



TERMS & CONDITIONS

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TERMS AND CONDITIONS **(Customer & Account Relationship)**

1. GENERAL

- 1.1 These conditions shall govern the relationship between the National Bank of Oman (SAOG) (The "Bank") and the customer whose particulars are set out on the appropriate customer information and account opening form regarding all and any accounts opened by the customer with the Bank, subject only to any special conditions applicable to any of the accounts. For this purpose, the term "the Bank" shall include its branches, successors and assigns.
- 1.2 A unique number will be allotted to your account and this shall be quoted in all correspondence relating to the account and at the time of making withdrawals and deposits.
- 1.3 The customer will receive Current / Savings and Al Kanz Account statements on half yearly basis. For any other specified statement request, shall be furnished within 7 working days from the date of receiving the request, provided period does not exceed one year.
- 1.4 The customer shall immediately notify in writing any change in address to the branch where the account(s) is/ are maintained. The Bank will not be responsible for any return of mail undelivered at the customer's address.
- 1.5 It is the customer's duty to examine each statement of account and to raise any objection in writing within 30 days from the date of issue of such statements. Any consequences due to delay in reporting any unauthorized transactions in the customer's account(s), shall be borne by the customer, who in addition, indemnifies the Bank for any loss incurred to his delay or failure in reporting such unauthorized transactions in his account(s).
- 1.6 Deposits, withdrawals, and dealing in any foreign currency account are subject to applicable conditions and to a commission payable by the customer to the Bank.
- 1.7 In case of joint accounts, in the absence of any contrary written instruction signed by all joint account holders, each of the joint account holders shall be jointly and severally liable for all actions, liabilities or obligations incurred by any one or all of them jointly and shall be

binding in full on each of them as personal liabilities.

- 1.8 The bank must be informed in writing on the death, incapacity, dissolution, insolvency or bankruptcy of the Customer and the Bank shall not be held liable for any loss, which may arise from any dealings on the Account prior to written notice having been received by the Bank. Upon receiving the required notice, the Bank shall suspend operation of the Account until such time as it is satisfied that a duly appointed successor or court appointed officer has been legally empowered to deal with the Account or that the heirs to the deceased of an account have established their rights in accordance with the Laws of Oman and entitled to receive the funds available in and/or for the concerned account(s).
- 1.9 The customer shall at all times in respect of his accounts and in his dealings with the Bank act in good faith and with due diligence, and take all necessary precautions in all acts and matters relating to the operation and maintenance of his/her account(s) with the Bank. The customer alone will bear all the consequences of his/her negligence and hold the Bank indemnified and harmless against all losses or damages.
- 1.10 The Bank shall have a right without any further consent from or notice to the customer to set off on all and any of the deposits or the customer including any foreign currency accounts, investment, merchandise or cash against all and any of his indebtedness to the Bank. For this purpose all the accounts of the customer at any branch of the Bank (local or abroad) shall be treated as a single account, notwithstanding the provisions of Article 346 of the Commercial Law promulgated by the Royal Decree 55/90 and the amendments thereto.
- 1.11 The bank will not honor any Cheques, withdrawals, or payment instructions in the absence of sufficient funds in the account or without prior arrangements having been made and expressly agreed to by the Bank in this respect. However, the Bank reserves the right to allow temporary overdraft in the account solely at its own discretion. Any such overdraft(s), if
Allowed, shall oblige the customer to repay the outstanding liability (principal amount and the accrued interest) on first demand by the Bank, and shall not constitute any express or implied agreement to allow further temporary overdraft(s) to the customer. Any dishonor of any Cheese/payment instructions or

withdrawals from the account(s) due to insufficiency of funds in his/her account(s) shall be the sole responsibility of the customer. The customer shall be liable for payment of the outstanding overdraft and the interest applicable on demand.

- 1.12 The Bank reserves its right to charge the Customer for any bank charges incurred in the normal course of business or due to the Customer's failure to maintain the minimum balances in the Account(s), and that any such charges may be deducted from the Customer's Account(s). The Bank reserves the right to amend such charges from time to time as it considers reasonable.
- 1.13 In case of any error made by the Bank in recording debit/credit entries, the Bank shall have the right to make necessary correction without prior notice to the customer and recover the amounts (if any) due from the customer. The Bank shall not be liable for any damage or loss arising as a result of any such error.
- 1.14 The customer warrants and undertakes that at the date of opening all and any of the accounts the customer is solvent and has not ceased to Make payment of any debts for the purpose of Article 609 of Royal Decree 55/90.
- 1.15 The customer further warrants that all documents given to the Bank are true and correct, and if any details change at any point of time will be immediately notified to the Bank.
- 1.16 For the purpose of Article 70 of the Banking Law 2000, I/ we hereby authorize the Bank to provide information to any third party, in accordance with the prevailing rules and regulations.
- 1.17 It must be clearly understood that any credit entry made in the account in respect of clearing/collection Cheques is not available for withdrawal until the proceeds have been finally and absolutely realized by the Bank. Further the bank reserves the right to debit the account in reversal of the relevant credit entries if such Cheques are returned unpaid.
- 1.18 Any remittance favoring any customer, received in other than the account receiving currency, shall be automatically converted into the account currency according to the exchange rate declared by the Bank on the receiving date.
- 1.19 Accounts maintained for minors or incompetent persons

shall be operated by a natural or judicial guardian, until the minor attains age of (18) or any such full legal age.

- 1.20 As the illiteracy does not constitute incompetency for the purpose of opening and maintaining bank account(s) in Oman, so, an illiterate customer has the full right to do so, Either directly or through a proxy.
- 1.21 The Bank's records will be considered as irrevocable proof of the dispatch of all correspondences and notifications to the customer at the last address given to the Bank.
- 1.22 The Bank will levy as per the schedule of charges displayed in branches subject to variation from time to time. The Bank shall deduct such charge from the Customer's account.
- 1.23 The Bank will not be liable for any loss /damage or delay resulting from events beyond the Bank's control.
- 1.24 The Terms and Conditions for all Accounts shall be governed by and construed in accordance with the Laws of the Sultanate of Oman.
- 1.25 The Bank will reserve the right to close Current /Savings and Al Kanz accounts if it remains with zero balance and no operation in the account for 12 consecutive months without any intimation to the customers.
- 1.26 FATCA (Foreign Account Tax Compliance Act).

The Objective of FATCA is to reduce tax evasion by the United States persons who hold financial assets in foreign countries either directly (bank accounts) or indirectly (ownership of foreign entities).

Under the FATCA regulation, the Bank will be required to identify its U.S. accountholders (as indicated by the indicia) and annually report information about their account.

Under FATCA the bank will impose 30% U.S. withholding tax on pass-through payments made to the recalcitrant account holders.

The Bank will perform FATCA identification and documentation at the time of customer on-boarding.

Bank will not open accounts for the customers not willing to produce the required documents to establish their US / non US status.

U.S. identified customer must submit their consent for waiver of confidentiality clause.

Dormant Account

- a. If the Current and Savings Account does not witness any transaction for 12 consecutive months and Al Kanz account does not witness any transaction for 24 months, the account shall be automatically classified as a "Dormant Account". The account holder shall be able to operate the account only after providing the bank with a written request for the same. However, no restriction for credit transactions in dormant account.
- b. The Bank has the right to debit charges applicable to Dormant Accounts.
- c. Once the account becomes Dormant the Bank will have the right to suspend all transactions off the account and suspend or cancel all NBO cards linked to that account without intimation
To the customer. The Bank will use its discretion to honor any Cheque drawn on a Dormant Account.
- d. No Inter branch payment will be permitted from or to a Dormant Account.
- e. The customer must visit the Branch in person for reactivating the Savings Account & Al Kanz Accounts.
- f. The Bank will close dormant accounts with zero balance and no customer initiated transaction in the account for 12 consecutive months without intimation to the customers. Half yearly notification through statements of accounts will be sent to the customer's last known recorded address for those accounts remains with zero balance and has no operation for 6 months to revive their account to avoid closure.

Standing Orders

- a. The Bank will execute a standing order on behalf of the account holder only if there are sufficient clear funds available in the account on the specified dates.
- b. The Bank will not be responsible for any delays, loss in transit, errors of transmission or errors of the correspondent banks or any circumstances beyond the control of the Bank.
- c. The account holder agrees to indemnify the Bank against any losses, claims, damages and expenses arising in consequence of the execution or non-execution of the standing order given by him/her and to absolve the Bank of any responsibility towards the same.

- d. There will be a charge levied for recording, amending and executing standing orders.
- e. The Bank has the right to cancel any standing order if necessary, without any notification to the customer.

Stop Payment

- a. Stop payment instruction of Cheque/s will be treated in accordance with the Article 111/8 118/B of the Banking Law 2000 and the CBO regulations and defectives.
- b. The customer must ensure that at the time of giving the stop payment instruction, the balance in the account is sufficient to cover the “stop payment” charge per instruction. If the balance in the account is not enough the Bank will have the right to put a Hold on the account for the un-recovered charge.
- c. The Bank will not be held responsible for any consequences for stopping payment of a Cheque as per the customer’s stop payment instruction and the customer shall hold the bank indemnified against any losses or damages sustained as a consequence of having complied with the customer’s stop payment instructions.
- d. The Bank reserves the right to close the account unilaterally if the customer resorts to frequent “Stop Payment” instructions without maintaining adequate balance in the account.
- e. The Bank shall be entitled to amend the terms and conditions from time to time by displaying the same on its premises and/ or its website (www.nbo.co.om).

Current Account

The following are in addition to the General

Conditions:

- a. Cash withdrawal from Current Accounts across the counter will be allowed only by Cheque drawn in the account.
- b. The customer shall be provided with a Cheque Book upon opening of a Current Account. In the event of loss, destruction or theft, the customer is to notify the Bank immediately in writing. In case of any failure to intimate the loss in time, the customer alone shall be responsible for the consequences.

- c. The bank will levy Current Account service charge as per its Service charge schedule subject to variation from time to time. The bank reserves the right to recover these charges from any of the accounts of the customers or from any of the accounts of the customers or from further credits to any of his/her account if the charge could not be recovered due to insufficient balance. The bank reserves the right to put a hold on the account for the unrecovered value of this charge.
- d. The Bank reserves the right to refuse, suspend or withdraw the issuance of a Cheque book from the customer as stipulated by the Central Bank of Oman instruction.
- e. Any Bank instrument, Cheque book or electronic card issued in the name of the Customer and other Bank documents provided to the customer shall remain the property of the Bank.
- f. The Bank will honor Cheques against available unencumbered funds in the Current Account except where there is in place a prior agreement for an overdraft.
- g. Stop payment instructions on a Cheque shall be subject to the provisions of Article (111/B) and other CBO regulations and directives.
- h. The Bank shall debit a service charge to the Customer's Current Account for every Cheque returned unpaid for financial reasons or otherwise to be recovered in accordance with regulations of Central Bank of Oman.
- i. No interest shall be paid on Current Accounts.

Savings Account

The following conditions are in addition to the

General Conditions:

- a. Cash withdrawal from Savings Account will only be allowed to the customer himself through the prescribed withdrawal form of the Bank or against system generated vouchers. "Third party" payment will not be allowed on Savings Accounts unless accompanied by an authority letter from the account holder attesting the signature of the person collecting the payment.
- b. The Bank will levy Savings Account service charge as per Service Charge Schedule subject to variation from time to time and the Bank shall deduct such charges every

month from the Customers Savings Account.

- c. Interest on Savings Account will be paid at the applicable rate of interest at half-yearly intervals on 30th June and 31st December. Interest is calculated on the monthly minimum balance.
- d. Deposit or withdrawals are permitted, subject to availability of unencumbered funds, into the Savings Account. The Bank reserves the right to return instruments presented to it for collection and to charge the Customer for items, which are returned unpaid.
- e. The Customer must be present in person to make any withdrawal and produce identification to satisfy the Bank as to his/her identity.
- f. Passbook will not be issued by the Bank. The Bank reserves the right to withdraw any Passbook issued to the customer.
- g. The Bank shall be entitled to amend the interest rates of deposits from time to time by displaying the same on its premises.

Al Kanz Savings Account

The following Terms and Conditions are in addition to the General Terms & Conditions of the Bank for opening of accounts.

1. Al Kanz Savings Account & all eligible deposits for the Al Kanz draw as per the eligibility criterion defined by the bank from time to time, which have not been withdrawn by the account holder till the last deposit date for a particular prize draw will be eligible for that particular prize draw.
2. As regards Foreign Currency Deposits, the Bank may charge exchange commission in case the depositor(s) wish to withdraw the amounts in foreign currency notes.
3. The deposit is interest-free and any premature payment of the Deposit(s) shall be at the sole discretion of the Bank.
4. The winner shall, unless prevented by law or other personal circumstances, consent to the bank using the winners names and photographs where available in all its publicity, advertisement and other matters including and not limited to newspaper advertisements, television advertisements, web site publications, flyers, posters, banners, and internal documents or in any other manner.
5. The staff of National Bank of Oman, Management and

Directors and their family, i.e. spouse and children is not eligible to participate in the NBO Al Kanz Prize Scheme.

6. Al Kanz Plus interest option is only applicable for Sultanate of Oman, with a minimum average balance of RO 5,000.
7. The Bank reserves the right to add, after or modify any of the above mentioned rules without any prior intimation.

Fixed Deposits

The following Terms and Conditions are in addition to the General Terms and Conditions applicable to accounts held with NBO (the "Bank")

1. The Bank shall retain the deposit until the date of its maturity.
2. Interest for each Fixed Deposit shall be paid upon maturity of the deposit.
3. The Bank reserves the right to apply in whole or part of the balances of such deposit accounts forwards satisfaction of any liabilities of the

Depositor to the Bank on any other account or in any other respect, whether such liabilities are actual or contingent, primary or collateral and several or joint. This is not to be construed as an agreement; either expressed or implied that the Bank is bound to grant to the depositor any overdraft facilities.

4. As regards foreign Currency Deposits, the Bank may charge exchange commission in case the depositor(s) wish to withdraw the amounts in foreign currency notes.
5. The Bank shall continue to follow the existing disposal instructions of the depositor(s) on maturity of Fixed Deposit, unless otherwise instructed to the contrary by the depositor(s).
6. Repayment of Fixed term Deposit Accounts are permissible only on the date of maturity. Any repayment in whole or part of such Fixed Term Deposits, before the date of maturity will be subject to a penalty and/or any charges as the Bank may deem appropriate.
7. The Bank reserves the right to amend or after these Terms and Conditions without prior notice to its customers except by displaying the same on tis premises.

Compounding Deposit & Instant Return Deposit

The following terms and conditions are in addition to the

General Terms and conditions applicable to accounts held with NBO (the "Bank")

1. The Bank shall retain the deposit until the date of its maturity.
2. The Bank reserves the right to apply all or part of the balances of such deposit accounts towards satisfaction of any liabilities of the depositor(s) to the Bank on any other account or in any other respect, whether such liabilities are actual or contingent, primary or collateral, several or joint. This is not to be construed as an agreement; either expressed or implied that the Bank is bound to grant to the depositor any overdraft facilities.
3. As regards Foreign Currency Deposits, the Bank may charge exchange commission at the Bank's then prevailing rates in case the depositor(s) wish to withdraw the amounts in foreign currency notes.
4. The Bank shall continue to follow the existing disposal instructions of the depositor(s) on maturity of Call Deposit/Instant Rate Deposit, unless otherwise instructed prior to the date of maturity.
5. Any premature payment of Call Deposit/Instant Return Deposit shall be at the sole discretion of the Bank and subject to a penal charge, as per the Bank's policy from time to time. Presently on
14. Premature withdrawal, the interest rate payable is the rate prevailing on the date of opening of the deposit for a period for which the deposit was run less 1%. In case of premature withdrawal, interest calculation will be based on simple interest rate.
6. The Bank reserves the right to add, alter or modify any of the above mentioned rules without any prior intimation and such altered or additional terms and conditions shall be binding on the depositors.

Al Amaal Savings Accounts

The following terms and conditions apply to Al Amaal Savings Accounts (an "Account") in addition to the General Terms and Conditions applicable to accounts held with NBO (the "Bank"):

1. The Bank shall retain deposits made in the Al Amaal Account until expiry of the maturity period selected by the customer when opening an account.
2. Where an Account holder requests repayment of sums

at credit of an Account prior to expiry of the agreed deposit period, the Bank may agree to such request at its sole discretion.

3. If the Al Amaal account is a joint account, withdrawal of funds from the Account before expiry of the agreed deposit period will be allowed only against written instructions signed by all the joint account holders.
4. Each month, the Account holder shall deposit in the Account at least the minimum
Amount stated on the application form while opening the Account, otherwise the Bank reserves the right to stop the interest payment.
5. The Bank has the right to set off any balances in any of the customer Accounts against any liabilities of the customer to the Bank whether such liabilities are contingent, primary, collateral, joint or several. This condition 10 is not to be construed as any agreement; either expresses or implied that the Bank is willing or bound to grant any form of overdraft facility to the Account holder.
6. The bank's normal exchange and handling charges shall apply where an account holder requests the bank to repay a deposit in a currency other than that in which the Account has been maintained or where the Account has been maintained in a currency other than the national currency of the country where the Account has been maintained.
7. At the completion of the maturity period the Bank shall only follow the disposal instructions given by the Account holder at the time of opening the Account or as instructed by him subsequently in writing.
8. The Bank shall be entitled to effect such amendments to these Conditions as it may deem appropriate from time to time and such amendments shall be binding on all Account holders whether notice thereof is given individually or by way of general notice through
16 Advertisement or in the Banks branches.

Illiterate Customer

Illiterate persons will be permitted to open and operate accounts under their thumb impressions and subject to the following conditions:

- a. Current accounts will not be opened for illiterate

customers.

- b. The customer agrees to provide two recent passport size photographs.
- c. For all withdrawals the customer will personally visit the branch.
- d. All withdrawals will be made against the thumb impression of the customer put on the Bank's prescribed stationery in the presence of a bank official.
- e. The customer agrees to indemnify the Bank against all losses, claims and / or damages arising out of or in any way relating to the opening or operations of the account allowed by the Bank on the strength of the thumb impression of the customer.

The above mentioned conditions are in addition to the General Conditions, Savings Account Conditions and Dormant Account Conditions.

Call Center Service

I/We hereby authorize and request you to provide me/us with your NBO Call Center Service ("the Service") and issue its related Personal Identity Number ("PIN") subject to the following terms and

Conditions:

1. The Bank shall debit my/our account with the amount of any transaction effected by use of the service. I/We acknowledge that such transfers shall be restricted to transfers between my/our accounts with the National Bank of Oman in the Sultanate of Oman and for payment of utility bills only.
2. I/We shall exercise all reasonable care and safeguarding the PIN. In the event of it being lost or stolen. I accept and resume full responsibility of the miss usage of it and any unauthorized withdrawals, until the time I notify the Bank in writing of such event and the Bank confirms to me in writing that they have received my notification of the event. The onus of proof is vested with me/us.
3. The Bank's record of transactions processed by the use of the Service shall be conclusive and binding upon me/us for all purposes.
4. The Bank will debit my/our account with all expenses and charges arising from provision of the Service, without prior notification to myself/ourselves.

5. I/We shall not be entitled to overdraw my/our account with the Bank or to transfer funds in excess of any overdraft limit agreed with the Bank by use of the Service.
6. The Bank reserves the right to refuse an application or to withdraw at any time, all rights and privileges pertaining to the Service.
7. The Bank may at any time vary these terms and conditions under prior advice to me/us.
8. All statements of accounts or communications / correspondence relating to the utilization of the Service by me / ourselves shall be sent to the address recorded on the account opening documents or at such other addresses as shall have subsequently been communicated to the Bank in writing by myself / ourselves and acknowledged by the Bank in writing.
9. Where the Service referred to above have been availed by ourselves under a Joint Account mandate, we shall be jointly and severally:
 - ▶▶ Responsible for all transactions processed by the use of the service by one or more of us, notwithstanding any stipulation which may have made in the joint account mandate completed by us, requiring all parties to the account to sign.
 - ▶▶ Liable to the Bank in respect of any obligations on the Bank account
10. I/We am/are aware that all instructions / requests made by me/us through the service options, are as effective as my/our written instructions/requests to NBO, and are binding on me/us with immediate effect without any further confirmation from us.
11. The Agreement shall be governed by and construed in accordance with the laws of the Sultanate of Oman. This agreement is in addition to and not in substitution of, any other
- 19 Agreement and / or account mandate documentation relating to the conduct of my / our account with the Bank.

SMS Banking Service

1. The SMS Banking Facility will be available to all accounts of the Customer, current and future. In case of a joint account, the Message will be sent across to only the one assigned number.

2. The Customer acknowledges that the Bank is not required to resend any unsuccessfully transferred messages.
3. In the event of loss of the mobile equipment or loss of the connection to the number or loss of its possession, for whatsoever reason, it would be the customer's duty to inform the Bank in writing and either request to stop the messages or divert it to another number. Until he receives a written confirmation from the Bank, he will be solely bearing all the consequences.
4. In consideration of NBO providing the facility.
Customer agrees to indemnify and keep safe, harmless and indemnified NBO from and against all actions, claims, demands, proceedings, loss, damages, costs, charges, and expenses whatsoever which NBO may at any time incur, sustain, suffer or be put to, as a consequence of or arising out in good faith for acting on or omitting or refusing to act on any instructions given by use of the facility.
5. The customer at his own risk and responsibility may decide to permit other persons to have access to his mobile phone and as an implication jeopardizes the confidentiality of his banking transactions and other information. If so happened then he/she will solely be responsible for any consequences to it.
6. The Bank shall take all reasonable steps to ensure the accuracy of the messages. The Bank shall not be liable for any loss or damage occasioned by any error or inaccuracy in such messages. The Customer shall not hold the Bank liable for any information, which turns out to be incorrect or inaccurate.
7. Charges for the SMS Banking Facility will be at the discretion of the Bank and may be varied from time to time without prior notice to the Customer.
8. The Customer hereby agrees to give seven days notice in writing to the Bank for termination of the SMS Banking Facility made available to the Customer by the Bank. However, the Bank has the right to terminate the service before seven days.
9. The Bank may terminate the SMS Banking Facility granted to the Customer, without prior notice in the event of but not limited to, by reason of death, insolvency, bankruptcy, breach or non-compliance with terms and conditions or any agreement with the Bank

or any other cause arising out of operation of law or any reason where the bank considers it reasonable to do so.

10. The Bank from time to time in its sole discretion may announce or notify the customer through
The SMS Banking Facility about any third party's products including but not limited to shares, bonds or any other products.
11. In case of any events or circumstances, included but not limited to natural calamities, fire, floods, war, hostility, civil commotion, acts of God, sabotage, strikes, riots, terrorist activities, embargoes, that are beyond the reasonable control of the Bank hereto, and prevents the Bank from carrying out its contractual obligations, the Bank shall not be in breach to this agreement.
12. These Terms and Conditions shall be governed by and construed in accordance with the Laws of the Sultanate of Oman, and the Courts of Oman shall have exclusive jurisdiction to settle any dispute hereunder.

ATM CARD

- a. The ATM card shall remain the property of the Bank at all times and the customers are obliged to surrender the ATM card to the Bank whenever required. The Bank reserves its right to suspend.
- b. The Customer shall accept all transactions effected by means of the ATM card, notwithstanding the fact that such transactions may have exceeded the authorized limits, and where an ATM card has been issued in the name of more than one person, or for an illiterate person, or for a minor at the request of his competent guardian, the customer agrees to be jointly and severally liable for the liability incurred by the use of the ATM card.
- c. The ATM card is to be used with a PIN which is not to be disclosed by the customer to anyone under any circumstances.
- d. The ATM Card and the PIN are issued to the customer at the customer's risk and responsibility and the Bank shall bear no responsibility for any loss or damage from the issue of the ATM Card and/or PIN. The customer is however, well advised to keep the ATM Card and the PIN secured and separate at all times, and where possible destroy the PIN once the PIN number has been memorized.
- e. The customer shall indemnify and hold the Bank

indemnified against any loss or damage occasioned by unauthorized use of the ATM Card due to the customer's negligence.

- f. In any case and for any reason whatsoever, if the customer's account goes into overdraft by using the ATM card, the customer shall be held liable to the Bank and the Bank has the right to ask him for an immediate remedy.
- g. In the event the Bank dispenses cash in excess of the amount requested. The customer is obliged to immediately inform the Bank of this incidence. However, the customer hereby authorizes the Bank to debit his account for the excess even if such debit brings the account in to debit balance.
- h. The Bank has the right to debit the customer's account with any charges or expenses in connection with the use or replacement of such a card.
- i. The Bank reserves the right to amend the terms and conditions relating to the ATM card service without prior notice to the customer.
- j. The Bank will not be responsible for the malfunctioning of any ATM card due to any mechanical defect or any other reason beyond its control.
- k. The Bank is not responsible where ancillary services such as payment of utility bills cannot be affected either by reason of insufficiency of funds in the account or by reason of mechanical failure or other reasons not in the control of the Bank.
- l. When the ATM Card is used for a transaction in a currency other than Omani Rials. Visa / MasterCard will convert the amount of the Card used for a transaction at the rate of exchange prevalent at the time, or at any such rates agreed with the Bank, into Omani Rials and debits the customer's account.
- m. Cash Withdrawals outside the territory of the Sultanate of Oman / Local switch will attract a cash withdrawals fee as determined by the Bank from time to time.
- n. The Bank will debit the customer's ATM card account at point of sale terminals.

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