

MAGEREZA SACCO SOCIETY LIMITED

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MOBILE BANKING REGISTRATION FORM (Mobile Banking Solution)

Customer's National ID No: _____ * (Please attach a copy of your national ID card)

Customer's Names: _____ *

Mobile Phone No: _____ *(Safaricom Number ONLY)

I want to use Mobile Banking on the following Accounts:

1. _____ * 2. _____

Declaration

I hereby verify that the information I have given above is true.

Signature: _____ * Date: _____

Use of MOBILE BANKING is subject to terms and conditions. Please refer overleaf for details.

Details marked with (*) and a copy of ID are compulsory, failure to complete these details will lead to nullification of your application.

FOR OFFICIAL USE ONLY

Form Serial No: _____ Date Entered: _____

Verified By: _____ Sign _____ Date: _____

Approved By: _____ Sign _____ Date: _____

CONDITIONS FOR USE

Definition of Terms

The "Sacco" refers to Magereza Sacco Society Ltd.

"M-Sacco" refers to the Mobile banking solution service.

"Branch" means a branch of Magereza Sacco.

"Business day" means a day on which banks are normally open for ordinary business in Kenya excluding Saturdays, Sundays and gazette public holidays.

"Customer instruction" means any request or instruction from the M-Sacco customer to the Sacco.

"Pin" means any confidential password, code or number normally 4 digits which may be used to access the M-Sacco services.

"Transaction fees" these are the M-Sacco transaction charges

"24 Hr service hotline" refers to the telephone number that will be provided for M-Sacco customers in case of any queries related to M-Sacco services.

"Subscriber" means a customer who subscribes to use M-Sacco Service.

General Conditions

Joint Account

Account held jointly by two or more persons whose mandate is "Any sign" accounts which require more than one signatory will not be issued with M-Sacco Service.

Use of Personal Identification Number (PIN)

- a) M-Sacco subscriber shall receive an SMS informing them of their registration and PIN.
- b) The subscriber shall be required to change the PIN before using the M-Sacco Services.
- c) The subscriber shall exercise due care to ensure the secrecy of the PIN at all times and prevent use of PIN by any third party

Lost/Stolen Sim Card Registered For M-Sacco Service

- a) If the subscribers' loses his/her sim card line registered with M-Sacco, the subscriber must notify the Sacco immediately to block M-Sacco Service until the sim card is replaced.
- b) The subscriber shall be liable in respect of any transactions instructions affecting his/her Sacco account that is given with a valid PIN.
- c) If report of loss or theft of sim card registered for M-Sacco service is communicated by someone other than the subscriber Sacco shall not be held liable of any damages thereto.

24 Hour Service Hotline

The card 24 hr hotline number is found on the SMS received when one is registered for M-Sacco Service. Subscribers' should keep the 24hr Customer Care number in their mobile or frequently used telephone book.

Forgotten Pin

If a PIN is forgotten the subscriber is required to contact the Sacco to request for a new PIN.

Cancellation, Stoppage Of M-Sacco Service.

- a) The subscriber may at anytime cancel or unsubscribe for M-Sacco service.
- b) Payments made by means of M-Sacco service are irrevocable.
- c) In case of a problem the Sacco may at any time cancel/stop the service without notice or assigning any reason and without incurring any liability to the subscriber until a solution is found.

Charges

The Sacco shall levy charges for use of this service. The subscriber shall be informed of such changes by notice.

Liability of the subscriber

Subject to above terms and conditions of use, subscribers' shall be fully liable in respect of each transaction instruction.

Acts That Do Not Bind Either Party

Neither party shall be liable for failure or delay in the performance of its obligations under this agreement to the extent that such failure or delay is caused by matters beyond that party's reasonable control including but not limited to network delays, destruction arising out of war, rebellion, civilian commotion, strikes, lockouts and or other acts or orders of any government department, council or other of constituted body. Notice of these circumstances shall be given to the other party as soon as practical. For so long as performance of those obligation is suspended the other party may similarly suspend performance of it's obligation.

Amendment

These terms and conditions may be amended at any time by notice from the Sacco to subscriber. The subscriber will be informed of such amendments by notice at Sacco's branches. Any such amendments shall be deemed to be effective and binding upon the subscriber upon publication of the notice.

Law

These terms and conditions shall be governed and construed under the laws of the Republic of Kenya.