



HBZBankweb Internet application form

The Manager – HBZBankweb
HBZ Bank Ltd
South Africa

Date: _____

Dear Sir,

Account details & login name

I/We hereby request for HBZBankweb Internet access for the account / s noted in Annexure 1.

Person authorised to receive the PIN Mailer containing the password

I/We authorise that the PIN Mailer containing the password for access to HBZBankweb be received from the HBZ Bank branch where my / our account is held by the following person only:

Full Name

Identity Document Number

Specimen Signature

Master User

I/We understand that the person using the PIN mailer password to access the HBZBankweb will become the Master User who will have unlimited access to the HBZBankweb including being able to capture and authorise transfers on their own and create sub-logins for other persons to perform various functions on HBZBankweb, including preparing and authorising transfers.

Sub-login Users

I/We request / do not request (*delete one*) that I/we be given the option on the HBZBankweb to be able to create sub-login users on line and agree to complete a separate Request for Sub-login Password form and send it to an HBZ Bank branch to activate the sub-login user.

Multiple signatories

I/We request / do not request (*delete one*) that I/we be given the option on the HBZBankweb to have multiple signatories and agree to complete a separate HBZBankweb Internet application form for dual signatories and send it to an HBZ Bank branch to activate the users.

HBZOtp (Online Transaction Password)

I/We understand that to utilise the HBZBankweb service I/we will have to register our mobile device number(s) and email address(es) to receive OTP's. The OTP will be generated automatically and sent to our registered mobile device(s) and email address(es) whenever a Third Party Fund Transfer is made. The HBZOtp is valid for each HBZweb log-in session. Each OTP request carries

a specific reference number and must be used within 10 minutes of receipt. The OTP's generated do not attract any charges.

SMS Internet banking Service

I/We understand that I/we have to register for the SMS Internet banking Service and that I/we receive account information on the mobile device number that I/we have specified. Please tick ✓ the checklist below for the SMS service you require, and complete the grey areas with the amounts you decide.

Balance enquiry

	Daily balance				
	Debit balance over	R		Credit balance over	R
	Debit balance below	R		Credit balance below	R

Transaction inquiry

	All transactions				
	All debit transactions	R		All credit transactions	R
	Debit transactions over	R		Credit transactions below	R
	Debit transactions below	R		Credit transactions over	R

Other inquiries

	Other bank's cleared cheques		My/Our cleared cheques
	Other bank's returned cheques		My/Our returned cheques
	PAD lodged		

If you require notification when a log on to your account on the web is made please go to the HBZweb once you have subscribed on this form and access the "Profile" option at the top. On the next page tick the box marked "Send SMS on hPLUS web login"

I/We authorize the Bank to recover the charges if any, as detailed in the Banks Schedule of Charges, for SMS's sent by the Bank by debiting my/our account periodically.

E-statement service

In reference to the account details specified in Annexure 1, execute my/our request to subscribe for HBZeSOA (HBZ's Electronic Statement of Account) at the following e-mail address (es):

Email address: _____

Email address: _____

I/We request that the eStatements be sent to me/us at the above e-mail addresses: (please tick)

Daily	Weekly	Every 2	Monthly	Quarterly	Half yearly
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Fax service

I/We hereby request the Bank to provide me/us the HBZfax transmission service, related to the account details specified in Annexure 1. The number to receive faxes is as follows:

Fax number:

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Functionality(s) to subscribe – you will receive a fax notification at the above number when one of the following transactions occurs:

<ul style="list-style-type: none">• Letter Of Credit (LC) Application• Letter Of Credit (LC) Amendment• TT Remittance (Outward)• Letter Of Credit (LC) SWIFT copy• Letter Of Credit (LC) Amendment SWIFT copy• Foreign Inward Documentary / Import• Bills For Collection (FIDBC) Intimation	<ul style="list-style-type: none">• Payment Against Document (PAD) Intimation• Discrepant Document Intimation• Export Document Cost Memo• Export Document Despatch Intimation• Export Letter Of Credit And Amend Advice Schedule
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Authorised signatory

As per resolution / mandate attached

Authorised signatory

Date

NB – Two signatories to sign where there is more than one signatory on the account

Annexure 1

- All the columns must be completed.
- The login name must be at least 8 alpha characters. Provide at least three alternative names.
- The mobile number and email will be used to provide you with an Online Transaction Password (OTP) when making certain transactions via HBZBankweb. If you leave the email column blank you will not receive an email, only an SMS. **Only one mobile device number and e-mail address per account number can be used to obtain an OTP.**
- You can link two mobile numbers to receive SMS's. *The mobile number must be in the following format – country code, area code then number, i.e. 27835562456*

	OTP or SMS	Account name	Account no	Login name	Mobile no	Email
1.						
2.						
3.						
4.						
5.						
6.						
Delivery Address:						

Please note that you will have to go on line to request for a limit. The limit is a daily cumulative limit, which means a single transfer cannot exceed this limit, and in a single day transfers cannot be more than this limit in total

Terms and conditions for the above through HBZBankweb

Third party transfers

1. The Customer shall ensure that there is sufficient balance in the account to which the Bank service relates before requesting for a Third Party Fund Transfer. Should sufficient funds not be maintained, the Bank will not affect the transaction and consider such request as null and void without referring back to the Customer.
2. The Customer understands that transfers to third party banks may take up to 3 business days.
3. The Customer understands that in regard to the transfer request, neither the bank nor the Correspondent(s) are responsible for any delay, mistake or omission however caused or mutilation arising in the communication of any kind whatsoever by the electronic system.
4. The Customer understands that any request made through HBZBankweb for Third Party Fund Transfer will bear the date and time of Banks main computer in Zurich.
5. The Customer understands that any service rendered through HBZBankweb will be charged as per Banks schedule of charges.
6. The Customer understands that the Bank shall not be responsible for any erroneous payment to Account, Bank, Credit Institution and Credit Card, arising out of the wrong input of Name, Account, Banks Name, Branch, Credit Card Number etc by the Customer.
7. The Customer undertakes to indemnify the Bank in respect of any overpayment resulting from such mistake and authorizes the bank to make a direct debit to the customer's account for such overpayment.
8. The Customer understands and gives full freedom to the Bank to select the channel for Third Party Fund Transfers, including, method of payment, and Correspondent Bank(s). The Customer further confirms and agrees to waive any right for holding the Bank responsible for any mistake or omission caused by or due to the Channel selected by the Bank and the Correspondent Bank(s).
9. The Customer understands that the bank will not be liable to the Customer if the bank is unable to perform its obligation under this agreement due to (whether direct or indirect): -
 - a) The failure of any machine, data processing system or transmission line, or
 - b) Any period of essential maintenance, critical change, repairs, alterations to or failure of computer system, or
 - c) Any industrial dispute beyond the Banks control, or
 - d) Strike, riots, and civil commotion or due to any natural catastrophe.
10. The Customer undertakes not to disclose the HBZBankweb password and or the User name to any other person. In the event that this becomes known to someone other than the subscriber, the Customer shall immediately inform the Bank.
11. *The customer hereby, irrevocably and unconditionally without any right or objection, accepts all debits arising from the use of HBZBankweb.*
12. *The Banks record of any transaction processed by the use of HBZBankweb shall be conclusive evidence of such transactions and binding on the Customer for all purposes.*

SMS service

1. The Customer indemnifies the Bank against:

- a) Unauthorised use of the account information being transmitted over the SMS network including but not limited to the Customer's account details being disclosed to others due to the Customer specifying an incorrect mobile device number or misplacing the SMS mobile device.
- b) Any network failure/error by the Customer's mobile device service provider.

2. The Customer understands that:

- a) An SMS message will not be delivered, if the mobile device is switched-off for an extended period.
- b) The SMS service can be discontinued by the Bank at its discretion at any time, without any prior notification to the Customer.

E-statement service

1. When I/we subscribe to eStatement all my/our statements will be eStatements with a monthly frequency unless otherwise

specified. I/We understand that if there are no transactions in an account during the defined frequency for eStatement generation then no eStatement will be generated and sent to the Customer.

2. The Bank has the right, at its sole discretion, to refuse this or any other application or stop the eStatement service at any time

without any prior notice to me/us and I/we will receive only paper statements.

- 3. In case of no dispute about the contents or any entry in the account within 15 days from the date of receipt hence, the records of the Bank shall be conclusive evidence of the correctness of all debits and credits and balances of the account(s).
- 4. This eStatement service is provided entirely at my/our sole risk and in the case of disclosure of the released statement, the Bank shall not be liable to me/us for any direct, indirect, special, incidental or consequential loss or damage which may arise in respect of this disclosure and/or delivery of this eStatement service through the email address(s) stated.
- 5. I/We understand that the eStatement Service is free of charge; however the Bank reserves the right under its sole discretion to charge for the service in the future after prior notification to me/us.
- 6. In the event that the Customer has not provided the Bank with an email address, only a paper based statement will be provided to the Customer subject to the payment of any applicable fees stated in the Schedule of Charges.
- 7. The Bank shall be deemed to have delivered the eStatement to the Customer upon receipt by the Account Holder of the email from the Bank containing such eStatement.
- 8. I/We are the owner and designated user of the designated email and shall take all necessary security measures and precaution to ensure that the designated email is not accessed by any unauthorised party. I/We agree and confirm that the Bank does not warrant the timelines, security, confidentiality or availability in the transmission of the eStatements to the designated email.

I/We may terminate the Service at any time by completing a designated form and returning it to the Bank. I/We understand that the Bank will then only send me my statements in paper format to the last mailing address appearing on the Bank's records subject to the payment of any applicable fees stated in the Schedule of Fees and Charges.

9. I/We agree that from time to time the Bank may advertise its products and services through the eStatement Service.

10. I/We acknowledge that the Bank will use its best endeavours to ensure the security of the Service. Notwithstanding the foregoing, I/we agree that the Bank shall not be liable in any manner for any disruption, unavailability of the Service, communication, electrical or network failure that may result in the eStatements being incomplete, unavailable or delayed in transmission. I/We further acknowledge that the use of and the transmission of

information via email and/or internet may not be guaranteed to be secure. I/We acknowledge that the information transmitted may be liable to error, viruses, delay, interception, modification or amendment by unauthorised persons and I/we acknowledge that transmission may be disrupted, interrupted, delayed or incorrect. I/We shall not hold the Bank responsible for any errors, viruses, delay, inaccuracy, losses and damages whatsoever arising from or in connection with my/our use of the Service (including but not limited to any interception, modification or amendment, disruption, interruption, delay or inaccuracy of emails or internet transmission or other communication equipment or facilities. For the avoidance of doubt, the Bank shall not be responsible for any losses suffered whether direct, indirect, consequential, or special loss, even if the Bank shall have been advised of the same.

Fax service

1. I/We confirm that the fax number specified above is correct and hereby authorize the Bank to fax the above selected document(s) to this number.
2. The HBZfax service is provided entirely at the risk of the customer who shall indemnify the Bank for all loss or damage, howsoever caused, resulting from the use of the HBZfax service.
3. I/We indemnify the Bank completely in all regards to account information being transmitted over the HBZfax service including, but not limited to my/our account details, being disclosed to others due to me/us specifying an incorrect fax number. I/We further indemnify that the Bank will not be held responsible for any network failure/error by my/our telecommunications service provider.
4. I/We further understand that the service can be discontinued by the Bank at its discretion at any time, without any prior notification to me/us.

ALL THE TERMS AND CONDITIONS ABOVE ARE ACCEPTABLE.

Authorised signatory

Authorised signatory

Date

NB – Two signatories to sign where there is more than one signatory on the account