

# Online Banking – Application Form for Corporate and Business Banking

## 1. Customer Set Up Section

### Application Type

New Applicant ☐

Existing ☐

Delete ☐

### Section A: Customer Details

#### Customer Information:

Account Name:

Physical Address:

Postal Address:

Contact Number:

Contact Person:

ZRA TPIN  NAPSA Employer No

Workers Compensation No  NHIMA Employer No

### Section B: Required Accounts by the Company (tick and complete as appropriate)

☐ All accounts which the Company currently holds

The following account(s)


### Section C: Required Functions by the Company (tick as appropriate)

☐ View Accounts

☐ Local Transfers

☐ International Transfers

☐ Bulk Payments

### Section D: Transaction types and Preferred Limits

Own Account Funds Transfer	Daily Limit Amount (ZMW)		Transaction Limit amount (ZMW)	
Internal Funds Transfer	Daily Limit Amount (ZMW)		Transaction Limit amount (ZMW)	
Domestic Funds Transfer	Daily Limit Amount (ZMW)		Transaction Limit amount (ZMW)	
International Funds Transfer	Daily Limit Amount (ZMW)		Transaction Limit amount (ZMW)	

## 2. User Set Up Form

### Section F: User Access Details (Print and complete copies of this page for additional users)

User Details (Mandatory/Required for Identification)	
Preferred Username (subject to availability):	
Customer Name	
Customer ID (NRC/Passport)	
Date of Birth	
Email Address	
Mobile Number	

Customer Admin Yes ☐ No ☐

#### View Accounts\* (tick and complete as appropriate)

☐ All the Company accounts with the Bank

Only the following account(s):


#### Transfers (tick and complete appropriate)

- ☐ Initiate Transfers (on accounts selected under "View Accounts")
- ☐ Authorize Transfers (on accounts selected under "View Accounts")
- ☐ Upload Bulk Payments
- ☐ Authorize Bulk Payments
- ☐ Create Beneficiaries
- ☐ Authorize Beneficiaries

Indicate Panel: A ☐ B ☐ C ☐ D ☐

Signature of User: \_\_\_\_\_

Authorized Signatories	Full Name	Company Title

#### IMPORTANT NOTICE: AUTHORIZED SIGNATORIES

Authorized signatories are persons nominated in a Board Resolution OR written resolution in lieu of Board Meeting

### 3. Authorization/Limit Management Set Up

#### Section G: Authorization Rules for Transfers on Internet Banking

Complete this section to show how your transactions will be approved.

ZMW Accounts	
Signatory Type Combination (A, B, C, D)	Sign Limit
USD Accounts	
Signatory Type Combination (A, B, C, D)	Sign Limit
ZAR Accounts	
Signatory Type Combination (A, B, C, D)	Sign Limit
EUR Accounts	
Signatory Type Combination (A, B, C, D)	Sign Limit
GBP Accounts	
Signatory Type Combination (A, B, C, D)	Sign Limit

I/We confirm that the information provided is complete and factually correct.

Authorized Signatories	Full Name	Company Title

#### For Bank Use Only

Branch:

Customer ID:  Branch Name:

Approved ☐ Not Approved ☐

Name and Designation \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

#### Head Office

Received by: \_\_\_\_\_ Name and Designation: \_\_\_\_\_

Date Received: \_\_\_\_\_

## Terms and Conditions for Online Banking

### 1. INTRODUCTION: ABOUT THESE TERMS

- 1.1. These Terms become effective when you register for Online Banking and constitute a legally binding agreement between you and Zambia National Commercial Bank PLC ("Us, We"). The Internet Banking platform has a self-onboarding feature which allows all Zanaco customers to register and access the platform using the following steps:
  - i. Visit the Zanaco Website and select Internet Banking
  - ii. Click on Register/Activate
  - iii. Select SME/Corporate or Retail banking depending on the type of account one holds with Zanaco.
  - iv. Enter the requested details (valid TPIN, their customer ID, a working email address and valid mobile number.) In case the details are out of date and there is need to update, the customer should visit the nearest and provide the near details that need to be updated.
- 1.2. We reserve the right to modify these Terms, with the latest version applying each time you use Internet Banking.
- 1.3. You are required to adhere to and understand:
  - 1.3.1. these Terms;
  - 1.3.2. the General Zanaco Account Terms & Conditions which are applicable to all Zanaco Bank Accounts; and
- 1.4. In case of any conflicts between these Terms and the General Account Opening Terms and Conditions, these Terms prevail so far as the conflict relates to Internet Banking.

### 2. USING ONLINE BANKING

- 2.1. When utilizing Internet Banking, all communication occurs via a Device, eliminating direct personal contact between you and us.
- 2.2. We will act on any instructions that appear to reasonably originate from you, even if they are from an imposter.
- 2.3. It is crucial to safeguard your Access Codes and Personal Identification Number (PIN). Once entered, we assume any subsequent Internet Banking activity or instruction is legitimate, even if another party used

your Access Code or PIN. We will not be liable for any transactions concluded on your account by any person accessing your account using your Access Code or PIN.

- 2.4. Instructions to Transact are executed according to your Profile, Account, Account Terms, and Transaction. However, execution may vary in timing and method.
- 2.5. Instructions sent after the respective cut-off times will reflect on the next business day's statement.
- 2.6. If the International Payment is delayed by the Beneficiary's bank, a Correspondent Bank or Intermediary Bank, we cannot recall or reverse it.
- 2.7. We shall not be held responsible for losses resulting from repeated payments made in error. These constitute valid instructions to pay.
- 2.8. Losses suffered due to incorrect Transaction details are not our responsibility. These constitute valid instructions to pay.
- 2.9. You may modify or delete scheduled and repeat payments before they are processed. Once processed, they cannot be reversed.
- 2.10. All bill payments such as utility bills, PayTV and bill muster should be done with correct information to avoid payments to the wrong accounts i.e., Smart Card number, student ID, utility ID etc. The online banking system has a validation feature which validates payment information before submission of payment. In an instance where validation fails, please inform the Bank to ensure that this is investigated & corrected.
- 2.11. All transfers made via NFS including transfers to wallets have a validation feature which validates payment information before payment submission. It is the customers duty to ensure that the information displayed is correct before the transfer is submitted.
- 2.12. Adequate funds must be available in your Account for payments and fees, including scheduled ones, at least 24 hours before their due date.

### 3. SPECIFIC PAYMENT TRANSACTIONS

- 3.1. Making an instant transactions
  - 3.1.1. Instant transfer funds in real-time to beneficiaries,

enabling immediate use.

3.1.2. Instant transfers to existing Zanaco beneficiaries occur immediately for Zanaco accounts and other banks via RTGS (provided they are performed before the cut-off time of 7:30 PM every business day and 2:30 PM on Saturdays. (not available on Sunday or public holidays)

3.1.3. Instant transfers are subject to the beneficiary's bank supporting such transactions.

3.1.4. Instant transfers have specific processing times.

3.1.5. Non-refundable fees are charged for Immediate Payments.

#### **4. ADMINISTRATOR (APPLICABLE TO INTERNET BANKING FOR BUSINESS)**

4.1. Upon completing registration for Internet Banking Business, you can add Users to your Profile with varying authorizations.

4.2. Authorizations granted to Users are at your discretion, including viewing, capturing, releasing permissions, with options for addition, deactivation, or deletion of Users from your Profile.

4.3. The Bank reserves the right to indemnify itself against any claims, losses, or liabilities arising from the actions or omissions of a Customer Admin User in connection with the use of Internet banking services, except where such actions result from the Bank's own negligence or willful misconduct.

#### **5. FEES**

5.1. Fees may apply for using Internet Banking, the fees applicable will be detailed in our tariff guide available on our website.

#### **6. SECURITY FOR INTERNET BANKING**

6.1. Risks of interception exist; precautions are outlined in our privacy and security statement on our website.

6.2. We are not liable for losses due to unauthorized access to your Device or Account if prescribed security and safety measures are not followed.

6.3. We may verify information sent through Internet Banking to mitigate fraud risk.

6.4. Public Devices should not be used for Internet Banking due to potential security vulnerabilities.

6.5. Note that the Internet Banking platform will be unavailable on days that the Bank will be performing system maintenance works and this will be communicated to the customers prior to the event

#### **7. ENDING YOUR INTERNET BANKING SESSION**

8.1. Logout after using Internet Banking to prevent unauthorized access to your Account and potential fraud or loss.

#### **8. INFORMATION FROM US THROUGH INTERNET BANKING**

8.1. Content provided through Internet Banking is for informational purposes only and does not constitute investment advice or offers unless explicitly stated.

8.2. Information provided includes general details about us, our products, services, and goals, with estimates subject to change.

8.3. All information is provided "as is," and reliance on it should be cautious. Consultation with professional advisers is advisable.

8.4. Regularly refresh your screen for updated information; however, data may be slightly delayed.

8.5. The transaction statements generated through the Internet banking platform are provided for informational purposes only and are not considered official bank records. These statements may not reflect all transactions and may be subject to discrepancies. For official records or to resolve any discrepancies, customers should refer to their official bank-issued statements or contact the bank directly.

#### **9. LINKS TO THIRD PARTIES' INFORMATION**

9.1. Internet Banking may link to third-party information, with no guarantee of accuracy or suitability. We are not responsible for content outside our control.

9.2. We do not endorse or guarantee the content of linked websites or systems, and users connect at their own risk.

#### **10. SOFTWARE AND HARDWARE**

10.1. Proper hardware and software are necessary for optimal Internet Banking performance and security.

10.2. Software licenses are between users and licensors; we are not responsible for software quality or

suitability.

- 10.3. Users are responsible for ensuring the safety of downloads and applications, as we cannot guarantee their integrity.

## **11. OUR INTELLECTUAL PROPERTY**

- 11.1. We retain intellectual property rights for all content on our Internet Banking, and users may only use content for personal, non-commercial purposes with proper attribution.
- 11.2. Logos and trademarks remain our property and cannot be used without permission.
- 11.3. Users have no rights over Internet Banking content, even if non-confidential or lacking copyright.

## **12. CONSENT TO USE AND SHARE YOUR PERSONAL INFORMATION**

- 12.1. Consent is granted for the collection and processing of Personal Information for specified purposes incidental to providing banking services, including product and service provision, analysis, and sharing within the Bank.
- 12.2. Users confirm authority to provide Personal Information and consent to its processing, including cross-border transfers.
- 12.3. Our Processing practices are detailed in privacy statements, available on our websites or upon request.
- 12.4. Users may opt-out of marketing communications upon request. This can be done disabling the "Alerts" feature in the Profile settings on the Internet banking platform.

## **13. YOUR RESPONSIBILITY FOR OUR LOSSES**

- 13.1. Users are liable for losses resulting from non-payment, breaches of Terms, incorrect instructions, insufficient funds, or unauthorized access to Accounts.

## **14. SANCTIONS**

- 14.1. Users must not assist sanctioned entities or engage in prohibited activities.
- 14.2. Users confirm non-sanctioned status and agree to cover losses resulting from sanctions-related actions.

- 14.3. Non-compliance may result in termination of services without liability to us.

- 14.5. You must not use this channel to finance any Sanctioned Entity or act in a way that benefits a Sanctioned Entity. Thus, you must not use any of our products or service for any Prohibited Activities.

- 14.6. Funds sent using Internet Banking to a sanctioned entity is not responsibility of the Bank.

When funds are sent using Internet Banking, and they are held by Correspondent bank, Beneficiary's bank or Intermediary bank, Zanaco will not be held responsible for recalling such funds.

- 14.7. Funds held by OFAC due to sanctioned reasons will not be reversed until the investigation is complete. Upon completion of the investigation, the customer may receive the funds less bank charges and exchange rate differential.

- 14.8. We may hold funds received using the internet banking platform that do not meet the requirements of the applicable law.

## **15. FURTHER WARRANTIES MADE BY YOU**

- 15.1. Users confirm contractual capacity, accuracy of information provided, and understanding of Terms.
- 15.2. Agreement to Terms implies acceptance of responsibilities outlined.

## **16. DISCLAIMER AND LIMITATION OF LIABILITY**

- 16.1. Factors beyond our control may affect Internet Banking access, with no liability for resulting losses.
- 16.2. Content accuracy is not guaranteed, and we are not liable for losses due to reliance on information found on our Internet Banking Platform.
- 16.3. Indirect or consequential losses are not our responsibility, we will only be liable for direct losses and for matters in our absolute control.
- 16.4. Losses due to various factors, including technical issues or third-party failures, are not our liability.

## **17. CHANGES TO THESE TERMS**

- 17.1. We reserve the right to modify these Terms, with announcements made through various channels, including our Website.
- 17.2. Users are bound by updated Terms upon continued use of Internet Banking.

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## **18. WHAT HAPPENS IF YOU BREACH THESE TERMS**

- 18.1. Breaches of Terms may result in suspension or termination of Internet Banking access.
- 18.2. Immediate action may be taken for suspected unlawful activity without notice.

## **19. HOW DISAGREEMENTS OR DIFFERENCES WILL BE RESOLVED**

- 19.1. Users may follow the complaints process outlined for dispute resolution.
- 19.2. Further recourse is available through designated channels.

## **20. GENERAL PROVISIONS**

- 20.1. Definitions and provisions clarify rights and responsibilities under these Terms.
- 20.2. Headings are for reference only and do not affect interpretation.
- 20.3. Zambian law governs these Terms.
- 20.4. Rights and obligations are non-transferable except by us.
- 20.5. Indulgences granted do not waive rights.
- 20.6. Severability clause preserves validity of remaining Terms.
- 20.7. Foreign Currency Exchange regulations must be observed for Foreign Currency transactions.
- 20.8. Exchange Rate applicable to an International Payment are determined by us and do not include our fees, which will be charged separately
- 20.9. Users are responsible for compliance and are expressly proscribed from engaging in prohibited activities.

## **21. CUSTOMER CONTACT INFORMATION**

- 21.1. Contact details for inquiries and support are available.
  - Email: [customerservice@zanaco.co.zm](mailto:customerservice@zanaco.co.zm)
  - Call: 5000