

Terms and Conditions of the Internet Banking Services



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1. The Internet Banking Services mean the electronic system (hereinafter referred to as the System) of the e-services provided via the Internet by SEB Bank (hereinafter referred to as the Bank) and the SEB Group companies represented by the Bank or, who are users of the Bank's Internet Service System, to private individuals and legal entities (hereinafter referred to as the Customers), who signed an E-services Agreement with the Bank.
2. A Number of services available in the System may differ depending on the authentication means and devices used by the Customer.
3. The present Terms and Conditions shall make an integral part of the E-services Agreement (hereinafter referred to as the Agreement). If you are willing to familiarize with the wording of the Agreement, click the link [Agreement](#).
4. The system is available at any time of the day.

How to become a System User

5. A Customer willing to use the System shall have to familiarize with the present Terms and Conditions and sign the E-services Agreement. One user or several users (hereinafter referred to as the User) shall be specified in the Agreement, i.e., a private individual, who signed the Agreement with the Bank, or a person(s) specified in the Agreement with the Bank signed by a private individual or a legal entity, who is issued the personal means of identification, code and interim pass.

Procedure of User authenticity approval

6. The Bank, to ensure a secure functioning of the User operations and identify authenticity, shall issue the following **personalized** security measures and means and identification to the User, and also may agree with the use of identification means selected by the User.
 - 6.1. Security measures:
 - 6.1.1. identification code - a unique sequence of digits used to approve identity of a person when logging in to the System;
 - 6.1.2. interim pass - a unique sequence of digits used to approve the person's identity when logging in to the System that, based on the Bank's recommendation to the User, should be changed when logging in to the System for the first time. The Bank recommends the User including letters, digits and symbols into the new password and changing it on the regular basis.
 - 6.1.3. PIN code – a sequence of digits created by the customer and known only to him/her to be used for personal identification while using the SEB mobile application;
 - 6.1.4. Biometric security means are biometric security means used for identification of the Client which are deemed to be secure by the Bank.
 - 6.2. Means of identification issued by the Bank:
 - 6.2.1. Password card including numbered passwords for input into the System in the beginning of the communication session or when approving transactions;
 - 6.2.2. digipass, which forms a unique password each time when logging in to the System, i.e. , a sequence of digits based on a special algorithm;
 - 6.3. Means of identification selected by the User - electronic and mobile e-signature, issued by third parties, considered as means of identification by the Bank. The current list of the means of identification is available at www.seb.lt;

6.4. The Customer shall select the means of identification to be issued by the Bank at his/her/its own discretion;

6.5. For Users of legal entities Bank issues only digipasses.

7. The Bank and the SEB Group companies represented by the Bank or, which are users of the Bank's Internet Service System, shall acknowledge and consider the messages received via the Bank's System about the use of funds in the Customer's accounts, execution of agreements, amendments to the terms of the agreement, supplements to the agreement, extension or termination of the agreement or any other information signed and approved by the User in the beginning of the communication session or at the moment of approval, if required by the System, correct means of identification and security measures issued by the Bank or the means of identification selected by the User were specified. ***The User may also be authenticated using the security measures at the moment of log in to the Bank's Internet Service System with the SEB mobile application.***
8. Other service providers (third parties) can identify User over internet and provide information and/or services for the User, including User requests and consents, to conclude contracts with the User when he/she is using identification means issued by the Bank or selected by the User. For that reason by concluding E-services agreement with the Bank Customer acknowledges that he/she and all Users will be able to use services provided by the Bank as well as services provided by third parties. Bank does not take any responsibility for services, which are provided by third parties after identifying User using identification means issued by the Bank or selected by the User.
9. The Bank has the right, in its sole discretion to ask additionally validate the transaction initiation, by the User's contact information (mobile phone) provided to the Bank. If User is unavailable or does not validate the said payment operation by User's contact information provided to the Bank the Bank has the right not to execute the payment transaction as unauthorized.

Technical and software requirements

10. A personal computer or a mobile device of a Customer, who is willing to become a user of the system, must meet the hardware and software requirements specified in Section "Banking web site" of the Bank website seb.lt. (<https://www.seb.lt/eng/private/online-banking/online-services/banking-web-site#security>)
11. Only one System User may log in from one workstation (PC) at the same time to the Bank's System. Prior to another User's log in to the System, the former User has to log out by selecting reference in the System: log out. Exception for the SEB mobile application – by using the SEB mobile application the same Customer may use the Bank's services on a few devices at a same time.

System Users

12. When entering into the Agreement, the Customer (private individual or legal entity) may indicate an unlimited number of Users entitled to handle the Customer's accounts via the System. A private individual(s) specified by the Customer in the Agreement shall be deemed the User(s). The Users logging in to the System may be granted different scope of rights to execute transactions and different limits may be established.

13. The Customer shall have to specify what rights to execute transactions are granted and what limits are established to the User, what accounts he/she/it is entitled to handle and what applications to submit.
14. The Users may be granted different scope of rights of disposing funds in the account or to enter into any agreements by the electronic means. The scope of rights shall be established in the conditional units from 0 to 100.
15. The Bank shall execute the terms of the User's payment order or enter into any agreement when the payment order or the agreement to be executed by the electronic means is approved by a User whose scope of rights to approve the payment order or the agreement executed by the electronic means, or several Users, whose total scope of rights to approve the payment order or to sign the agreement via the electronic means makes 100 or more per cent. ***Any payment order via any institution offering the payment services may be initiated only by a User holding 100 per cent of rights to perform such payment transactions.***
16. The Users shall be granted the following scope of rights:
 - 16.1. 0 per cent – the right to create payment order (without the approval right thereof) and to fill out the form of the agreement to be executed by the electronic means submitted by the Bank (without signature right hereof);
 - 16.2. from 1 to 99 per cent – the right to create and, based on current entitlements (rights), to approve payment order (created by own or any other entitled Users), to fill out the form of the agreement to be executed by the electronic means submitted by the Bank and sign the agreement based on current entitlements (rights);
 - 16.3. 100 per cent – the right to create and approve payment order (created by own or any other entitled Users), to fill out the form of the agreement submitted by the Bank and sign the agreement by the electronic means. All actions in the SEB mobile application are available only for the Customers with a 100 percent right to make such actions.

Limit establishment

17. The User limit per one-transaction, daily transactions' limit and monthly transactions' limit shall be established/ amended. ***The limit shall include the transactions initiated by the User via the institutions offering the payment services.***
18. The limit per one-transaction means the largest amount that may not be exceeded by the User when executing one transaction.
19. Daily transactions' limit means the largest amount that may not be exceeded by the User within one banking day.
20. Monthly transactions' limit means the largest amount that may not be exceeded by the User within one month.
21. The limits shall be applied only in such case if the User transfers funds from the Customer's accounts to other accounts (other than the Customer's accounts). The limits shall not be applied if the User transfers funds from one account of the Customer to another his/her/its account, buys or sells currency (by selecting the menu item *Payments ->Between own accounts/Currency exchange*), pays for utilities or pays any other taxes (by selecting the menu item *Payments -> Bill payments and taxes*).
22. The Customer, whose Users are issued the digipasses or identified by the means of identification selected by the Users, may select any limits.

23. The Customer, whose Users are issued the password card, may select any limits, however not exceeding the mandatory maximum limit established by the Bank: one-transaction limit – EUR 290, daily transactions' limit – EUR 290 and one-month transactions' limit – EUR 1,450.
24. Low-value payment limits shall be applied to operations, which are made by the Customers via the SEB mobile applications and which do not require any additional identification means: EUR 30 per transaction and the total amount of EUR 150 per day. For other operations the same limits as the limits of the Internet Bank shall be applied.
25. When using the System, the User may execute the payment transactions, obtain the list of transactions executed via the System for the recent three-month period; obtain other information provided by the Bank and the SEB Group companies represented by the Bank or, which are users of the Bank's Internet Service System, enter into any agreements offered by the Bank and the SEB Group companies or make amendments of terms thereof, submit applications, instructions and execute other transactions approved by the Bank and/or the SEB Group companies via the above-specified e-channel. To execute the above-specified actions and transactions and to approve thereof by the means of identification issued by the Bank or selected by the User, the User shall agree that such actions and transactions shall be deemed to have equivalent legal effect of any undersigned hand written document, and for legal entities – if approved by a seal and acceptable as the legitimate evidence when resolving the Bank's and the Customer's or the User's disputes by court or in other instances.
26. User using means of identification issued by the Bank or selected by the User can confirm consent to forward his personal data (name and personal code) as well as corporate data (company's name and registration code) to the third parties, which provide services over internet (e.g. E-government gateway, e-shops and others).
27. If User uses password card and one of other means of identification is selected by the User, the User shall not have a right to use the above password card for money transfer in Lithuania to accounts of other persons with SEB Bank and other banks operating in Lithuania in these cases:
 - 27.1. any identification mean not issued by the Bank is selected by the User and E-services agreement is signed in SEB branch;
 - 27.2. any identification mean not issued by the Bank was selected by using the System before 2017-07-11;
 - 27.3. any identification mean not issued by the Bank excluding Smart-ID Basic was selected after 2017-07-11;
28. If User uses digipass or if User uses password card and using the System selected Smart-ID Basic after 2017-07-11 the above-mentioned restrictions of identification mean provided by the Bank are not applicable.

Execution of payment orders

29. If the payer's and beneficiary's accounts are with SEB Bank, the payment order shall be executed on the same day. ***The payment order execution time shall be specified on the Bank website seb.lt.***
30. Payment orders processing timing is provided in Bank's public website.

31. Terms and conditions of the international payment orders are available on the Website www.seb.lt, the menu item *Daily Banking* - > ***Cross border money transfer, European Payment Orders - Daily Banking -> European payment***
32. The User shall undertake to avoid dubbing of the payment order given to the Bank.
33. The Customer/User, in case of any mismatch of data in the statement of account with the data of the payment order submitted to the Bank, shall ***immediately lodge a claim to the Bank in writing or via the Bank's Internet Service System, however no later than within 13 month from the date of funds debiting, and if the Customer is a legal entity – no later than within 60 calendar days.*** The Bank shall not be liable for any losses of the Customer resulting from delay to lodge a claim within the period established in the present Item.

Payment of service charges

34. The User willing to pay for utilities (to suppliers of electric power, gas, water and heating and for other housing services) or for telecommunication, cable TV, insurance, education and other services ***may*** select the menu item *Payments* -> *Bill payments and Taxes*.
35. The document, proving payment of charges, may be received by the Customer at any Bank branch having specified the control number of the transaction.

File import/export

36. The User can have software that creates local, international payment orders and/or debit orders files in the format requested by the Bank. Such files can be imported in to the System.

Additional information

37. The Bank shall keep information about turnover of the Customer accounts for at least three-month period from the transaction execution date. ***If the account information services are provided to the User by a payment services institution offering such services, and the Bank's Internet Banking Services is signed with a legal entity, the Bank shall provide information about the account only in such case, if such right was granted to him/her/it by the User entitled to make amendments to the Bank's Internet Banking Services Agreement.***
38. The Bank shall block the Customer's/User's access to the System if:
 - 38.1. The Customer requires that during business hours by visiting any branch of the Bank or by submitting a written application to block his/her/its access to the System or by calling at 1528 at any time of the day;
 - 38.2. The User performs input of the identification code and for five times in a row performs incorrect input of the password in the System.
39. If the User forgets the password or the System blocks his/her/its access when the User for five times in a row performs erroneous input of the password in the System, the interim pass shall be restored if:
 - 39.1. the Customer/User visits the Bank branch;
 - 39.2. the Customer/User contacts the ***Advisory Centre*** at ***+370 5 268 2800*** and authenticates his identity by entering the identification code and digipass response or specified password from the password card in accordance with the instructions provided on the phone.

40. The User, who forgot the digipass security measure (i.e., the PIN), shall have to contact any branch of the Bank.
41. The User(s) shall have to ensure that means of identification and passwords are not disclose to third parties in any form, and shall not write thereof on the card, or on digipass or on any other objects kept together.
42. Any losses resulting after the date of receipt of the message specified in Item 6.4 of the Agreement by the Bank shall be compensated by the Bank, except for the cases when the losses were incurred through the Customer's/User's fraudulent actions or it is intentional or the result of gross negligence or breach of contract payments on statutory obligations. If the losses were incurred after using the means of identification issued by the Bank or the means of identification selected by the User prior to the date of receipt of the message specified in Item 6.4 of the Agreement by the Bank, if the Customer/ User fails to fulfill security and confidentiality obligations established in the Agreement, it shall be deemed that the losses were incurred through the Customer's/User's (willful default or) gross negligence, if the Customer fails to prove the opposite.
43. The amount of the Customer's losses related to the loss of security measures and means of identification and arising after the date of receipt of the message specified in Item 6.4 of the Agreement shall not exceed **EUR 50**. If the losses were incurred due to the Customer's/User's fraudulent actions, willful default or gross negligence **or if the Customer is a legal entity**, the present provision shall not be applied.
44. The Bank shall compensate the losses incurred through the Bank's fault.
45. The User is responsible for continuous updating his/her contact information under terms and conditions indicated by the Bank.
46. Customer (applicable to legal entity only) agrees to inform the Bank about cancellation of procuration in cases when procuration was provided to the bank.
47. The Customer/User does undertake to ensure compliance with any and all possible security measures, included not limited to antivirus software when using the hardware, software and any other installations necessary to log in to the System and shall be liable for any and all consequences resulting from inadequate security of the Customer's/User's PC or any other systems.
48. If security of software and data necessary to use the System were breached, the User having visited the Bank shall be issued new means of identification and the password for log in to the System.
49. The Bank has right to check the User's messages and other documents, sent to the Bank via/by the System and, in case of finding any technical or logical mistakes or identifying that certain terms contradict acts of law, may refuse to execute the above. The Bank shall notify the User about such fact via/ by the System.
50. If you are willing to learn current service charges applied by the Bank, click the link *Service Charges*.
51. Information about the Bank's services via the Internet is provided by the **Advisory Centre** at +370 5 268 2800, for corporate customers at +370 5 268 2822 and e-mail: info@seb.lt.
52. The Terms and Conditions of the SEB mobile application are considered as an Appendix and an integral part of the Terms and Conditions. The Appendix may be changed in the same manner as the Terms and Conditions.
53. The Bank shall retain a unilaterally right to make changes in the present Terms and Conditions in accordance with the procedure established in the Agreement.