





## 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.

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Authorized Signatory

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Authorized Signatory

## ROLES AND ACCESS RIGHT AVAILABLE ON BankNet360

### 1 SUPER USER

Users under this category have full and unlimited access to the platform as follows:

- View Account Balances
- View Account transactional lists
- Initiate a transaction
- Authorize a transaction (whether self-initiated or initiated by another User)
- Create Sub Users and assign access rights
- Create and Amend Recipients

### 2 VIEW ONLY

Users under this category can only view account balances and account transactional lists. The user will neither be able to initiate nor authorize a transaction on the platform.

### 3 INPUTTER (CATEGORY C)

Users under this category will be able to do the following:

- View Account Balances
- View Account transactional lists
- Initiate transactions including creation of Recipients
- Amend a transaction initiated by them (including Receipients)

A transaction initiated by a user of this category will only take effect if it is authorized by the designated authorizers in line with the transactional flow selected on page 1.

### 4 VERIFYER (CATEGORY B)

Users under this category will only to verify transactions initiated by an Inputter. The user will neither be able to initiate a transaction nor authorize a transaction.

### 5 AUTHORIZER (CATEGORY A)

Users under this category will only be able to authorize transaction inputted by an Inputter (Category C) and/ or authorized by a fellow Category A user, in line with the transactional flow selected on page 1.