



## Silkbank Credit Cards Terms and Conditions

Verified by  
**VISA**

For further queries on your  
Silkbank VISA Credit Card,  
please call the 24-hour Silkbank  
Phone Banking at 111-100-777

E-mail: [creditcards@silkbank.com.pk](mailto:creditcards@silkbank.com.pk)

111-100-777

[www.silkbank.com.pk/cc](http://www.silkbank.com.pk/cc)

[www.facebook.com/SilkbankCreditcards](https://www.facebook.com/SilkbankCreditcards)

Width 3.8  
Height 8.2

## Verified by Visa®

Verified by Visa is a service which provides you with additional security when you shop online using your SILKBANK credit card on merchant websites which subscribe to the services of Visa's Verified by Visa. References to "you", "your" in these Verified by Visa terms and conditions mean the "customer".

## Verified by Visa provided by Silkbank

SILKBANK Limited provides this service to you, but we may use third party service providers to operate the service or part of it on our behalf. References to "SILKBANK", "Bank", "we" or "us" in these Verified by Visa terms and conditions mean SILKBANK Limited.

All References to "this website" in these Verified by VISA terms and conditions mean the merchant website on which you are conducting the respective online transaction.

## Internet Access

In order to use Verified by Visa, you must have the ability to access the internet and must pay any service fees associated with such access. In addition, you must have the equipment necessary to make such a connection to the internet, including a computer and modem or other relevant device.

You must register a valid mobile phone number and email address with us to use Verified by Visa. Please ensure the latest mobile phone number / Email address we have in our files is your most up-to-date number /email address before using Verified by Visa. In case your mobile phone number is not registered with us, we shall not be responsible to provide the service and/or any loss caused to you.

You hereby acknowledge and agree that SMS delivery and Email delivery is beyond the Bank's control, besides, there may be delays/non delivery of the SMS delivery and email delivery, for which the Bank shall by no means be liable / responsible in any manner whatsoever.

## Use of Verified by Visa

To prevent unauthorised use of your credit card online, Verified by Visa will introduce a new security step when you make an online payment with certain merchant websites.

Every time you try to make an online payment with a registered merchant, you will be asked for a unique PIN number.

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The first time you use Verified by Visa you will be directed to SILKBANK's Verified by Visa webpage.

We have registered you for the service.

You will be asked each time you make an online payment, to click on a button to request a PIN. A PIN will then be sent by SMS/email as per your preference. The PIN number we send you will be unique for each transaction and valid for 10 minutes.

If your PIN is incorrect the retailer may reject your transaction, for which we shall not be liable in any manner whatsoever.

## Terms and conditions of Verified by Visa

Our product terms and conditions continue to apply in addition to these terms and conditions, which shall be read with and become part and parcel of these terms and conditions.

## Discontinuation / suspension Verified by Visa

We reserve the right to discontinue or suspend Verified by Visa and immediately for any reason. We will not be liable to you if our discontinuation causes you any loss.

We will discontinue or suspend the service for you, if any of the data you provide us is incorrect, not current or incomplete, or we have reasonable ground to suspect it might be or for any other reason. We also reserve the right to discontinue the service for a regulatory or legal reason. However, we are not liable to provide you with the reason for discontinuation or suspension.

## Data sharing with third parties

Registering for Verified by Visa involves providing personal information and we will use this data in accordance with the data sharing provisions in our general terms and conditions, whether for corporate or personal banking customers. This may mean your data is shared with third parties and outside the country in which you bank with us. We may also verify your identity or suitability for the service by using data available from third parties such as credit reference agencies.

## Customer responsibilities

You undertake to comply with all applicable laws, statutes, ordinances, and regulations in your use of Verified by Visa or this website and your purchase and use of goods and services. This includes complying with any or all laws of Pakistan and countries other than the Pakistan which apply to your use of Verified by Visa.

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You also acknowledge and agree that you have the following responsibilities:

- a) to verify that the information entered on all retailer order forms is accurate;
- b) to verify that the information displayed in the Verified by Visa transaction screen is correct for each purchase;
- c) to make full and timely payments for any purchases made involving Verified by Visa or this website;
- d) to be fully responsible for all transactions or other activities that occur or are undertaken using your credit card and Verified by Visa PIN;
- e) to safeguard the confidentiality of your user name and Verified by Visa PIN for Verified by Visa and/or this website;
- f) to immediately report to SILKBANK if your Verified by Visa PIN for Verified by Visa or this website are stolen or compromised; and
- g) to defend, indemnify, and hold harmless SILKBANK and our service providers from all third party claims.

The service is governed under the schedule of charges for credit card holders along with any other applicable charges.

### Things not to do

You hereby covenant and undertake not to:

- a) upload, post, email or otherwise transmit any material that contains software viruses or any other computer code, files or programs designed to interrupt, destroy or limit the functionality of any computer software or hardware or telecommunications equipment used by Verified by Visa;
- b) spam or flood the Verified by Visa website or service;
- c) modify, adapt, sub-license, translate, sell, reverse engineer, decompile or disassemble any portion of the Verified by Visa website or service or the software used in connection with Verified by Visa;
- d) remove any copyright, trademark, or other proprietary rights notices contained in Verified by Visa;
- e) "Frame" or "mirror" any part of the Verified by Visa website or service without the prior written authorization of us;

- f) use any robot, spider, site search/retrieval application, or other manual or automatic device or process to retrieve, index, "data mine", or in any way reproduce or circumvent the navigational structure or presentation of the Verified by Visa website or service or its contents;
- g) otherwise interfere with, or disrupt, Verified by Visa or servers or networks connected to Verified by Visa, or violate these terms and conditions or any requirements, procedures, policies or regulations of Verified by Visa or of any networks connected to Verified by Visa;
- h) intentionally or unintentionally violate any applicable local, state, national or international statute, regulation, regulatory guideline or judicial or administrative interpretation, or any rule or requirement established by SILKBANK or our service providers in connection with your use of Verified by Visa;
- i) resale Verified by Visa or this website or any part thereof; make a derivative of Verified by Visa or this website or any part thereof; collect or use any information provided by other users without their express written consent, or engage in any form of data mining or data extraction with respect to any data accessible through Verified by Visa or this website;
- j) use Verified by Visa or this website in a manner that would: (i) infringe any third party copyright, patent, trademark, trade secret, or other proprietary rights or rights of publicity or privacy; (ii) be fraudulent or involve the sale of counterfeit or stolen items; (iii) violate any law, statute, ordinance, or regulation (including without limitation those governing export control, consumer protection, unfair competition, anti-discrimination, or false advertising); (iv) be false, misleading, or inaccurate; (v) create liability for SILKBANK or our service providers or cause SILKBANK or our service providers to lose (in whole or in part) the services of our third party providers; (vi) be defamatory, trade libelous, unlawfully threatening, or unlawfully harassing; or (vii) be obscene, pornographic, or contain child pornography;
- k) gain access or attempt to gain access to any information, software or data on SILKBANK 's or our service providers' servers or otherwise within their control which is encrypted, protected by security procedures or devices or (except for your personal information) otherwise not generally made available to the public; or
- l) use Verified by Visa or this website in a manner which will or might interfere with the full use and enjoyment

by other users of Verified by Visa or this website. You acknowledge that various goods or services offered from retailers may be prohibited in your geographic area.

### Silkbank liability

We will not be liable to you or any third party for any modification, suspension or discontinuance of Verified by Visa.

Under no circumstances will we be liable for any consequential, incidental, special or indirect losses or other damages, such as any damage to your computer or telephone service resulting from your use of Verified by Visa.

We shall not accept any responsibility for, and will not be liable for, any damages to, or any viruses which may affect, your computer equipment or other property on account of your access to, use of, or downloading from, this website.

### Your dispute with the retailer

Your correspondence or business dealings with, or participation in promotions of, online retail or other retailers on or through Verified by Visa including payment and delivery of related goods or services, and any other terms, conditions, warranties or representations associated with such dealings, are solely between you and such retailer. Any dispute with the retailer is solely between you and the retailer and we shall not be responsible or liable for any loss or damage of any sort incurred as a result of any such dealings in any manner whatsoever.

By making Verified by Visa available to you, we are not representing, giving any warranty or indicating that we recommend or endorse any retailers, nor do we verify their identity. We disown any representation / warranties in this connection.

### Amendments in Terms and Conditions

We reserve the right to vary these terms and conditions. If we do so, we will upload the latest version on our website and by continuing to use Verified by Visa we will deem you to have accepted the latest version.

We will try to give you notice of any changes we make to these terms and conditions as soon as practical. If we make a change which is detrimental to you, we will give you at least 30 days' notice. Any notice we give you relating to these terms and conditions may be through any of a number of

channels, which could include uploading the new terms and conditions on the website, sending you an SMS or other electronic means of communication.

### Intellectual Property Rights of Verified by Visa website

Verified by Visa and this website are owned by SILKBANK and/or our service providers. Any materials provided to you are merely licensed to you.

Verified by Visa and this website are protected by copyright and other laws of the Pakistan and other countries. SILKBANK and/or its suppliers retain all right, title, and interest in Verified by Visa and this website and all content, information, websites, software, and other materials related thereto, excluding certain content and technology which may have been created and/or is owned by retailers or third parties.

Some of the names referenced in this website are trademarks or registered trademarks. You agree not to use any trademarks referenced or any confusingly similar marks for any purpose without the express prior written consent of the owner of the mark in each instance.

### Indemnification

By accepting these Verified by Visa terms and conditions you agree to defend, indemnify and hold harmless SILKBANK and our service providers from and against any and all third party claims, damages, liabilities, costs and expenses, including reasonable legal fees and expenses, arising out of or related to any breach or alleged breach by you of this Agreement or any use of Verified by Visa by you or under your control. SILKBANK or its service providers reserve the right, at our own expense, to assume the exclusive defense and control of any matter otherwise subject to indemnification by you, in which event you will cooperate with us in asserting any available defenses. You will not settle any action or claims on our behalf without our prior written consent.

### Governing laws

These Verified by Visa terms and conditions shall be subject to the applicable laws of Pakistan and all disputes shall be referred to the courts of law (as applicable).