

## Central Depository Bangladesh Limited (CDBL)

### Refund Policy

This policy is meant to explain the refund process of the payment during Online BO Account Opening System during the following circumstances:

- An investor will get the refund, if a Depository Participants/Brokerage house rejects an online BO application due to verification failed, duplicate account, or any other reasons.
- An investor will get the refund, if any type of network/browser/device problem after successful payment.

All refund process will be completed within 7 to 15 working days from the date of payment.

CDBL reserves the right to review and/or amend the refund policy any time, if needed

### Privacy Policy

CDBL Online BO Account Opening System enables the opportunity to open a BO account through internet. The following privacy policy is applied for the portal:

- CDBL will use your Personal Information only for the BO account opening purpose and it will be shared with your selected Brokerage House for Opening your accounts.
- CDBL protect the rights of individuals by ensuring that all personal data held by us is used appropriately and lawfully
- CDBL may use your Personal Information to contact you for any inquiry about the BO account opening related queries.
- The security of your Personal Information is important to us, but remember that no method of transmission over the Internet, or method of electronic storage, is 100% secure.
- CDBL reserves the right to update or change our Privacy Policy at any time and you should check this Privacy Policy periodically. If we make any material changes to this Privacy Policy, we will notify you either through the email address you have provided us, or by placing a prominent notice on our website.