telecommunications or internet service provider may apply data usage charges for accessing the Application. BOBNZ is not responsible for any such charges and any dispute relating to such charges is to be resolved between you and your provider directly.

8.3 Standard account fees, transaction fees, and charges applicable to your BOBNZ account(s) and products continue to apply and are not modified by these Terms.

8.4 The Bank reserves the right to introduce or vary fees for the Application or specific Services upon providing reasonable advance notice.

9. Customer Obligations

In using the Application, you agree to:

- (a) use the Application only for lawful purposes and in accordance with these Terms and all applicable New Zealand laws and regulations;
- (b) keep your Authentication Credentials strictly confidential and not share them with any other person under any circumstances;
- (c) ensure that your mobile device is physically secured and not used by any other person while the Application is active;

- (d) log out of the Application after each session;
- (e) notify the Bank immediately of any suspected or actual loss, theft, unauthorised access, or compromise of your device, Account, or Authentication Credentials;
- (f) keep your personal information, contact details, and registered mobile number current with the Bank;
- (g) not attempt to access the Application on any device other than your registered device except through the re-registration process;
- (h) not attempt to reverse engineer, decompile, modify, copy, distribute, sublicense, or create derivative works from the Application or any part of it;
- (i) not use the Application in a manner that could damage, disrupt, overload, or impair the Bank's systems, networks, or infrastructure;
- (j) not use the Application to conduct any transaction or activity that is unlawful, fraudulent, or in breach of any applicable law or regulation, including the Anti-Money Laundering and Countering Financing of Terrorism Act 2009;
- (k) regularly review these Terms and the Bank's website for updates and notifications; and
- (l) promptly install Application updates made available by the Bank.

10. Bank's Rights and Obligations

10.1 The Bank will use reasonable endeavours to make the Application available and to provide the Services reliably and securely.

10.2 The Bank may, at any time and with or without prior notice (depending on urgency and legal requirements):

- (a) suspend or terminate your access to the Application if it reasonably suspects fraud, security breach, money laundering, or misuse;
- (b) block specific transactions that the Bank reasonably considers suspicious or inconsistent with your usual activity;
- (c) suspend the Application for maintenance, security patching, upgrades, or other operational reasons;
- (d) modify, update, or discontinue any feature of the Application; and
- (e) restrict access to certain Services to comply with applicable law, regulatory requirements, or risk management policies.

10.3 The Bank will endeavour to provide at least 14 days' advance notice of material changes to the Application or these Terms, unless the change is required urgently for security, legal, or regulatory reasons.

11. Liability

11.1 Subject to clause 11.3 and applicable New Zealand law, BOBNZ is not liable for any loss or damage suffered by you arising from:

- (a) your failure to comply with these Terms or to maintain the security of your Authentication Credentials, mobile device, or Account;
- (b) unauthorised transactions where you have contributed to the loss by disclosing Authentication Credentials, acting without reasonable care, or failing to notify the Bank of a suspected breach in a timely manner;
- (c) interruptions to, or unavailability of, the Application due to circumstances beyond the Bank's reasonable control, including telecommunications outages, natural events, cyberattacks, or system failures of third parties;

- (d) any loss arising from your reliance on information displayed in the Application (including balances that may not reflect real-time cleared positions);
- (e) transactions processed in good faith by the Bank in accordance with instructions submitted through your authenticated Application session; or
- (f) the acts or omissions of third-party service providers, including telecommunications providers, payment networks, or device manufacturers.

11.2 Where the Bank is found liable, its liability shall be limited to direct loss actually suffered by you and shall not extend to indirect, consequential, special, incidental, or punitive loss or damage.

11.3 Nothing in these Terms limits or excludes any liability that cannot lawfully be excluded or limited under New Zealand law, including the Consumer Guarantees Act 1993, the Fair Trading Act 1986, or the Financial Markets Conduct Act 2013.

11.4 You agree to indemnify and hold harmless BOBNZ and its directors, officers, employees, and agents from any claim, loss, cost, or liability (including reasonable legal costs) arising from your breach of these Terms, misuse of the Application, or your failure to comply with applicable law.

12. Intellectual Property

12.1 All intellectual property rights in the Application — including its design, interface, software, algorithms, content, trademarks, and branding — are owned by or licensed to BOBNZ or Bank of Baroda (India). These Terms do not transfer any intellectual property rights to you.

12.2 You are granted a limited, non-exclusive, non-transferable, non-sublicensable, revocable licence to download, install, and use the Application solely for the purpose of accessing your banking services with BOBNZ in accordance with these Terms.

12.3 You must not remove, obscure, or alter any copyright, trademark, or proprietary notice displayed in the Application.

13. Third-Party Services

13.1 The Application may integrate with, connect to, or link to third-party services, platforms, or websites (including payment networks, identity verification services, and merchant bill payment platforms). BOBNZ does not endorse, control, or accept responsibility for the content, practices, or availability of third-party services.

13.2 Your use of third-party services accessible through or in connection with the Application is subject to the applicable terms and conditions and privacy policies of those third parties. BOBNZ is not a party to any agreement between you and a third party.

14. Suspension and Termination

14.1 You may deregister from the Application at any time by contacting the Bank through any branch or by calling 09 632 1020 or 0800 024 404. Deregistration does not close your account(s) with BOBNZ.

14.2 The Bank may suspend or terminate your access to the Application at any time, including where:

- (a) you breach any of these Terms;
- (b) your account(s) with BOBNZ are closed, frozen, or suspended;
- (c) the Bank reasonably suspects fraudulent, unlawful, or suspicious activity;
- (d) required by law, a regulator, or a court order; or
- (e) the Bank discontinues the Application.

14.3 Termination of access to the Application does not affect any rights, obligations, or liabilities of either party that have accrued prior to the date of termination, including outstanding transactions and fees.

15. Governing Law and Dispute Resolution

15.1 These Terms are governed by and construed in accordance with the laws of New Zealand. The courts of New Zealand have non-exclusive jurisdiction to hear any dispute arising under or in connection with these Terms.

15.2 If you have a complaint or dispute, you should contact BOBNZ in the first instance:

Bank of Baroda (New Zealand) Ltd
114 Dominion Road, Mt Eden, Auckland 1024
Phone: 09 632 1020 | Freephone: 0800 024 404 (during business hours)
Email: compliance.nz@bankofbaroda.com
Website: www.bankofbaroda.co.nz

15.3 If a complaint cannot be resolved directly with the Bank, you may refer the matter **free of charge** to the Banking Ombudsman Scheme:

Banking Ombudsman Scheme
www.bankomb.org.nz | 0800 805 950

Office of the Privacy Commissioner (for privacy complaints)
www.privacy.org.nz | 0800 803 909

15.4 Nothing in these Terms prevents you from pursuing any legal right or remedy available to you under New Zealand law.

16. Amendments

16.1 The Bank may amend these Terms at any time. Material changes will be notified to you via the Application notification, through the Bank's website, or by other usual communication channels, with at least 14 days' advance notice where practicable.

16.2 Where an urgent change is required for security, legal, or regulatory reasons, the Bank may apply the change immediately and will notify you as soon as reasonably practicable.

16.3 Your continued use of the Application after the effective date of any amendment constitutes your acceptance of the updated Terms.

16.4 The most current version of these Terms will always be available on the Bank's website at www.bankofbaroda.co.nz.

17. General

17.1 These Terms, together with the Bank's Privacy Policy and your account terms, constitute the entire agreement between you and BOBNZ in respect of the Application and supersede all prior representations, agreements, and understandings.

17.2 If any provision of these Terms is found to be invalid, illegal, or unenforceable, that provision shall be severed and the remaining provisions shall continue in full force and effect.

17.3 The Bank's failure to exercise, or delay in exercising, any right under these Terms does not constitute a waiver of that right.

17.4 You may not assign, transfer, or novate your rights or obligations under these Terms without the Bank's prior written consent. The Bank may assign its rights under these Terms without your consent as part of a reorganisation, merger, or sale of its business.

17.5 These Terms are available in English only. In the event of any translation, the English version shall prevail.

