



FBC Bank Limited

strength • diversity • service

(Registered Commercial Bank)

Application for FBC Internet Banking

New Reset

To: The Branch Manager _____

Personal Details

Surname _____ First Name(s) _____ Mr/Mrs/Miss/Ms/Dr.etc

Preferred User Name _____ (6-10 characters e.g. cabbage2)

National Identification Number _____

Email address _____

Phone Number – Business _____ Mobile/Cellphone _____ Home _____

FBC Account Details

Account no. (1) _____ Account No.(2) _____

Account No.(3) _____ Account No.(4) _____

Terms and Conditions

1. Definitions

In these terms & conditions:

“**Account**” means any account held by the Bank in the name of an Internet Banking Customer on which the customer is authorised to operate through the Internet Banking Facility.

“**Internet Banking Facility**” means banking delivery channel that uses Internet technology.

“**Internet Banking Customer**” means an FBC customer who has authorised the Bank to accept internet-based transactions by the said customer over such customer’s accounts and “**We**”, “**I**”, “**us**”, and “**our**” denotes such customer.

“**The Bank**” means FBC Bank Limited.

2. Copyright and trademarks

Except as otherwise expressly stated herein, the copyright and all other intellectual property rights in the contents of the website, including but not limited to all design, text, sound recordings, images or links, are the property of the Bank and, as such they may not be reproduced, transmitted, published, performed, broadcast, stored, adapted, distributed, displayed, licensed, altered, hyperlinked or otherwise used in whole or in part in any manner without the prior written consent of the Bank

3. Deed use of Internet Banking

3.1

I/We agree that all instructions issued by me/us to the Bank shall be deemed irrevocable and any alleged fraudulent instructions shall be deemed to be our responsibility unless negligence on the part of the Bank is proved

3.2 Should I/We need any assistance with the services or the website, We will contact the FBC Convenience Banking Team on the following numbers: **263 04 797772** or **091 419 693** Email to internet.banking@fbc.co.zw

4. Indemnity

We hereby indemnify and hold the bank harmless against all damages, losses, expenses and costs, including legal costs, suffered or incurred by the Bank in connection with or arising from:

- (a) our access of the website and/or use of the online services; or
- (b) any other party's access to the website and /or use of the online services using our USER ID and/or login password, or
- (c) our breach of any of these terms and conditions of access where any party was able to access the website and/or use the online services by using our USER ID and/or login password.

5 Time Frame

WE acknowledge that transactions that use the Real Time Gross Settlement (RTGS) form of settlement must be done and authorised before 12:00 noon so as to ensure a smooth flow in transmission on the RTGS.

6 Payment of bills

All instructions for the payment of bills should be effected at least 2 working days before their due dates so as to allow a smooth flow in transmission to their intended payees

7 Charges

Charges imposed by the Bank from time to time shall be payable by the Internet Banking Customer for the provision of the Internet Banking facility, whether or not the Internet Banking Facility is being used during the period concerned

8 Termination of facility by Bank

We acknowledge further that the Bank may terminate our access to the website and/or our use of the online services at any time without notice and without assigning any reason therefore

I/We agree with the above terms and conditions:

Full Name _____

Signature _____

Date _____

Bank Use Only

Identification Number verified by: _____

Customer signature verified by: _____

Authorizing Manager: _____

Manager Convenience Banking: _____