

eSTATEMENT / eADVICE INSTRUCTION FORM

Please fill in using BLOCK

LETTER Please "✓" where applicable

Branch

Date: / /

eStatement eAdvice Both
 New Amend Delete

Account Information

Customer Name
Account Number (1) Account Number (2)
Account Number (3) Account Number (4)

eStatement / eAdvice Details

Please indicate whether you would like to Subscribe, Unsubscribe (if already subscribed) for e-Statements or Amend existing details.

Subscribe Unsubscribe Amend Details *(Please fill in new values only)*

Email Address

Email Address

Email Address

Email Address

Please specify the frequency at which you wish to receive the e-Statement

Daily Weekly Monthly Fortnightly Quarterly

I/We agree to abide by the Terms and Conditions printed overleaf.

Customer Signature(s)

FOR BANK USE ONLY

eStatement Setup By:

Validated By:

eAdvice Setup By:

Validated By:

eSTATEMENT/eAdvice

Terms and Conditions

1. The Customer agrees that by using the Electronic Statement/Advice Facility ("the Facility"), it accepts and agrees to be bound by the general terms and conditions governing The Facility, including without limitation all the following paragraphs:
2. The Customer shall abide by any and all laws, rules, regulations and official issuances applicable to the Facility, now existing or which may hereinafter be enacted, issued or enforced under any jurisdiction, as well as such other terms and conditions governing the use of other facilities, benefits or services the Bank may from time to time make available to it in connection with the Facility.
3. The Customer understands that the Facility allows the Bank to provide through the medium of an electronic mail ("e-mail") the electronic form of advice of outward/inward telegraphic transfers or of the statement(s) of Account(s) on Statement Date to the Customer's nominated e-mail address.
4. The Customer agrees that the Bank will have the absolute discretion to make the Facility available to it. Further the Bank will have the discretion from time to time to modify, restrict, withdraw, cancel, suspend or discontinue the Facility without giving any reason and the Customer understands that by using the Facility after any modification or change has been effected, The Customer is deemed to have agreed to such modification or change.
5. The Customer agrees that the Bank reserves the right to impose such fee(s) for the use of the Facility from time to time at the Bank's absolute discretion at any time without the Customer's prior consent.
6. The Customer shall enroll in the Facility and shall provide its e-mail address(es). The Bank will have the absolute discretion, without giving any reason or notice, to reject any request for enrolment in the Facility. The Customer represents that it is the registered owner on record of the email address that it provides to the Bank for the purpose of the provision of its Transaction Advice/Statement(s) of Account(s) in electronic form. The Customer agrees that it will immediately advise the Bank of any changes to its said email address.
7. Upon the Customer's enrollment to the Facility, The Customer agrees that the Bank shall provide it on transaction/statement date with the electronic form of advice/statement of account. The Customer further agrees that the paper form of its statement(s) of Accounts may at the Bank's sole discretion cease to be generated on the next Statement Date or sent to its designated mailing address.
8. Usage Guidelines
 - a. Hardware and Software Requirements:
 - i. To obtain eAdvice/eStatement the Customer will need a personal computer that has the capability of accessing the Internet to send and receive electronic mail.
 - ii. The Bank will send the eAdvice/eStatement to the customer's nominated email address as an encrypted Adobe Acrobat (PDF) document.
 - iii. To open and view the eAdvice/eStatement, the customer's computer must be equipped with Adobe Reader software version 7.0 or higher. This software is available for download at www.adobe.com.
 - iv. The Customer will be required to enter a password before being able to open and view the eStatement document. Such password will be generated by the Bank with due reference to any guidelines provided by the Bank for the same, and communicated only to the customer.
 - v. To print a copy of the eAdvice/eStatement, the Customer will need a printer attached to its computer capable of printing PDF files.
 - vi. To save advice/Statements on the Customer's computer the Customer can use the "Save" feature of the Adobe Reader software to save the pages to its hard drive or to some other media, such as a flash drive or floppy disk.
 - b. The Customer agrees to undertake reasonable steps to verify the authenticity of the e-mails received and to examine and view the advices/Statement(s) of Account(s) in a timely and prompt manner.
 - c. The Customer agrees that it shall use reasonable effort to ensure that the Facility is secure and cannot be accessed by unauthorized third parties.
9. Disclaimer of Warranty and Limitation of Liability: The Customer acknowledges that the Bank does not warrant the timeliness, security, secrecy or confidentiality of any information transmitted through any applicable internet service provider, network system or such other equivalent system in any jurisdiction via the Facility and will not hold the Bank responsible for any losses suffered by it as a result thereof. The Bank makes no warranty of any kind, express or implied, including any implied warranty of merchantability or fitness for a particular purpose, in connection with the eAdvice/eStatement provided to the Customer under this Agreement. The Bank does not warrant that eAdvice/eStatement will operate without error, or that eAdvice/eStatement will be available at all times. Except as specifically provided in this Agreement, or otherwise required by law, the Customer agrees that the Bank's officers, directors, employees, agents or contractors are not liable for any indirect, incidental, special or consequential damages under or by reason of any services or products provided under this Agreement or by reason of the Customer's use of eAdvice/eStatement, including loss of profits, revenue, data or use by you or any third party, whether in an action in contract or tort or based on a warranty or any other legal theory.
10. The Customer agrees that the Bank shall not be liable or responsible for any breach of secrecy because of the advice/statement being sent to the Customer's nominated e-mail address. The Customer further agrees not to hold the Bank liable if any problem arises with its computers or network because of it receiving e-mail/s from the Bank.
11. Joint Accounts: If the Customer operates the account jointly with another person, one may consent to receive disclosures electronically and that person's election to receive eAdvice/eStatements shall apply to both.
12. The Customer agrees that the Bank shall not be liable if The Customer is unable to gain access to the Facility from time to time. The Customer understands that while the Facility is available to it once effected, some or all of the services thereon may not be available at certain times due to maintenance and/or computer, telecommunication, electrical or network failure or other causes beyond the Bank's control.
13. The Customer agrees that in the event of any error appearing in the Advice/Statement of Account, The Customer shall notify the Bank immediately of said error. If no error is reported to the Bank within thirty (30) days from the date of receipt, The Customer agrees that such Advice/Statement of Account shall be deemed to be true and correct. The Customer agrees that all communications including requests or reports on any error in its Advice/Statement of Account will be sent online to the Bank and all such communications shall contain the following information: (a) name and account number; (b) details of the error. However, The Customer shall not hold the Bank responsible if any of its communications are not received by the Bank, or in a form readily understood by the Bank so that the Bank may act on it. Further The Customer shall indemnify the Bank for any losses the Customer may suffer arising from its computer terminal when accessing or using any of the services from the Facility.
14. Cancellation. Cancellation of the Facility may be effected by the Customer or the Bank.
15. These terms and conditions shall be governed by and construed in accordance with the laws of Zimbabwe and the Customer hereby agrees to submit to the exclusive jurisdiction of the courts of Zimbabwe for the resolution of any dispute arising from this Agreement.