



HBZBankweb Internet application form for OTP and SMS services

The Manager – HBZBankweb
HBZ Bank Ltd
South Africa

Date: _____

Dear Sir,

Account details & login name

I/We hereby request for the HBZOtp and SMS Internet Banking Service for the account / s noted in Annexure 1.

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) wherever 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 will 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 |
| | Debit balance below | R | Credit balance below |

Transaction inquiry

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

Initial

Other inquiries

| |
|--------------------------|
| <input type="checkbox"/> |
| <input type="checkbox"/> |
| <input type="checkbox"/> |

Other bank's cleared cheques
Other bank's returned cheques
PAD lodged

| |
|--------------------------|
| <input type="checkbox"/> |
| <input type="checkbox"/> |

My/Our cleared cheques
My/Our returned cheques

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 indemnify 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.

I/we understand 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.

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

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 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 | Mobile no | Email |
|----|---------------------------|---------------------|-------------------|------------------|--------------|
| 1. | | | | | |
| 2. | | | | | |
| 3. | | | | | |
| 4. | | | | | |
| 5. | | | | | |
| 6. | | | | | |

Initial