

Terms and Conditions for Using the Remote Service System for Legal Entities - maib business

BC MAIB SA (hereinafter referred to as the Bank or maib), the authorized provider of online banking services, publishes the following terms and conditions for using the remote service system for legal entities – maib business (hereinafter referred to as maib business).

These terms and conditions complement and detail the relationship between the Client/User and the Bank, following the [General Conditions for Providing Financial Services to Legal Entities within BC "MAIB" SA](#) (hereinafter referred to as General Conditions), and are part of the Universal Agreement. The General Conditions are provided to each Client/User when entering into a business relationship with the Bank and are available on the Bank's website (www.maib.md).

Maib reserves the right to modify these terms and conditions, which will apply from the date they are published on the Bank's website (www.maib.md).

By clicking the **Continue** button, the Client/User agrees to these terms and conditions for using the maib business service.

1. The Client/User agrees to follow the usage instructions described in the maib business User Guide, provided through [tutorials](#) and the [Frequently Asked Questions](#) section, available on the Bank's website in the maib business ([maib business | maib](#)).
2. The Client/User agrees to provide the Bank with the beneficiary's name, address, account number, payment amount, and other elements necessary for processing electronic documents. The Client/User also agrees to keep this information up-to-date and accurate.
3. The Client/User agrees to ensure sufficient funds in the payment account to carry out the transactions available through maib business and to cover the associated fees.
4. The Client/User agrees to notify/report to the Bank any issues or errors identified during the use of maib business, using one of the methods provided in the [Contact Us](#) section on the Bank's website.
5. The Client/User acknowledges that investigating/processing a complaint involves multiple stages listed in the [customer complaints](#) section and described in the [Regulation on the mechanisms for handling requests within maib](#), available on the Bank's website.
6. All electronic authentication tools, including codes, passwords, and access numbers, are considered the property of the Bank and are therefore declared as private data. The Client/User agrees not to disclose personal and/or confidential information that belongs to the user or the Bank to unauthorized parties. In the event of suspected unauthorized access or disclosure of personal and/or confidential information to a third party, the Client/User undertakes to immediately inform the Bank about this through the methods provided in the [Contact Us](#) section on the Bank's website.
7. The Client/User agrees that transmitting confidential and/or personal information is at their own risk.
8. The Client/User acknowledges that their Login ID and password, credentials used to log in to maib business, or the signature used to authorize and validate actions within the system are equivalent to applying a handwritten signature and producing the same legal effects. Thus, the Client/User commits not to disclose access credentials and electronic signatures to third parties and to take all precautionary measures to protect this information.
9. You agree to these terms and conditions, the [General Conditions](#), and other policies and procedures published by BC MAIB SA on the Bank's website.