



National Bank of Malawi

Registered under the Banking Act 2010

Application Form to Open a Personal Account

A/C No: _____

(Tick whichever is appropriate)

A. Type of Account

- | | |
|-----------------------------------|---|
| Current Account | Joint Account (Complete and submit Mandate NBM M3/NBM M6) |
| Savings Ordinary Account-MK5000 | Savings Account –Minor (Complete and submit Mandate NBM M9) |
| Savings Acc -Special Saver MK1000 | Mlimi Account |
| Other (Specify) | |

B. Basic Personal Information

Title:

First Names _____ Surname _____

Gender: Female Male

Marital Status: Married Single Widowed Divorced

Nationality : Malawian Non Malawian (State nationality) _____

Resident Non Resident (state country of residence) _____

Date of Birth: _____ (dd/mm/yyyy)

C. Occupation details

Employed Not Employed Self Employed

Designation: _____ Employers Name: _____

Employers Address: _____ Employers Business: _____

Employment Start Date: _____ Currency: _____ Salary : _____

Other Income _____ Salary/income Date : _____

Employment Number: _____ Employer Tel No: _____ Net Monthly Income : _____

If Not Employed or Self Employed state the following

Source of Funds/Income _____ Type of Business _____

D. Contact Details

Address : _____

Town/ City : _____ Postal Code: _____ Country: _____

Mobile number: _____ Fax number: _____ E-mail Address: _____

Village: _____ Traditional Authority: _____ District _____

E. Spouse's Details

_____ Maiden name: _____

Postal address: _____ Nationality: _____

Occupation: _____ Tel number: _____ Mobile number: _____



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E-mail address: _____ Fax Number: _____

Bank name: _____ Branch Name: _____



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ID document (Tick one only)

Passport No. _____ Driving License No: _____ Voter Reg. ID No _____

Issuing Authority: _____ Issue Date: _____ Expiry Date: _____

Or any of the following:

Letter from DC Letter from T/A **(sketch map and proof of residence not necessary)**

***Note:** Letters from DC and T/A not to be delegated and acceptance subject to Service Centre/Agency Management's discretion.

F. Proof of Residence: Utility Bill Submitted:

***Note:** Any of the following:

ESCOM Water Board MTL City/ Ground rate MHC Invoice

Utility Bill Account number: _____

Sketch Map Drawn on back-page Yes No (mandatory)

G. Residential Details.

Residential status: Self owned Rented other (specify) _____

Residence Type: _____

H. Bank Accounts Held with National Bank of Malawi

Do you maintain any other account(s) with a National Bank of Malawi? Yes No.

If **Yes** kindly state:

1. Account Name : _____

Service Centre : _____ Account No: _____

2. Account Name : _____

Service Centre : _____ Account No. _____

I. Bank Accounts held with Other Banks

1. Account Name: _____ Account No. _____

Branch _____ Bank _____

2. Account Name: _____ Account No. _____

Branch _____ Bank _____

J. Property Owned

1. House Yes No If yes, where _____ Plot/Deed No. _____

2. Car Yes No If yes, car registration number _____

3. Other Property Yes No If yes specify _____



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RELEASE AND INDEMNITY, FAX AND E-MAIL TRANSMISSIONS

(If this facility is not required, please indicate by inserting a diagonal line across this page and duly initial)

Whereas I/We, the undersigned, _____ herein represented by _____ and _____ their Capacities as _____ and _____ respectively, they being Duly authorized by a resolution passed by us on _____ certified copy of which is attached hereto, have requested National Bank of Malawi ("the Bank") to act on written instructions transmitted by me/us to it by facsimile transceiver or by means of an email message.

and whereas the Bank has informed me/us that it is prepared to act on such faxed/emailed instructions which purport to emanate from me/us if it receives and indemnity in the form hereof.

And whereas I/We am/are prepared to give such releases and indemnity.

Now therefore, I/We do hereby-

1. Acknowledge that it is not practical for the Bank to establish the authenticity of all messages telefaxed or emailed to the Bank which purport to emanate from me/us.
2. Agree that all faxed or email instructions, mandates consents, commitments and the like which purport to emanate from me/us shall be deemed to have been given by me/us in the form actually received by the Bank (purported faxed or e-mail instructions) – which – and I/we shall be bound thereby.
3. Waive any rights I/we may have or obtain against the Bank arising directly or indirectly from losses or damages including matters related to notice of lost and cancelled foreign drafts and cheques, which I /we may suffer because the Bank acts on purported faxed or emailed instructions, and I/we agree to indemnify the Bank in respect of any claims, demands or actions made against it or losses or damages by it because it so acted.
4. Agree that in respect of purported faxed or email instruction regarding payment by cheque, draft, mail or telegraphic transfer for the benefit of third parties, the purchase or sale of any foreign currencies, the purchase or sale of Stock Exchange Securities, the transfer of money, whether the transfer is from any account in the Company's name to any other account in the Company's name or to any account in the name of the third party at any branch of the Bank or at any branch of any other Bank, same day value may only be given if the message is received by the Bank a reasonable time before the close of its business to the public.
5. Agree that the Bank is not to be held liable for errors or delays in transmissions or the misinterpretation on receipt or for any loss or damage from whatever cause as a result of the Bank permitting this agreement, excluding losses arising from the proven unlawful or fraudulent acts of the Bank's employees.
6. Agree to implement and adhere to any procedures and/or restrictions imposed on me/us by the Bank from time to time regarding the sending of faxed or emailed instructions to the Bank.
7. Agreed that this release and indemnity will not be affected by any failure by the Bank to impose any or sufficient procedures or restrictions or to ensure that any or all of them are adhered to.
8. Agree that the Bank will not be obliged to act on any purported faxed or emailed instructions and that it may at any time on Written notice sent to me/us at _____ Withdrawal from the arrangements envisaged in this document
9. Agree to send the original copy of such written instruction or confirmation of fax or e-mail clearly marked "confirmation of fax/email dated_ _____ within at least 21 working days following the transmission.



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Terms and Conditions for the account

1. Deposits

- 1.1 We will accept for deposit to your account all cash, cheques and other items payable to you.
- 1.2 The proceeds of cheques and other similar items deposited will only be available as cash when paid or cleared. (This situation arises because when you deposit a cheque or other item the amount is provisionally credited to your account before payment.)

2. Deposits Reversed

- 2.1 We will debit your account with the amount of a cheque or other item deposited that is unpaid.
- 2.2 We will debit your account with the amount of any cheque or other item deposited to which you are not entitled and may pay the amount to the owner thereof, whether your account is in credit or debit and we will advise you of our action taken.

3. Payments

- 3.1 We will make payment from your account on your instructions only if there are sufficient funds available.
- 3.2 By prior written arrangement, you may instruct us by means of computer or other electronic equipment to make payments from your account and we will debit your account with the amounts concerned.

4. Interest and Charges

- 4.1 We will charge you interest on any overdrawn balances. Details of such charges are available on request.
- 4.2 We will charge you for various services provided, but details of such charges are available on request or in relevant brochures.
- 4.3 We reserve the right to vary charges and interest rates from time to time but notice of such changes would be notified to you.

5. Statements

- 5.1 We will provide you with regular statements of your account on request.

- 5.2 If you fail to notify us timeously of forged or unauthorized entries on your account and this results in further losses taking place, we will be entitled to refuse to refund the further losses to you, provided that we have not been negligent or breached our duty of care.

6. Overdrafts

- 6.1 If your account is overdrawn without suitable arrangement, we may set it off from any other account(s) held by you.
- 6.2 A certificate signed by a manager of our bank containing details of an amount, including interest, owed by you will be sufficient proof thereof unless the contrary is proved.
- 6.3 We shall regard the latest postal or residential address given by you to us as the address where notices may be given and documents in legal proceedings may be served.
- 6.4 If necessary, we may take legal action against you in a Court of Law in Malawi.
- 6.5 You will be responsible for payment of all reasonable expenses in recovering any amounts you owe us, including legal fees on an attorney and own client basis, collection fees and tracing fees.
- 6.6 We will make payment from your account on your instructions only if there are sufficient funds available.
- 6.7 By prior written arrangement, you may instruct us by means of computer or other electronic equipment to make payments from your account and we will debit your account with the amounts concerned.

7. Closing of account

- 7.1 We will close your account on receipt of a request in writing signed by you to do so.
- 7.2 We reserve the right to close your account on reasonable prior notice if in our opinion it has been conducted in an unsatisfactory manner.

8. Credit Record

- 8.1 We may make enquiries about your credit record with any credit reference agency or any other party, where available.
- 8.2 We may provide credit reference agencies with regular updates regarding the conduct of your account including any failure on your part to meet these terms and conditions, where agencies are present.

9. Confidentiality

- 9.1 We will treat your personal information as private and confidential (even when you are no longer a customer). Nothing about your accounts nor your name and address will be disclosed to anyone, rather than in four exceptional circumstances permitted by the applicable law. These are:
 - Where we are legally compelled to do so;
- 9.2 Where it is in the public interest to disclose;
- 9.3 Where our interest require disclosure (This will not be used as a reason for disclosing information about you or your accounts, including companies in our group for marketing purposes).
- 9.4 Where disclosure is made at your request or with your written consent.

10. General

- 10.1 We may check by reference to third parties the correctness of details given in the application form you have completed for opening of the account.
- 10.2 You may not transfer the account into the name of another person.
- 10.3 You must notify us immediately if you are placed under receivership or sequestration or placed under any other form of insolvency or legal disability.
- 10.4 You must notify us immediately of any change in any of the details you provided us when you opened the account.
- 10.5 We reserve the right to amend these terms and conditions and will give you notice thereof in writing.



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L. **Other Products and Services**

Please tick in the boxes the products and services you want.

1. **Visa Card (mandatory)**

2. **MO626ice (Mobile Numbers only)**

Mobile numbers to register

Mobile Phone No 1. _____ Mobile Phone No 2. _____

Mobile Phone No 3. _____ Mobile Phone No 4. _____

Services applied for (clearly tick services required)

Balance Enquiry Transaction Enquiry Funds Transfer Mobile Top Up
 Bill Payments Cheque Book Request Stop Payment Transaction Alert Amount

K.....

3. **Banknet online (Internet Banking)**

E-mail address _____

Main Account Number to be linked _____

Account Numbers to be linked to M0626 and Banknet online:

A/c No 1. _____ A/c No 2. _____

A/c No 3. _____ A/c No 4. _____

The Internet Banking service is designed to present information to the customer in the Secure Area, which will give you, the customer, your Account details and enable you the customer to have direct access to your Accounts. However, the continued uninterrupted provision of this service is independent on the customer against the transmission of computer viruses.



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Terms and Conditions of National Bank of Malawi Services

In these terms and conditions;

"Account details" means the stated balances of your Account (which will generally be the uncleared balance) and such other information as is made available to you by the service;

"National Bank of Malawi customer" means a person who alone or jointly with another is a customer of and has provided National Bank of Malawi with National Bank of Malawi Security Login Information;

"National Bank of Malawi Security Login information" means the confidential information that you have provided to National Bank of Malawi, which allows you to access your National Bank of Malawi accounts.

"National Bank of Malawi Site" means www.natbankmw.com or such other Internet site as National Bank of Malawi shall designate for the purpose of this Agreement;

"PC" means the personal computer or any other device used to access the Service;

"Secure Code" means your National Bank of Malawi Security Login information and the security details, passwords, personal identifiers and other details or codes required for you to access your account;

"Services" means balance with account details, which you may access in the Secure Area and any further services we may offer in relation to your account or accounts from time to time;

"You, your" means you the National Bank of Malawi customer who accepts these terms and conditions.

The Service

The customer shall follow National Bank of Malawi Security procedures at all times to avoid unauthorized access to the National Bank of Malawi security Login Information.

National Bank of Malawi does not guarantee the availability of the service or that the customer's use of the service will be uninterrupted.

The balance shown will be the most up to date balance available and may show uncleared balances, where these are available.

i. Losses

The cardholder shall be liable for all amounts arising from and /or losses incurred by the Bank in connection with the use of the card

ii. Exchange Control Regulations

While the Visa Electron card will only be used in Malawi, Classic, Gold and Platinum may also be used abroad and the card holder must comply with all laws and regulations in respect of the card(or any additional card) in the country of purchase and/or use.

iii. Charges

The Bank is hereby authorized to debit the Cardholders account with arrangement fee and other charges in line with its tariff.

iv. Loss of Card

If the Card is lost or stolen, the cardholder shall immediately phone the NBM Call Centre and report to the Police. This will be followed by a written notification addressed to any nearest Service Centre.

v. Reservations

The Bank reserves the right to withdraw the card at any time without notice.

vi. Declaration

I acknowledge and agree that:

- (a). The Visa card is issued by the Bank remains the property of National Bank of Malawi
- (b). The card shall be used for the period specified thereon
- (c). Necessary precaution shall be exercised against loss or theft of the card or disclosure of PIN and I shall ensure that any record of the PIN is kept separate from the card
- (d). In the event of loss or theft of the card or disclosure of the PIN, I shall immediately notify the Bank. Verbal notice will be confirmed in writing immediately.

(e). I am responsible for all payments made arising from any unauthorized transaction concluded before the Bank is reasonably able to action the notice of loss or theft of the card.

(f). The card is not transferable and may not be used by any person other than the cardholder

(g). The bank should make any enquiries necessary for credit assessment

Communication of Changes

National Bank of Malawi shall inform the customers of any change by sending an e-mail, separate written notice or by advising such changes on website.

Amendment

This Agreement may be amended to include a development, or the introduction of, new products and services and new ways in which the customer can use the Service, or to reflect a change in the law include any code of practice (or the way in which they are applied) or to correct a mistake. National Bank of Malawi shall inform the customer of any change by sending an e-mail, separate written notice by advertising on its website.

National Bank of Malawi shall give at least one month's prior notice for any amendment to this Agreement.

The Accounts that the customer can access via the Service may change from time to time and National Bank of Malawi may remove Account Details from the Service provided one day notice is given.

Termination for all Products and Services

National Bank of Malawi shall cease to provide these services to the customer if the customer ceases to be a National Bank of Malawi customer or otherwise ceases to have access to the Secure Area for any reason or if National Bank of Malawi reasonably believes that the service(s) is not of value to a customer.

If the customer has not used any of the services or all the services for a period of at least 3 months, National Bank of Malawi reserves the right to terminate all the services.

National Bank of Malawi may also cease to provide the service where the customer uses the service for fraudulent purposes or commits gross negligence in the operation of the service.

National Bank of Malawi shall cease to provide the service to the customer if the customer continues to originate/introduce computer viruses to the service.

Disclaimer for all products

National Bank of Malawi shall not be liable for any losses the customer may suffer or any Account if the Account is subject to unauthorized access or an unauthorized transaction unless that unauthorized access or unauthorized transaction is caused by the Bank's negligence.

Should the customer believe that there has been any unauthorized access or any unauthorized transaction affecting its Account or any of them by reason of the Service, the customer must inform National Bank of Malawi immediately and provide the Bank with reasonable assistance to investigate the position in accordance with National Bank of Malawi's procedures. The customer hereby agrees to provide National Bank of Malawi with all the assistance, technical or otherwise, which National Bank of Malawi may need in the said investigation. National Bank of Malawi shall not be liable if prevented from doing anything because of something it cannot reasonably control, including the unavailability of any Site or the customer's PC failing to function properly.

If my application is successful I shall maintain sufficient balances in my account for all transactions

Governing Law for all products

This agreement shall be governed by the Laws of Malawi and the parties hereto consent to exclusive jurisdiction of the Malawi courts in all matters regarding it.

What it costs the client

The bank recovers commissions per its Tariff Book.



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Security Question for all products (Please)

Father's Name Mothers First Name Village Name Pet's Name

ANSWER _____

I/We agree to all the foregoing information and all the above Terms and Conditions for all the products.

I/We, _____ declare that the information I/We have given is true and I/We will be liable for any information or part thereof, which is false. I/We understand that in the event of the discovery that the given information is false; the Bank will be justified to close the account and report the same to relevant authorities without giving notice whatsoever.

I/We, _____ declare that I/We have understood all the terms and conditions herein.

AUTHORIZED SIGNATORY

DATE _____

AUTHORIZED SIGNATORY

DATE _____



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FOR NATIONAL BANK OF MALAWI USE-ACCOUNT		
Interviewed by: _____	Signature _____	
Recommended by: _____	Signature _____	
OFAC/SDN/ UNSC List search	<input type="checkbox"/> matched	<input type="checkbox"/> did not match
AML Risk grade	<input type="checkbox"/> High	<input type="checkbox"/> Medium <input type="checkbox"/> Low
ESP Risk grade	<input type="checkbox"/> High	<input type="checkbox"/> Medium <input type="checkbox"/> Low
This account has been	<input type="checkbox"/> Approved <input type="checkbox"/> Declined	
Service Centre Manager _____	Signature _____	
(If declined the Bank is not obliged to give any reason)		
If approved, account to be opened under;		
Customer No: _____	Account No. _____	
Customer Name: _____	ServiceCentre _____	
Alpha Code: _____	Credit Rating _____	
Au Code <input type="text"/>	Tax Flag <input type="text"/>	(insert 1 or 0) Staff? <input type="checkbox"/> (Insert Y or N)
Sector: _____	Industry _____	Target: _____
Data Capture Authorization		
Imputer _____	Signature _____	Date _____
Authorizer _____	Signature _____	Date _____
FOR NATIONAL BANK OF MALAWI USE-PRODUCTS		
Visa debit card has been <input type="checkbox"/> Approved <input type="checkbox"/> Declined		
If approved;		
Inputter: _____	Signature _____	Date _____
Authoriser: _____	Signature _____	Date _____
Mo626ice has been <input type="checkbox"/> Approved <input type="checkbox"/> Declined		
If approved;		
Inputter: _____	Signature _____	Date _____
Authoriser: _____	Signature _____	Date _____
Banknet online has been <input type="checkbox"/> Approved <input type="checkbox"/> Declined		
If approved;		
Inputter: _____	Signature _____	Date _____
Authoriser: _____	Signature _____	Date _____



National Bank of Malawi

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APPENDIX 1: APPOINTMENT OF BANKERS – CURRENT ACCOUNT JOINT ACCOUNT FORM

A/C Name _____

A/C Number _____

To: NATIONAL BANK OF MALAWI

Service Centre :.....

Date :.....

We, the undersigned(Name of account holder

Hereby appoint you our Bankers and authorize and request you to open an account in our joint names to be called

- 1. To honour and comply with all cheques drafts bills of exchange promissory notes acceptances negotiable instruments and orders expressed to be drawn accepted made or given by
 - *either
 - Both
 - Any one or more
 - All of us
 - And to debit the

Same to such banking account whether the banking account is overdrawn or any overdraft increased by any payment thereof or in relation thereto or is in credit otherwise but without prejudice to your right to refuse to allow any overdraft or increase of overdraft and for any balance on the said account which may become due to you at any time we agree to be jointly and severally liable and that in the event of the death of anyone or more of us we agree the survivor(s) shall have full control of all monies then and thereafter standing to the credit of the said account and of all securities and articles deposited with you in our joint names.

- 2. To honour and comply with all instructions to deliver or dispose of any securities or documents or property held by you on our behalf; to hold us liable on all agreements and indemnities in connection with the issue of letters of credit, drafts and telegraphic transfers and with all banking transactions.

Provided any such instructions agreements and indemnities are signed by

- *either
 - both
 - any one or more
 - all of us

- 3. To treat all cheques drafts bills of exchange promissory notes acceptances negotiable instruments and orders as being endorsed on our behalf and to discount or otherwise deal with them provided such endorsements purport to be signed by
 - *either
 - Both
 - Anyone or more
 - All of us

- 4. To permit
 - * either



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Both

Any one or more

All of us to negotiate for and take advances by way of loans overdrafts discount or otherwise with or without security and pledge any species of security for repayment of such advances

- 5. Subject to any specific instructions to you to the contrary all payments and remittances received by you from time to time in the name(s) or for the credit of either or any one or more of us shall (unless there shall be at your same branch an account in such name(s) to which such payments and remittances shall be credited) be placed by you to the credit of such joint account.

In the event of the said account becoming overdrawn at any time we hereby agree that you shall be entitled to charge compound interest on the sum by which the said account is overdrawn calculated on daily balances with monthly rests and that the rate of interest charged from time to time shall be at your sole discretion above the minimum commercial rate in force at that time. You shall not be bound to notify us in advance of any change in the rate of interest but on receipt of a written request from us you shall be obliged to specify the rate of interest being charged at the time of such request.

- 6. To hold on the death of either both/any one or more of us any credit balance(s) on any account or accounts in our joint names nay any securities deeds boxes and parcels and their contents and property of any description held in our joint names to the order of the survivor/s without prejudice to any right you may have in respect of such balance securities etc. arising out of any lien charge pledge set-off counterclaim or otherwise whatsoever or to any step which you may deem it desirable to take in view of any claim by any person other than the survivor

We declare ourselves jointly and severally liable on all the foregoing transactions.

In the absence of contrary written instructions signed by either/both/any one or more/all of us the foregoing conditions shall apply to each and every account of whatever nature now or hereafter opened by you in our joint names

Signed By:

1. Name _____ Signature _____

2. Name _____ Signature _____

3. Name _____ Signature _____

4. Name _____ Signature _____

NBM-M3



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APPENDIX 4: CONSENT OF GUARDIAN OR CURATOR TO AN ACCOUNT OPENED IN NAME OF MINOR

TO: NATIONAL BANK OF MALAWI

(a) Insert full name stating thereafter if Father and Natural Guardian (or in event of Father being deceased if Mother and Natural Guardian appointed by the Master of the Supreme court under Letters dated or other authority

Full Name _____

Minor's Full Name _____

Date of Birth _____ / _____ / _____ (dd/mm/yyyy)

Relationship to Minor _____

I hereby consent to and approve of an account being opened in the name ofin the Bank's Savings Department.

ON CONDITION THAT, until such time as he said minor attains the age ofyears , namely Theday of

My signature alone shall be accepted and be valid in respect of all operations on the account above mentioned, after which date the said minor shall be entitled to pay in and draw out monies then and thereafter standing to his/her credit and to close the account should he/she so desire, and I hereby approve of anything that may be done by the said minor or by the Bank by virtue hereof.

Dated this day of

(Sign here).....

NBM M9