



**NATIONAL BANK OF MALAWI**

Registered under the Banking Act 1989

**e-Banking Services**

**HEAD OFFICE, P.O.BOX 945, BLANTYRE, MALAWI.**

**Phone: + 265 (0) 1824793/ (0) 1820622/823135, Fax +265 (0) 824796, E-mail: [ebu@natbankmw.com](mailto:ebu@natbankmw.com)**

**MOBILE PHONE BANKING APPLICATION FORM**

Please complete, sign below and submit to e-Banking Services, Fax +265 (0) 1824796. E-mail: [ebu@natbankmw.com](mailto:ebu@natbankmw.com)

Date.....

Name: (Surname) .....First Name(s).....

Postal Address.....

Telephone Number.....Email Address.....

Personal Details (E.g. Father/Mother's First Name, Pet's Name, Village Etc). .....  
(Clearly write or tick what personal details you have provided in space provided stand for. i.e. if it stands for Village, tick Village)

Date of Birth.....

Mobile Phone Number(s) To Be Registered For Access: 1 .....

2 .....

Each Account Below Will Be Linked To A 4 character A/C Id Of Your Choice As An Alias Used To Access That Particular Account  
(Your chosen A/C ID must be exactly 4 characters. Clearly write it in space provided)

1. A/C Number.....Service Centre..... Your A/C Id.....

2. A/C Number.....Service Centre..... Your A/C Id.....

3. A/C Number.....Service Centre..... Your A/C Id.....

4. A/C Number.....Service Centre..... Your A/C Id.....

Services Provided: (Clearly Tick Services Required)

Balance Enquiry

Cheque Book Request

Transaction Enquiry

Mobile Top-Up

Funds Transfer/Third Party Payments

Bill Payment

Stop Payment

Amount alert option (Your account has been debited by XXXX amount. Please indicate alert amount required for system alert) K.....



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**Terms and Conditions**

**1 The Service**

- 1.1 The service is designed to give National Bank of Malawi customers to enquire balances, transactions, top up mobile phone units, inform user of transaction movement in accounts and various other facilities related to the product as will be introduced from time to time.
- 1.2 The customer shall follow National Bank of Malawi Security procedures at all times to avoid unauthorised access to the National Bank of Malawi login information.
- 1.3 National Bank of Malawi does not guarantee that the service or the use thereof by the customer will be uninterrupted.

**2 Termination**

- 2.1 National Bank of Malawi shall cease to provide the Service to the customer if the customer ceases to be a National Bank of Malawi customer or otherwise ceases to utilise the system for any reason or if National Bank of Malawi 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 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.
- 2.2 This Agreement may be amended to include a development in, 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 including any code of practice (or the way in which they are applied) or to correct a mistake.
- 2.3 National Bank of Malawi shall inform the customer of any change by sending an e-mail, separate written notice or by advertising on its broadcast.
- 2.4 National Bank of Malawi shall give at least one month's prior notice for any amendment to this Agreement.

**3 Disclaimer**

- 3.1 National Bank of Malawi shall not be liable for any losses the customer may suffer on any Account if the Account is subject to unauthorised access or an unauthorised transaction unless that unauthorised access or unauthorised transaction is caused by the Bank's negligence.
- 3.2 Should the customer believe that there has been any unauthorised access or any unauthorised transaction affecting their account, the customer shall inform National Bank of Malawi 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'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.

**4 Governing Law**

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.

**5 What it costs the client**

The bank recovers a commission of .....which is subject to review at the bank's prerogative.

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

**Signature ----- Signature -----**

**FOR NATIONAL BANK OF MALAWI**

**Signature-----**

**Signature-----**

**Name-----**

**Name-----**

**Date-----**

**Date-----**