

Date: _____ Account Name: _____

	ACCOUNT NUMBER	ACCOUNT TYPE
Account Number 1		
Account Number 2		
Account Number 3		
Account Number 4		
Account Number 5		

EAZYONLINE CORPORATE USERS (PROVIDE COPIES OF VALID IDS FOR ALL USERS)

	NAME	PROFILE START DATE	PROFILE END DATE	EMAIL ADDRESS	MOBILE NUMBER	OTP DELIVERY CHANNEL	ROLE	AUTH LEVEL
1								
2								
3								
4								
5								

- * Profile Start Date: When you would like the profile to start working
- * Profile End Date: When you would like the profile to stop working
- * OTP Delivery Channel: Mobile number/ Email/ Mobile and Email
- * Role: Viewer/ Inputter/ Authoriser/ Inputter and Authoriser
- * Auth level: 1-5 and only applicable to authorizers and where more than one authorizer is required

TERMS AND CONDITIONS FOR EAZYONLINE CORPORATE
DEFINITIONS
GENERAL DESCRIPTION OF AGREEMENT
1. WHAT THIS AGREEMENT COVERS

This Agreement between you and NBS Bank PLC (also referred to as NBS Bank herein) governs the use of our Online Banking service. This service permits NBS Bank customers (companies, government departments, NGOs and other business customers) to perform banking functions on accounts linked to the service through the use of a personal computer or a mobile device. "You" and "your" refer to the NBS Bank customer that has been registered on Online Banking. "We," "us" and "us" refer to NBS Bank.

The purpose of this Agreement is to inform you of your rights as well as the features, functionality, and appropriate uses of Online Banking.

2. ACCEPTING THE AGREEMENT

When you use Online Banking, you agree to the terms and conditions of this Agreement.

3. RELATION TO OTHER AGREEMENTS

Your use of Online Banking may also be affected by the other agreements between you and us for your deposit or other linked accounts. When you use Online Banking, you are governed by this Agreement as well as the agreements that you already have with us for any account linked to Online Banking. You should review those agreements for any applicable fees, availability of deposits, limitations on the number of transactions that you can make, and other restrictions that may impact your use of Online Banking. This Agreement will control if there is a conflict.

4. LIMITATION OF SERVICE

We have the right to revoke or refuse access to, or terminate Online Banking at any time, without cause or notice. If we do, you understand that any scheduled transactions if any, will not be made. You will be denied the use of Online Banking if you do not enter the correct logon information. There is a limit on the number of failed logon attempts and your access to Online Banking will be suspended if you exceed these limits.

As contained in the prepared form.

ONLINE BANKING SERVICES
1. GETTING STARTED

To use Online Banking through a personal computer you must have:

- A computer equipped with a modem and Internet access through an Internet service provider.
 - Online Banking logon credentials.
- Or to use Online Banking through a mobile device you must have:
- A phone that has an internet connection.
 - Fill an application form that our Relationship Managers and Account Executives will provide you to register for the service

2. USING YOUR PASSWORD

Your Password acts as your signature as the owner and sole user of the User ID for your corporate Online Banking service. Your Password is an identification code that is personal and confidential. The use of the Password with the service is a security method by which we are helping you to maintain the security of your account(s). Therefore, YOU AGREE THAT YOU WILL NOT DISCLOSE YOUR PASSWORD TO ANYONE AND THAT YOU WILL TAKE ALL REASONABLE PRECAUTIONS TO ENSURE THAT NO ONE ELSE LEARNS YOUR PASSWORD. YOU AGREE THAT IF YOU GIVE YOUR PASSWORD TO SOMEONE ELSE TO USE OR ALLOW THEM TO ACCESS THE SERVICE, YOU ARE AUTHORIZING THEM TO ACT ON YOUR BEHALF AND YOU WILL BE RESPONSIBLE FOR ANY USE OF THE SERVICE BY THEM UNTIL YOU TELL US THAT YOU HAVE REVOKED THIS AUTHORIZATION.

You agree to: 1) keep your User ID and Password secure and strictly confidential; 2) immediately notify us of any change in status, or authority, of any authorized signer on record with the bank; and 3) immediately notify us and select a new User ID or Password if you believe your User ID or Password may have become known to or used by an unauthorized person.

DEFINITIONS

The Bank will have no liability to you for any unauthorized payment or transfer made using your User ID or Password that occurs before you have notified us of possible unauthorized use and we have had a reasonable opportunity to act on that notice. We may suspend or cancel your use of Online Banking without notice from you if we suspect your User ID or Password is being used in an unauthorized or fraudulent manner.

3. ONLINE BANKING GUARANTEE

OUR GUARANTEE: When you use Online Banking with NBS Bank, your money is protected against any online fraud or losses and we guarantee your bills are paid on time.

100% Online Protection. You are protected against unauthorized online transactions as long as you check your statement and notify us of any unauthorized activity promptly.

NBS Bank also guarantees that your bills will be paid on time and according to your instructions. We'll reimburse you for any late fees if we make an error in processing your payments. Your bills go where they need to go, and arrive when they need to go, guaranteed. This does not include any delay caused by a Biller's failure to post your payment in a timely manner.

4. ONLINE BANKING LIMITATIONS

The Online banking has been designed with controls that allow corporate customers to segregate internet banking users into viewers, data inputters and transaction authorizers. Customers will also be able instruct NBS Bank to assign authorization rules to the transaction authorizers. You are encouraged to refer to EazyOnline Corporate user guide.

OTHER TERMS AND CONDITIONS

1. SERVICE HOURS AND AVAILABILITY

Online Banking services are available 365 days a year and 24 hours a day, except during system maintenance and upgrades. Mobile Banking availability depends on the wireless network you use and may not always be available depending on your location.

2. CANCELLING YOUR ONLINE BANKING SERVICES

Your Online Banking services remain in effect until they are terminated by you or by us. You may cancel your service at any time by notifying us of your intent to cancel in writing, or by calling Online Banking Customer Service at NBS Corporate Banking Division or Service Centres and this should be confirmed in writing within 24 hours. This cancellation applies to your Online Banking services only and does not terminate your NBS Bank accounts.

3. CHANGES TO AGREEMENT

We may change the terms of this Agreement at any time. We will notify you of the changes as required by law. Your use of Online Banking, including any new or additional service, after the effective date of the change will constitute your acceptance of and agreement to the change. We may terminate your participation in Online Banking services for any reason, including inactivity, at any time. We will try to notify you in advance, but we are not obligated to do so.

4. COMMUNICATIONS

You agree that we may send, by electronic communication, any information required to be sent to you in writing under the applicable laws. Electronic mail (e-mail) is not a secure method of communication and we recommend that you do not send confidential information by e-mail.

5. COMMUNICATING WITH YOU

From time to time, NBS Bank may send you e-mail communications relating to Online Banking products, features, services, and activation programs. We may also send you service related or account-specific emails.

6. CONTACT BY NBS BANK OR AFFILIATED PARTIES

No NBS Bank employee, nor any company affiliated with NBS Bank, will contact you via e-mail or phone requesting your Online User ID and/or Password. If you are contacted by anyone requesting this information, please contact us immediately.

7. DISCLOSURE OF ACCOUNT INFORMATION

We shall disclose information to third parties about your account(s) or the transactions you make:

- Where it is necessary to complete transactions or investigate transaction errors and verify transactions.
- Where we have a third party provide services on our behalf.
- In order to verify the existence and standing of your account(s) with us upon the request of a third party, such as a credit bureau, merchant or Biller.
- In accordance with your written permission.
- In order to comply with court orders or government or administrative agency summonses, subpoenas, orders, examinations and escheat reports.

8. GOVERNING LAW

The terms and conditions of this Agreement are governed by and construed in accordance with the laws of the Republic of Malawi.

ADDITIONAL PROVISIONS

1. IN CASE OF ERRORS OR QUESTIONS ABOUT YOUR ELECTRONIC TRANSACTIONS.

If you think your statement is wrong or if you need more information about an Online Banking transaction listed on the statement, call us on 01 876 222, or write us at NBS Bank Limited, Attention: Head of Corporate Banking as soon as you can. We must hear from you no later than thirty (30) days after we sent you the FIRST statement on which the problem or error appeared. You must provide us with all of the following information:

- Your name and account number.
- A description of the error or the transaction you are unsure about, explaining as clearly as you can why you believe it is an error or why you need more information.
- The Malawi Kwacha amount of the suspected error.

If you tell us verbally, we may require that you send your complaint or questions in writing within ten (10) business days to the above address. We will determine whether an error occurred within ten (10) business days after we hear from you and will correct any error promptly. If more time is needed, it may take up to forty-five (45) days to investigate your complaint or question.

2. LIABILITY FOR UNAUTHORIZED TRANSACTIONS

If you believe your Password has been lost, stolen, or compromised or that someone has transferred or may transfer money from your account without permission, call 01 876 222 or write to us at NBS Bank Limited, P.O. BOX 32251, CHICHIRI, BLANTYRE 3.

If you telephone us, we may require that you send us written confirmation of your notice to be received by us within ten (10) business days of your phone call. You agree to cooperate with us in the investigation of any claim or dispute and provide us with information and documentation as may be necessary in order to assist us in resolving your claim or dispute.

3. OUR LIABILITY FOR FAILURE TO COMPLETE AN ELECTRONIC FUND TRANSACTION

If we fail to complete a transaction on time or in the correct amount, when properly instructed by you, we will be liable for certain damages proximately caused by our failure unless:

- There are insufficient funds in your account to complete the transaction through no fault of ours or the account has been closed.

- b) The funds in your account are unavailable.
- c) The funds in your account are subject to legal process.
- d) The transaction you request would exceed the funds in your account plus any available overdraft credit.
- e) Your Password has been reported lost or stolen or your service privileges have been suspended.
- f) We have a reason to believe that the transaction requested is unauthorized.
- g) The failure is due to an equipment breakdown, which you knew about when you started the transaction.
- h) The failure is due to a loss of power or Internet connectivity during your session where you were not provided, or did not record, your transaction confirmation number.
- i) The failure was caused by an act of God, fire or other catastrophe, or by an electrical or computer failure or by another cause beyond our control.
- j) You attempt to complete a transaction using the service which is not a permissible transaction.
- k) The transaction would exceed security limitations on the use of the service.
- l) You have not given us complete information or properly followed our procedures on how to complete a transaction.

There may be other exceptions in other agreements between us. In any case, we shall only be liable for actual proven damages if the failure to make the transaction resulted from a bona fide error despite our procedures to avoid such errors.

LIMITATION OF OUR LIABILITY UNLESS OTHERWISE REQUIRED BY LAW: EXCEPT AS OTHERWISE NOTED HEREIN, WE WILL NOT BE RESPONSIBLE FOR ANY LOSSES OR DAMAGES FROM THE USE OF THE SERVICES DESCRIBED IN THIS DISCLOSURE STATEMENT AND THE SERVICE AGREEMENT, INCLUDING DIRECT, INDIRECT, SPECIAL OR CONSEQUENTIAL LOSSES OR DAMAGES. WE WILL NOT BE RESPONSIBLE FOR ANY LOSSES OR DAMAGES FROM THE USE OF THE SOFTWARE OR THE EQUIPMENT YOU USE TO ACCESS THE SERVICE INCLUDING DIRECT, INDIRECT, SPECIAL OR CONSEQUENTIAL LOSSES OR DAMAGES. WE WILL ALSO NOT BE RESPONSIBLE FOR ANY TRANSFER OF FUNDS THE PRIMARY PURPOSE OF WHICH IS THE PURCHASE OR SALE OF SECURITIES OR COMMODITIES REGULATED BY THE SECURITIES AND EXCHANGE COMMISSION OR THE COMMODITY FUTURES TRADING COMMISSION.

ADDITIONAL PROVISIONS APPLICABLE ONLY TO BUSINESS ACCOUNTS

1. WHO MAY SIGN UP FOR AND USE THE ONLINE BANKING SERVICES

Online Banking may only be requested and used by the authorized signers of the business. Authorized signers are those individuals who have been appointed to act on behalf of the business and whose names and signatures are on the physical signature card. Each authorized signer may only access those accounts on which he or she is an authorized signer.

2. PROTECTING YOUR USER IDENTIFICATION AND PASSWORD

You agree to: 1) keep your User ID and Password secure and strictly confidential; 2) immediately notify us of any change in status, or authority, of any authorized signer on record with the bank; and 3) immediately notify us and select a new User ID or Password if you believe your User ID or Password may have become known to or used by an unauthorized person. The Bank will have no liability to you for any unauthorized payment or transfer made using your User ID or Password that occurs before you have notified us of possible unauthorized use and we have had a reasonable opportunity to act on that notice. We may suspend or cancel your use of Online Banking without notice from you if we suspect your User ID or Password is being used in an unauthorized or fraudulent manner.

3. COMMUNICATIONS

You agree that we may send notices and other communications to the current address shown in our records. You further agree that NBS Bank LTD will not be responsible or liable to you in any way if information is intercepted by an unauthorized person, either in transit or at your place of business.

*Signatories Names:

1: _____

2: _____

*Signatories Signatures:

1: _____

2: _____

*These must be authorized signatories to the accounts

FOR BANK USE ONLY

Relationship Manager

Name: _____

Email Address: _____

Mobile Number: _____

Processed By:

Name: _____

Signature: _____

Date: _____

Authorized By:

Name: _____

Signature: _____

Date: _____