

**Checklist**

- Completed account opening forms
- Copy of ID
- Google Map of Place of Residence
- Either detail of Next of Kin with NBM account or referee, or to be certified by Notary public, or certified by the embassy office

**DIASPORA ACCOUNT OPENING APPLICATION FORM**

**A. Type of Account**

Customer Type:  Individual  Joint

Account Type:  Savings  Current  Investment  Fixed  FCDA  Other

Currency:  MWK  USD  ZAR  GBP  EURO  Other

**B. Basic Personal Information**

Title:  Mr.  Mrs.  Other.....

First Names:..... Surname:.....

Gender:  Female  Male Marital Status:  Married  Single  Widowed  Divorced

Date of Birth: Day...../Month...../Year.....

**C. Occupation details**

Employed Designation: ..... Employer's Name: ..... Employment No:.....

Employer's Address: ..... Employer Tel No: .....

Employer's Business:.....

Employment Start Date: ..... Currency: ..... Gross Salary: .....

Other Income: ..... Salary/Income Date: .....

Not Employed  Self Employed

**If Not Employed or Self-Employed state the following:**

Source of Funds/Income: ..... Type of Business: ..... Net Monthly Income: .....

**D. Contact Details**

Physical Address: .....

Postal Address: .....

Town/City: ..... Postal Code: ..... Office No: .....

Mobile No: ..... Fax No: ..... Email Address: .....

Village: ..... Traditional Authority: ..... District: ..... Country: .....

# Personal Account Opening Application Form

## E. Relations/Spouse (At least one)

Name	Type of Relation	Occupation	NBM Account Number (If available)	Telephone No.

## F. Details of Next of Kin in Malawi or Referee with NBM Bank account

Name: ..... Occupation: .....  
 Physical address: ..... Relationship: .....  
 Contact: ..... Email: .....  
 Bank details: .....

## G. Identification Details

ID Type:..... Issue Date:..... Expiry Date:.....  
 Other:.....

## H. Proof of Residence: Utility Bill Submitted (optional)

Any of the following:

Electricity  Water

Utility Bill Account Number:.....

### Property Owned

House  Yes  No If Yes, where..... Plot/Deed No:.....

Car  Yes  No If Yes, car registration number.....

Other Property  Yes  No If Yes, specify.....

## I. Other Bank Accounts Held

Account Name	Account Number	Bank Name
1.		
2.		
3.		

**J. ELECTRONIC PRODUCTS AND SERVICES**

**Mo626 Digital Mobile No:** .....

**Services applied for** (Clearly tick services required)

- |  |  |
|--|--|
| <input type="checkbox"/> TNM Mpamba  | <input type="checkbox"/> Mobile Top Up (My Phone and Other Phones) |
| <input type="checkbox"/> Airtel Money                                      | <input type="checkbox"/> Utility Bill Payments                     |
| <input type="checkbox"/> Cash/Fast Serve Service                           | <input type="checkbox"/> DSTV Subscription                         |
| <input type="checkbox"/> Balance & Mini Statement Inquiry                  | <input type="checkbox"/> My Fuel Card Top Up                       |
| <input type="checkbox"/> Funds Transfer (Within NBM and Other Local Banks) | <input type="checkbox"/> MRA Tax Payment                           |
| <input type="checkbox"/> MASM Subscription                                 | <input type="checkbox"/> Credit Card Repayment                     |
| <input type="checkbox"/> Tertiary Tutition Fees Payment                    | <input type="checkbox"/> Cheque Book Request                       |

**VISA Card**     Classic     Gold     Platinum

**e-Statement** Preferred e-mail address:.....

**BankNet Online** preferred e-mail address:.....

**FOR NATIONAL BANK OF MALAWI plc USE**

**PRODUCTS**

**VISA Debit Card** has been                       Approved  Declined

If approved:

Inputter:..... Signature:..... Date:.....

Authoriser:..... Signature:..... Date:.....

**Mo626 Digital** has been                       Approved  Declined

If approved:

Inputter:..... Signature:..... Date:.....

Authoriser:..... Signature:..... Date:.....

**BankNet360** has been                       Approved  Declined

If approved:

Inputter:..... Signature:..... Date:.....

Authoriser:..... Signature:..... Date:.....

**e-Statements** has been                       Approved  Declined

If approved:

Inputter:..... Signature:..... Date:.....

Authoriser:..... Signature:..... Date:.....

# Personal Account Opening Application Form

## 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 on 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;
  - Where it is in the public interest to disclose;
  - 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).
  - 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.

## Mo626ice/Digital

### The Service

- 1.1 The service is designed to allow 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 unauthorized 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 utilize the system for any reason or 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 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 unauthorized access or an unauthorized transaction unless that unauthorized access or unauthorized transaction is caused by the Bank's negligence.

3.2 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 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 here to consent to exclusive jurisdiction of the Malawi courts in all matters regarding it.

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.

\_\_\_\_\_  
**Authorised Signatory**

Date:.....

\_\_\_\_\_  
**Authorised Signatory**

Date:.....

# Personal Account Opening Application Form

A/C No.: .....

<b>FOR NATIONAL BANK OF MALAWI USE - ACCOUNT</b>			
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	
Interviewed by:..... Signature:..... Recommended by:..... Signature:..... Service Centre Manager:..... Signature:..... (If declined the Bank is not obliged to give any reason) If approved the account to be opened under:			
Customer No:	Account No:		
Customer Name:	Service Centre:		
Credit Rating:	Tax Flag <input type="checkbox"/> (Insert 1 or 0)	Staff? <input type="checkbox"/> (Insert Y or N)	
Sector:	Industry:	Target:	
<b>Data Capture Authorisation</b>			
Inputer:..... Signature:..... Date:..... Authoriser:..... Signature:..... Date:.....			

### Account Mandates

Savings Joint Account	NBM M6	
Savings Minor's Account	NBM M9	
Current Joint Account	NBM M3	

# Personal Account Opening Application Form

## APPENDIX 1: APPOINTMENT OF BANKERS – DIASPORA 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 .....

.....and

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.

### NBM M3

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 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.



## Personal Account Opening Application Form

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 .....

**APPENDIX 2: DELEGATION OF AUTHORITY**

To NATIONAL BANK OF MALAWI plc .....20.....

A/C Name  
.....  
.....

A/C Number

I/we refer to the mandate appointing you bankers and request you will, until you receive written directions from me/us to the contrary treat and consider ...(Name)

.....

.. As empowered by me/us and on my behalf:-

\*(a) To draw and sign Cheques on my/our account, whether the same be in credit, or overdrawn, and to endorse or accept Cheques, Bills, and Promissory Notes and other Documents in my/ our name.

\*(b) To encash or place to credit of my/our banking account(s) al such cheques, Drafts, Promissory Notes, Bills of Exchange, Money Orders, Postal Orders and Fixed Deposit Receipts and to delay with the proceeds as he/she/may this fit.

\*(c) To apply for and obtain:-

Particulars as to the state of my/our account(s) The statement

To sign the usual Certificate showing eh balance or state of my/our account(s) To operate generally on my/our account(s)

\*(d) To operate on my/our Savings/Deposit Account in your books To withdraw and to give the requisite notice of withdrawal of funds from time to time and as required. To obtain cash on production of my/our Deposit Receipts subject to the Bank's regulations regarding such withdraws and to complete the necessary receipt.

\*(e) To endorse for the credit of my/our Savings/Deposit Account, Cheques, Drafts and Promissory Notes, Bills of Exchange and to discharge Money Orders, Postal orders and Fixed Deposit Receipts on my/our behalf, and I/we

declare that.....  
.....

Has/have my /our authority to encash or place to credit of my /our Savings/Deposit Account all such Cheques, Promissory Notes, Bills of Exchange, Money Orders, Postal orders and Fixed Deposit Receipts, and /or to deal with the proceeds

thereof as ..... may fit.

\*(f) To sign the Bank's Certificate showing the balance or state of my/our Savings Deposit Account at any time

\*(g) To operate generally on my/our Savings Deposit Account at any time.

\*(h) To negotiate for and take Discounts and Loans for any sum with or without security, on my /our Account and upon such terms as you may require, and to pledge or deposit any species of security for repayment of such Discounts or loans; to establish credits; and to give discharge for any boxes, parcels, bonds, deeds, stock, shares, money or security in your custody or standing at any time in your books; and generally, in all dealings san transactions between me/us and you. To act ad fully and effectually for all intents and purposes an i/we could if personally present and acting in the matters and transactions aforesaid; for all which this shall be a full and sufficient authority, to you, your Managers, Clerks and Officers and in the case of the dissolution of our partnership, as to all matters and things which , after such dissolution, the said (name)... shall do or purport to do by virtue of in pursuance hereof, I/we engage that (so far as you are interested or concerned) such acts of the said (name)

..... shall be binding upon us and each of us, and all other persons claiming form or under us, or either of us, unless notice in writing of such dissolution, by some party entitled to give the same, shall have been previously received by you

Delegatee.....Signature.....  
.....

Account holder(s):  
.....Signature.....

Witness(banker)  
.....Signature.....

\* Delete if inapplicable.

# The remainder of the form should be deleted if the authority is being given by an individuals who are not partners NB All deletions must be initialed by witness as well as the signatory

**APPENDIX 3 : RELEASE AND INDEMNITY, FAX AND E-MAIL TRANSMISSIONS**

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/mailed 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.

ow 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

**Dated at.....this .....day of.....20.....**

**Customer Signature.....**

**Witness Signature.....**



**DIASPORA GENERAL INDEMNITY FORM FOR VISA CARD COLLECTION**

To: The Service Centre Manager

..... Service Centre

**FROM:** .....

**ACCOUNT NUMBER:** .....

In consideration of your bank issuing out my/our ATM card or paying away funds from our/my account on the strength of instructions sent to you by fax or email.

.....  
.....  
.....  
.....  
.....  
.....

(Here state circumstances)

Witness Name:

Account Holder Name:

**Signature:** .....

**Signature:** .....

Card Collected by:

**Signature:** .....

# REFERENCE

## TO OPEN A DIASPORA BANK ACCOUNT

TO: The Manager  
National Bank of Malawi

..... Branch

I have known

Mr/Mrs/Ms/Dr .....  
(Full name of applicant)

T/A .....

ADDRESS .....

.....

.....

for ..... year and recommend that he/she be considered suitable for opening a current/Savings account at your branch.

My details are as follows:

SURNAME .....

OTHER NAMES .....

ADDRESS .....

.....

TELEPHONE NUMBER .....

NATIONAL BANK BRANCH  
WHERE ACCOUNT KEPT .....

MY ACCOUNT NUMBER 

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Signed \_\_\_\_\_ Date \_\_\_\_\_

---

FOR BANK USE ONLY

---

Signature verified by \_\_\_\_\_ Reference contacted for authentication by \_\_\_\_\_

Date \_\_\_\_\_ Date \_\_\_\_\_

**CERTIFICATE BY NOTARY PUBLIC /AMBASSADOR/CONSUL**

I certify that on the ..... day of .....2000

.....  
**(NAME)**

signed the above written or annexed\* document/documents in my presence and

.....  
**(NAME)**

has been identified by/is personally known to me.\*

**SIGNATURE, DESIGNATION AND STAMP  
OF PERSON CERTIFYING**

**\*Delete whichever does not apply**

This instrument shall only be executed outside Malawi before:

- i. A Notary Public\* or
- ii. An Ambassador Representing The Malawi Government\*
- iii. A Consul Representing The Malawi Government\*