



NATIONAL BANK OF MALAWI

e-Banking Services

HEAD OFFICE
P.O.BOX 945
BLANTYRE
PHONE: 01824793/820622/823135

ELECTRONIC DEBIT/ SALARY PROCESSING APPLICATION FORM

Date _____

Name _____

Postal Address _____

Telephone number(s) _____

Contact Name _____

Name of payroll package currently in use _____

Account number to be debited _____

Terms and Conditions

1 The Service

- 1.1 The service is designed to transmit payment data between the customer and National Bank of Malawi electronically.
- 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 Malawi does not guarantee the availability of the service or that the customer's use of the service 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 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.
- 2.3 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.
- 2.4 National Bank of Malawi shall inform the customer of any change by sending an e-mail, separate written notice or by advertising on its website.
- 2.5 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 National Bank shall not be responsible for delays to debit/salary processing due to late delivery of transmission media i.e. CD, Flash Disk, Floppy Diskettes and E-mail.
- 3.3 National Bank of Malawi shall not be responsible for loss or damages arising from mishandling of transmission media being delivered to any other party other than a designated bank official.
- 3.4 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 K50-00 per item posted as salary to the account of the client's employee maintained at National Bank. Salaries processed in favour of client's employees maintained at Stanbic Bank will attract a commission of K100-00 per entry.

The above charges are subject to review at the bank's prerogative.

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

First Signatory

For (Company/Organization etc Name) -----

Full Name -----

Designation -----

Signature -----

Second Signatory

For (Company/Organization etc Name) -----

Full Name -----

Designation -----

Signature -----

For NATIONAL BANK OF MALAWI

Signatory

Full Name

Designation

Signature

Signatory

Full Name

Designation

Signature