



FNB eWallet

Terms & Conditions

Agreement between you and FNB Namibia.

By using the eWallet from FNB, I (herein referred to as the Sender) agree to the terms of use and I allow First National Bank Namibia, to act on my behalf and do the following: To allow the person who I choose to receive the eWallet, (herein referred to as the Recipient) to do one or more of the following:

- To withdraw some or all of the money in the eWallet from FNB ATMs;
- To use the money in the eWallet to buy airtime, electricity, products, or services from participating suppliers;
- To send some or all of the money in the eWallet to other persons;
- To conduct a balance enquiry or request a mini statement for the eWallet.
- To cash out using FNB Voucher.
- To deduct any fees FNB charges for using the eWallet service, from the money in the eWallet.
- To tell the Recipient everything that the Recipient needs in order to access the money in the eWallet and to use the service.

The rules form an agreement between FNB accountholders who use the FNB eWallet and FNB. This agreement will apply to you when you register for, or use the service, whichever happens first.

We can change these rules from time to time. We will tell you about material changes by putting a notice about this on the service channels you can use to create an eWallet or by sending you a notice by SMS or email. If you don't agree to the changes you must not use the service anymore. If you use the service after we have given you this notice, we can assume that you have read, understood and agree to these new rules.

Other agreements also apply to you. These rules must be read with FNBs General Terms and Conditions and the service channel terms and conditions. If there is a conflict regarding the product then this agreement applies. If the conflict relates to the use of the service channel, then the service channel terms and conditions apply.

Your responsibilities;

You must tell the Recipient when you send him/her money using the service. FNB will, on your behalf, also send an SMS to the Recipient telling him/her about the transaction.

- This SMS contains all the eWallet information, which is important and is secret information.
- With this information the Recipient or any person in possession of that communication can withdraw the money or buy the prepaid products.
- The Recipient must keep his/her cellphone and eWallet safe, and must not give the cellphone or message to anyone.
- The Recipient should follow the steps recommended by FNB to protect the message, including safeguarding the message by adding an eWallet PIN.
- The Recipient must dial *140*321# in order to activate the eWallet.

The Recipient must follow the instructions to activate the eWallet within 13 (thirteen) days from the time FNB sends the message to the Recipient. If the Recipient does not activate the eWallet within 13 (thirteen) days of you sending the money to the eWallet, the eWallet instruction will be cancelled and the funds will be returned to your account. If the Recipient does activate the eWallet within 13 (thirteen) days of you sending the money to the eWallet, the 13 (thirteen) day reversal rule shall not apply. You are responsible for communicating this condition to the Recipient.

You will not be reimbursed for the transaction fee that was charged, by FNB, if the eWallet transaction is not activated by the Recipient within the 13 (thirteen) day period or if you request a reversal of the transaction. **No contract between FNB and the Recipient** When you create an eWallet instruction, FNB only acts for you on your instruction. No agreement is formed between FNB and any Recipient. FNB will not become involved in any dispute between a Sender and any Recipient.

Limits apply

Transaction limits apply to the eWallet service. There are daily and monthly limits on the amounts you can send using the service, the amounts you can send to an eWallet in one month, and limits on the purchase of prepaid products.

Visit www.fnbnamibia.com.na (or call our call centre or any FNB branch) for more information.

Fees and Charges

eWallet service is charged and standard cellphone rates apply.

The Recipient does not earn interest

No interest is earned on balances held in the eWallet. **Other fees apply**

When using the eWallet, standard mobile network operator fees apply to calls and messages. **Termination of service**

FNB may terminate / suspend the service with or without notice to you if:

- The cellphone network service provider removes the Recipients cellphone number from its network.
- The Recipient does not use the eWallet within a specified period. YOU MUST communicate this to the Recipient.
- If you breach these rules.
- If you or the Recipient uses the service for illegal, unlawful or fraudulent purposes.
- If the service is compromised.
- If it is necessary to protect FNB, its customers or its systems or any Recipient.
- There is fraud by you or the Recipient or any other person in relation to the eWallet or such fraud is suspected.
- FNB is compelled to do so by law.

Nothing in this clause prevents FNB from taking any other action. If an FNB account is compromised fraudulently, all funds sent to a eWallet or eWallets from such an account may be frozen and returned to the compromised FNB account, subject to an investigation. If this agreement is terminated for any reason, you will still be liable to pay us all amounts you owe us. If the funds in your eWallet are accessed by a third party due to your Cellphone number being stolen or left negligently, the Bank will not be held liable for any loss suffered by you.

You use this service at your own risk. FNB makes no warranty of any kind about the service. FNB will not be liable to you or any recipient for any loss or damage arising because of the service, unless such loss or damage arose because of FNB's gross negligence or intentional misconduct.

Note: information sent over public networks may be subject to unlawful monitoring and interception. Fnb is not liable for any unauthorised transactions that occur by any person other than the recipient, unless you can prove that the recipient secured the eWallet with an eWallet pin and such unauthorised person obtained the eWallet pin as a result of FNB's negligence or fraud.

You must give FNB the correct information when using the service. FNB is not responsible for any loss or damage you suffer if money is sent to the wrong cellphone number.

Note: FNB does not check the identity of recipients when they claim money or when you send money. FNB cannot reverse, repeat or correct payments that were made to the wrong person(s).

FNB cannot guarantee that the recipient will receive the notification message since this depends on the service of the network operators. FNB is not liable for any loss or damage caused to any person (directly or indirectly) because of the operation of, failure, or malfunction of third party systems or communication devices. Indemnity

You indemnify FNB fully for all loss or damage the recipient or any other person suffers because of your use of the service or because you did not fulfil your obligations under these rules.

Complaints

Please refer your complaints to FNB all centre on 061 299 2222.