

EXIM BANK (UGANDA) LIMITED

DIGITAL PRODUCTS ACTIVATION FORM



EXIM BANK
Innovation is life

EXISTING CUSTOMERS ONLY

Terms and Conditions signed at the time of account opening remain applicable here as well

* INDICATES MANDATORY FIELD

(PLEASE COMPLETE IN BLOCK CAPITALS AND TICK WHERE NECESSARY)

Email id and mobile number mentioned in this form will supersede existing contact details on your Bank record

I HEREBY ACCEPT TO BE ENROLLED ON EXIM BANK DIGITAL PLATFORM TO HAVE ACCESS TO THE FOLLOWING SERVICES.
PLEASE TICK THE SERVICE/S YOU WISH TO HAVE.

VISA DEBIT CARD
 INTERNET BANKING
 MOBILE BANKING
 DEBIT CARD ONLINE ACTIVATION

TITLE* MR MRS MISS. DR. PROF OTHER

SURNAME*

FIRST NAME*

OTHERNAME:

DATE OF BIRTH*

ENTER CUSTOMER LEGAL ID* PASSPORT NATIONAL ID

ID NUMBER*

ISSUE DATE*

EXPIRY DATE*

PHYSICAL ADDRESS:
(SPECIFY TOWN, CITY, COUNTRY)

MOBILE N^o*
(TO BE REGISTERED WITH BANK)

EMAIL*
(TO BE REGISTERED WITH BANK)

BRANCH: (WHERE THE ACCOUNT IS DOMICILED)

By using our internet banking service, the Bank construes that the customer has read, understood and accepted the T&C posted on the website (www.eximbank-ug.com) and confirms to be bound by them. The Customer hereby agrees that the Terms and Conditions are subject to changes from time to time.

INTERNET AND MOBILE BANKING TERMS AND CONDITIONS.

The Client must read the Terms and Conditions carefully before using Exim Bank (Uganda) Ltd's Internet Banking Services.

By accepting these Terms and Conditions, the Client shall be deemed to have accepted the same and be bound by all these Terms and Conditions. Internet Banking and Mobile App

1. Covenants of the Client

In consideration of Exim Bank (U) Limited performing the Services as mentioned above, the Client hereby declares, assures, undertakes and covenants as under-

- 1.1 The Client and members of its organisation, including the Users have knowledge of the use and functionality of the Internet and the security mechanisms suggested/ prescribed/ offered/ implemented by Exim Bank (U) Limited on the Site.
- 1.2 The Client shall install at its own costs, such hardware and/or software including such encryption and security technology as may be required by Exim Bank (U) Limited from time to time to enable the Client to access the Services, maintain secrecy and access to authorised Users only.
- 1.3 The Client undertakes and agrees to keep the password/s provided to/ chosen by the Client and its Users and the security mechanism provided/ implemented by the Bank, absolutely confidential and is bound by any and all transactions including but not limited to Payment instructions and Payment instrument request which are acted upon by Exim Bank (U) Limited on the usage of the correct passwords/User identities and the security mechanism provided/implemented by the Bank. All passwords chosen by the Client would require to have such minimum characters or strings as Exim Bank (U) Limited may from time to time specify.
- 1.4 The Client takes full responsibility for the safe custody of the security mechanism provided/ implemented by the Bank and the password required to access the Internet Banking and Mobile App and the Client shall be responsible for the use and/or misuse of the same. Any instruction(s) received by Exim Bank (U) Limited from the server/ PC/ operating device of the Client with a valid password shall be deemed to be an instruction/instructions given by the Client and the Client hereby expressly agrees to be bound by the same. Client should note that Exim Bank (U) Limited is entitled to utilise all such information received as evidence against the Client before any competent Court of Law or Judicial or Quasi-Judicial Authority or Tribunal or any other Statutory or Government authority.
- 1.5 Internet Frauds: Exim Bank (U) Limited shall endeavour to adopt security measures as available in the industry from time to time. However the Client acknowledges that the technology used including the Internet is susceptible to a number of frauds, misuse, hacking, virus attacks and afflictions, malicious, destructive or corrupting code, programme or macro which could affect the Services. This could result in delays in the processing of instructions or failure in the processing of instructions or inaccuracies in the processing of instructions or unavailability of the Site and/or any other such failures and Exim Bank (U) Limited shall not be responsible for the same.
- 1.6 Mistakes & Errors: The Client shall ensure that there are no mistakes and/or errors in the information and instructions given by the Client to Exim Bank (U) Limited.

2. Covenants of the Client

In the event of Exim Bank (U) Limited making any changes, enhancements, and or modifications including, without limitation, any upgradation to the Services, the Client shall suitably modify and/or upgrade, at its own costs, its systems to comply with the Internet Banking and Mobile App system and avail of various Services provided by Exim Bank (U) Limited

through Internet Banking and Mobile App and further agrees to execute such additional agreements, writings, documents as may be required from time to time as may be required by the Bank in this regard.

The Client hereby agrees that Exim Bank (U) Limited shall not be liable for the failure of the Client to so modify and/or upgrade its systems to comply with the Internet Banking and Mobile App system requirements or for any losses, claims, damages, expenses and/or liabilities arising out of such failure of the Client.

3. Maintenance of Exim Bank (U) Limited Internet Banking and Mobile App

- 3.1 Exim Bank (U) Limited may from time to time upgrade, modify, alter and/ or perform maintenance services on the Bank's Internet Banking and Mobile App (hereinafter collectively referred to as "Maintenance services"). Exim Bank (U) Limited shall endeavour to give prior notice of such routine maintenance service.
- 3.2 Exim Bank (U) Limited shall not be liable for any losses, damages and/ or expenses incurred by the Client in respect of any loss of access and/ or use or interruption in the use of the Internet Banking and Mobile App Services due to the Maintenance services being performed on the same.

4. Confidentiality & Disclosure

The Client hereby authorises the use of confidential information of the Client by Exim Bank (U) Limited and the transfer by Exim Bank (U) Limited of any information relating to the Client to and between the branches, subsidiaries, representative offices, affiliates, representatives, auditors and agents of Exim Bank Limited and third parties selected by any of them, wherever situated, for confidential use in connection with the provision of the Services to the Client, or for statistical analysis, credit scoring publicity/promotional activities and data processing purposes, and further acknowledges that any such branch, subsidiary, representative office, affiliate, agent or third party shall be entitled to transfer any such information as required by any law, court, statutory, regulatory or legal process.

5. Notices

- 5.1 All notices and communications under these Terms and Conditions shall be in the manner acceptable to Exim Bank Limited from time to time.
- 5.2 All other notices, communications and writings pursuant to these Terms and Conditions may be delivered by hand, by mail, by overnight courier service to
 - 5.2.1 If to Exim Bank (U) Limited to the following address:
Head Office:
Hannington Road, Plot 6
P.O BOX 36206,
Kampala , Uganda
 - 5.2.2 If to the Client, to the address provided in the Application Form. All notices shall be deemed to be given
 - 5.2.3 if delivered by overnight courier or hand delivery, only on actual delivery;
 - 5.2.4 If by mail then within a timeframe of postage as determined by Exim Bank (U) Limited.

6. General

- 6.1 Charges: The Client hereby agrees to bear the charges as may be stipulated by the Exim Bank (U) Limited from time to time for availing of these Services and Exim Bank (U) Limited is authorised to debit such charges to the Client's Accounts.
- 6.2 Non-Transferability and Non-Assignability: The grant of the facility of Internet Banking and Mobile App to the Client is not transferable under any circumstance and shall be used only by the Client through its designated Users. The Client shall not assign these Terms and Conditions to any other person. Exim Bank (U) Limited may subcontract and employ agents to carry

- out any of its obligations under these Terms and Conditions.
- 6.3 These Terms and Conditions are in addition to the terms and conditions accepted by the Client for any other Exim Bank (U) Limited products and services, which shall be deemed to have been incorporated hereinunder.

7. Amendment of Agreement

- 7.1 The Bank may vary this Agreement at any time or times whether or not a similar variation is made to the Agreement with any other Cardholder(s). Subject to the requirements of statute (if any), notification of any such variation or any other notification to be given by the Bank shall be given to the Principal Cardholder by the Bank either in writing or by publication thereof by such means as the Bank may select and any variation whether notified or not shall be binding on the Cardholder. In particular the Bank may introduce a charge for any service provided under or in connection with this Agreement from time to time.

1. THE FOLLOWING TERMS AND CONDITIONS SHALL APPLY TO EXIM MOBILE BANKING SERVICES;-

2. Scope & Guidelines

- 2.1 When you register for the Service you will be asked to provide to us the mobile number of which you would like to receive text messages. This service is not provided, for example, to a fixed line telephone, a computer capable of receiving text messages.
- 2.2 The Customer must be registered by the Bank to use the Exim mobile banking Services, and comply with the registration and activation procedures prescribed by the Bank. In case of joint accounts, mobile banking services are made available to one mobile number suggested by the account holders themselves.
- 2.3 All responsibility/accountability/rights/liabilities of use by secondary cardholder/joint account holder shall be binding on all joint account holders.
- 2.4 Exim Bank will prompt the user to put a PIN of his/her choice at the time of availing service. Thereafter, it is the sole responsibility of customer to safeguard his/her PIN.
- 2.5 The Bank deals with the customer remotely when using Electronic Banking Channels (there is no face to face interaction), as such:

Conditions

- 2.6.1 The Customer hereby authorizes the Bank to act on and accept all instructions and transactions that occur after the customer's PIN, has been entered or applied. The bank shall be entitled and will proceed on the assumption that all such transactions have been authorized by the customer, even in circumstances where such transactions occur without the customer's knowledge, consent or authority.
- 2.6.2 The Customer shall be bound to inform the Bank immediately if he/she know or suspects that his/her access code (s) has/have been lost, stolen or may be subjected to unauthorized use. If any unauthorized person obtains the Access Code(s) in any manner whatsoever, such a person shall be regarded as the Customer's duly authorized agent with full authority to use the Electronic Channels Banking on the Customer's behalf.
- 2.7 The Bank shall not be responsible for any inability of a mobile device to access the Exim mobile banking Services and any loss or damage to a mobile phone resulting from the Customer's access or use or attempted use of the Exim mobile banking Services.
- 2.8 The Bank shall be automatically entitled to disable the Mobile banking services in case of non usage for a period of 6 months or more.

- 2.9 The Customer shall be bound to inform the Bank in writing of the change of his/her mobile number. The Bank shall not be liable for sending Alerts or other information over the Customer's new mobile phone number unless it is duly registered in accordance to these terms and conditions. For avoidance of doubts, it is hereby mutually agreed that upon receipt of notification of change of Customer's Mobile Number the Bank shall de-register the old number.
- 2.10 The Customer undertakes to keep secure his/her SIM card and his/her Mobile phone at all times. The Bank shall not be liable for any consequence arising from the breach of this condition by the customer.
- 2.11 The Customer acknowledges and agrees that the Bank may, in its sole and absolute discretion, without notice and from time to time add to, vary, alter, suspend or remove any part of or all of the Exim mobile banking Services, without giving any reason and without incurring any liability as for such addition, variation, alteration, suspension or removal of part or all of the mobile banking services.

The Exim mobile banking Services are intended to be available 7days a week, 24 hours a day but there is no warranty that the same will be available at all times.. The Customer further agrees that the Bank shall be entitled at any time, at the Bank's sole discretion and without prior notice, to temporarily suspend the operation of the Mobile Service for updating, maintenance and upgrading purposes, or for the performance of any of the tasks or any other purpose whatsoever that the Bank deems fit, and in such event, the Bank shall not be liable for any loss, liability or damage which may be incurred directly or incidentally as a result thereof.

- 2.13 The Customer acknowledges that the Facility is dependent on the telecommunications infrastructure, connectivity and services Within Uganda. The Customer accepts that timelines, of Alerts sent by the Bank will depend on factors affecting the Telecommunications industry. Neither the Bank nor its Service Providers shall be liable for non-delivery or delayed delivery of Alerts, error, loss, distortion in transmission of and wrongful transmission of alerts to the customer.
- 2.14 The Bank or its employee/contractual staff will not be liable for: (a) any unauthorized use of the Customer's PIN or (b) mobile phone number/instrument or unauthorized access to e-mails received at his notified email address for any fraudulent, duplicate or erroneous instructions given by use of the same; (c) acting in good faith on any instructions received by the Bank; (d) error, default, delay or inability of the Bank to act on all or any of the instructions; (e) loss of any information/instructions /Alerts in transmission; (f) unauthorized access by any other person to any information / instructions given by the Customer or breach of confidentiality

3. Charges

- 3.1 The Bank may at any time, at its sole discretion, charge and change the fee for use of any or all of the Facility, under a reasonable timed notice to the Customer through any medium available.
- 3.2 Unless otherwise waived by the Bank, the Customer shall pay the Bank, fees and charges for the use of the service and any other premia that may be legally imposed by the Bank at any time being under this purview. In this regard, the Bank is hereby authorized by the customer to debit any of the Customer's Account (s) with the Bank.
- 3.3 The Customer, shall be liable for payment of airtime or other charges which may be levied by the Mobile network operators in connection with the receiving of the Alerts, which may be levied by the Mobile network operators as per the terms and conditions and in which case the Bank is in no way concerned with the same.

4. Laws of Jurisdiction

These terms and conditions shall be governed and fall under jurisdiction of the laws of the Republic of Uganda. All disputes or differences whatsoever which shall arise any time hereafter between the Bank and the Customer, whether during the continuance of the Agreement in the first instance the parties shall endeavour to settle such matter amicably failing which the matter shall be referred to single arbitrator which shall be appointed by the parties with the laws of Uganda.

5. Declarations

I/We agree, affirm, confirm and undertake that I/We have read and understood the Terms and Conditions for usage of the Exim Bank Mobile Banking Services and agree to them wholly. I am/ We are aware that the usage of the Exim Bank's Mobile Banking Services is governed by the Terms and Conditions hereto as read together with the General Terms and Conditions of the Bank vis-à-vis the Customer Account holding, and I/We have reviewed the contents of the same. Further, I/We accept the terms and conditions governing Mobile Banking Services of Exim Bank (U) Limited, and further accept that all my/our rights and liabilities would be governed by the said terms and conditions. I/We hereby agree to subject be to and comply with all the provisions of the terms and conditions which are incorporated by reference herein and deemed to be part of this application form to the same extent as if such provisions had been set forth in full herein. I/We further agree that all provisions in the General Terms and Conditions relating to the Bank's

liability and limitation thereto shall apply to the Exim mobile Terms and Conditions. I/We have read and understood the terms and conditions and I accept and agree to be bound by the said terms and conditions to any changes that may be made from time to time by the Bank at its sole discretion including and limiting the Bank's liability.

6 Additional Terms & Conditions


I/We agree that this Mobile Banking Services Facility of Exim Bank (U) Limited shall be only in specified types of accounts notified by the Bank as 'eligible Accounts' for Mobile Banking Services by the Bank, from time to time. I/We further agree that the Mobile Banking Service by Exim Bank hereto is available intra-bank only and no fund transfer can be effected from other banks to my/our account maintained at the Exim Bank as well as no fund transfer is permissible from Exim Bank to accounts maintained with other banks.



7. Indemnity


I/We do hereby indemnify and forever keep indemnified the Bank and its successors and assigns, from and against any and all claims, actions, penalties that may be made, suffered or incurred by the Bank by reason of non compliance of any of the terms and conditions mentioned herein.

SIGNATURE*	<input type="text"/>	DATE*	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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FOR THE BANK USE ONLY									
VERIFIED BY EXIM BANK STAFF*	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
SIGNATURE*	<input type="text"/>	DATE*	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
APPROVED BY (BM/ MSCOP/ OPM)*									
STAFF NAME*	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
STAFF ID:	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
SIGNATURE*	<input type="text"/>	DATE*	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

 In case you are unable to proceed, please contact us through our call center **+256 312 320 400** or visit **www.eximbank-ug.com**.

 @eximbankuganda  @eximbankuganda

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