

# MOBILE PHONE BANKING APPLICATION FORM

Please complete, sign below and submit to your nearest Service Centre.

Date:...../...../.....

**Mo626ice**

**Mo626 Digital<sup>+</sup>**   
*(For smartphones only)*

**Both**  *(Tick your preference)*

Surname:.....

First Name(s):.....

Postal Address:.....

Date of Birth:..... Email Address:.....

National ID No.:..... *(Malawian)*      Passport No.:..... *(Non-Malawian)*

## Security Question

*(Clearly write or tick what security question details you have provided stand for. i.e. if it stands for Village tick Village or any other)*

Father/Mother's First Name  .....

Pet's Name  .....

Village Name  .....

Other  .....

Mobile Phone Number(s) to be registered for access:

1..... *(Primary Number - Pin and Alerts will be delivered to this number only)*

2.....

3.....

1. A/C No:

Service Centre.....

2. A/C No:

Service Centre.....

3. A/C No:

Service Centre.....

4. A/C No:

Service Centre.....

Services Provided: *(Clearly Tick Services Required)*

### Mandatory

- Balance Enquiry
- Mini Statement
- PIN Change

### Optional

- Funds Transfer/Third Party Payment
- Stop Payment
- Cheque Book Request
- Mobile Top Up
- Bill Payment

# National Bank of Malawi plc

Registered under Financial Services Act 2010

## Terms and Conditions

### 1. The Service

- 1.1 The service is designed to allow National Bank of Malawi plc customers to enquire balances, transactions, top up mobile phones with units and data, transaction alerts/notifications, bill payments and various other facilities related to the product as will be introduced from time to time.
- 1.2 National Bank of Malawi plc does not guarantee that the service or the use thereof by the customer will be uninterrupted.

### 2. Service Security

- 2.1 The customer is expected to keep their login (PIN) details secure at all times.
- 2.2 The customer shall follow National Bank of Malawi plc Security procedures at all times to avoid unauthorized access to the National Bank of Malawi plc login information.

### 3. Termination

- 3.1 National Bank of Malawi shall cease to provide the Service to the customer if the customer ceases to be a National Bank of Malawi plc customer or otherwise ceases to utilize the system for any reason or National Bank of Malawi plc reasonably believes that the Service is not of value to a customer who has not used it for a period of at least 3 months. National Bank of Malawi plc 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.
- 3.2 This agreement may be amended to include a development in, or to reflect a change in the law including any code of practice (or the way in which they are applied) or to correct a mistake.
- 3.3 National Bank of Malawi plc shall inform the customer of any change by sending an e-mail, separate written notice or by advertising on its broadcast.
- 3.4 National Bank of Malawi plc shall give at least one month's prior notice for any amendment to this Agreement.

### 4. Disclaimer

- 4.1 National Bank of Malawi plc shall not be liable for any losses the customer may suffer on 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.
- 4.2 Should the customer believe that there has been any unauthorized access or any unauthorized transaction affecting their account, the customer shall inform National Bank of Malawi plc immediately by phone followed by written confirmation and provide the Bank with reasonable assistance to investigate the position in accordance with National Bank of Malawi plc's procedures. The customer hereby agrees to provide National Bank of Malawi plc with all the assistance, technical or otherwise, which National Bank of Malawi plc may need in the said investigation.

### 4. Governing Law

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

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

Signature..... Signature.....

## For National Bank of Malawi plc Service Centre Use

Checklist

Account Name  Account Number  Primary Mobile Number  Security Question  Services Selected

Customer Signature

Customer ID..... Product Code.....

Signature verified by..... Date.....

## e-Banking Use

Captured by..... Activated by.....

Signature..... Signature.....

Date..... Date.....

### For Help, contact:

Call Centre: 01 831 485

0212 831 485

nbcallcentre



www.natbank.co.mw