



Please complete, sign below and submit to your nearest service centre.

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

A CUSTOMER DETAILS

Company / Customer Name: _____

BankNet Customer Identification Number: _____

Main Account Number: _____

B CHANGE REQUIRED

Please tick the box against the change you require

Password Reset

Account Addition/ Removal

Secret Reset

Change Contact Address

User Addition/ Removal

Change Contact email address

Change Contact Phone Number

Other (Specify)

C USER ADDITION/REMOVAL

Please add/ remove the following users to/ from our BankNet360 profile:

(Please note: All individuals named as signatories to the accounts must sign below in agreement to the addition of the accounts to the BankNet360 profile)

| ACTION Add/Remove | FULL NAME | EMAIL ADDRESS | CONTACT NUMBER | ACCESS LEVEL (Full/ View Only/ Inputter/ Authorizer) |
|----------------------|-----------|---------------|----------------|--|
| | | | | |
| | | | | |
| | | | | |
| | | | | |

D ACCOUNT ADDITION/REMOVAL

Please add/ remove the following accounts to/ from our BankNet360 profile:

| ACTION Add/Remove | ACCOUNT NUMBER | ACCOUNT TYPE (e.g. Current, Call, FCDA, etc.) | CURRENCY |
|-----------------------------|-----------------------|---|-----------------|
| | | | |
| | | | |
| | | | |
| | | | |

E CHANGE CONTACT DETAILS

Please list down all accounts to be included on the BankNet360 platform

| | CURRENT DETAILS | NEW DETAILS |
|------------------|------------------------|--------------------|
| Physical Address | | |
| Postal Address | | |
| Phone Numbers | | |
| Email Address | | |

F OTHER CHANGE REQUIRED

Please specify the change required below:

| |
|--|
| |
| |
| |
| |

I/ We confirm the foregoing information

 Authorised Signatory

 Authorised Signatory

FOR BANK USE

Approved

Declined

Date Profile Created _____

BankNet360 Team Leader

Manager, e-Banking Operations

TERMS AND CONDITIONS

In these terms and conditions:

"Account Details" means the stated balances of your Account (which will generally be the uncleared balance) and such other information as is made available to you by the Service;

"National Bank of Malawi plc Customer" means a person who alone or jointly with another is a customer of and has provided National Bank of Malawi plc with Security Login Information;

"Security Login Information" means the confidential information that you have provided to National Bank of Malawi plc, which allows you to access your National Bank of Malawi plc accounts in the Secure Area;

"National Bank of Malawi plc Site" means www.natbankmw.com or such other Internet site, as National Bank of Malawi plc shall designate for the purpose of this Agreement;

"PC" means the personal computer or any other device, used to access the Service;

"Secure Area" means the part of the National Bank of Malawi plc Site which contains account information for National Bank of Malawi plc customers and enables National Bank of Malawi plc Customers to transact on-line;

"Security Code" means your National Bank of Malawi plc Security Login Information and the security details, passwords, personal identifiers and other details or codes required for you to access your account;

"Services" means balances and Account Details, which you may access in the Secure Area and any further services we may offer in relation to your accounts from time to time;

"You, your" means you the National Bank of Malawi customer who accepts these terms and conditions.

The Service

The service is designed to present information to the customer in the Secure Area, which will give you, the customer, your Account Details and enable you the customer to have direct access to your Accounts. However, the continued uninterrupted provision of this service is dependent on the customer safeguarding against the transmission of computer viruses.

The customer shall follow National Bank of Malawi plc security procedures at all times to avoid unauthorised access to the National Bank of Malawi plc Security Login Information.

National Bank Malawi plc does not guarantee the availability of the service or that the customer's use of the service will be uninterrupted.

The balance shown will be the most up to date balance available and may show uncleared balances, where these are available.

Termination

National Bank of Malawi plc 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 have access to the Secure Area for any reason or if 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.

National Bank of Malawi plc shall cease to provide the service to the customer if the customer originates/introduces computer viruses to the service.

National Bank of Malawi plc shall cease to provide the service to the customer if the customer overdraws his account without authority and fails to regularize it within a time given by the Bank to do so.

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 include any code of practice (or the way in which they are applied) or to correct a mistake.

National Bank of Malawi plc shall inform the customer of any change by sending an e-mail, separate written notice, through social media or by advertising on its website.

National Bank of Malawi plc shall give at least one month's prior notice for any amendment to this Agreement.

The accounts that the customer can access via the service may change from time to time and National Bank of Malawi plc may remove Account Details from the Service provided one day notice is given.

Disclaimer

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 unauthorised access or an unauthorised transaction unless that unauthorised access or unauthorised transaction is caused by the Bank's negligence.

Should the customer believe that there has been any unauthorised access or any unauthorised transaction affecting its accounts or any of them by reason of the service, the customer must inform National Bank of Malawi plc immediately 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.

National Bank of Malawi plc shall not be liable if prevented from doing anything because of something it cannot reasonably control, including the unavailability of any site or the customer's PC failing to function properly.

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.

What it costs the client

Monthly subscription fee in line with NBM's Tariff schedule.

Selected transactions on the platform attract transactional fees in line with NBM's Tariff schedule (such as transfers to other banks)

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

Authorized Signatory

Authorized Signatory

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 0212 831 485

 nbmcallcentre



www.natbank.co.mw