



M-TEMBO REGISTRATION FORM

This form is to be submitted with a copy of your ID and 6 Month MPESA Statement.

Date: (dd/mm/yyyy)

MEMBER DETAILS

Member Full Names as per National ID card: _____

National ID No: _____

M-Tembo mobile Number (Safaricom Only): _____

Statement Email Address: _____

Member No/ Company Number: _____

FOSA ACCOUNT NUMBER TO LINK

I want to use M-TEMBO on the following account Number :

1. _____

2. _____

3. _____

DECLARATION

Customer Signature: _____

Date: _____

Use of M-TEMBO is subject to M-TEMBO terms and conditions. Please refer overleaf for details. Details marked with (*) and copy of ID are compulsory, failure to complete these details will lead to nullification of your application.

FOR OFFICIAL USE ONLY

Account Number: _____

Verified by: _____

Signature _____ Date _____

Approved by: _____

Signature _____ Date _____



DEFINITION OF TERMS

1. The "Sacco" refers to the Tembo SACCO Co-operative Society.
2. "M-Tembo" refers to the Mobile banking solution service.
3. "Branch" means a branch of the Tembo Sacco.
4. "Business day" means a day on which banks are normally open for ordinary business in Kenya excluding Saturday, Sunday and gazetted public holidays.
5. "Customer instructions" means any request or instructions from the M-Tembo Customer to the Sacco.
6. "Pin" means any confidential password, code or number, normally 4 digits which may be used to access the M-Tembo service.
7. "Transaction fees" These are the M-Tembo transaction charges.

General Conditions

Joint Account

Account held jointly by two or more persons whose mandate is "Any to sign" Accounts which require more than one signatory will not be issued with M-Tembo Service.

Use of Personal Identification Number (PIN)

- M-Tembo subscriber shall receive an SMS informing them of their registration and PIN.
- The subscriber shall be required to change the PIN before using the M-Tembo Services
- The subscriber shall exercise due care to ensure the secrecy of the PIN at all times and prevent use of PIN by any third party.

CONDITIONS OF USE

Lost/Stolen SIM Card Registered For M-Tembo Service

- If the subscriber loses his/her sim card line registered with M-Tembo, the subscriber must notify the Sacco immediately to block M-Tembo Service until the sim card is replaced.
- The subscriber shall be liable in respect of any transactions instructions affecting his/her Sacco account that is given with a valid PIN.
- If report of loss or theft of sim card registered for M-Tembo service is communicated by someone other than the subscriber Sacco shall not be held liable of any damages thereto.

Forgotten PIN If a PIN is forgotten the subscriber is required to contact the Sacco to request for a new PIN.

Cancellation, stoppage of M-Sacco Service

- The subscriber may at any time cancel or unsubscribe for M-Tembo service.
- Payments made by means of M-Tembo service are irrevocable.
- In case of a problem the Sacco may at any time cancel and/or stop a card without notice or assigning any reason and without incurring any liability to the subscriber until a solution is found.

Charges

The Sacco shall levy charges for the use of this service. The subscriber shall be informed of such charges by notice.

Liability Of The Subscriber

Subject to above terms and conditions of use, subscribers shall be fully liable

in respect of each transaction instruction.

Acts That Do Not Bind Either Party

Neither party shall be liable for failure or delay in the performance of its obligations under this agreement to the extent that such failure or delay is caused by matters beyond that party's reasonable control including but not limited to destruction arising out of war, rebellion, civil commotion, strikes, lockouts and or other acts or orders of any government department, council or other constituted body. Notice of these circumstances shall be given to the other party as soon as practicable. For so long as performance of those obligations is suspended the other party may similarly suspend performance of its obligations.

Amendment

These terms and conditions may be amended at any time by notice from the Sacco to the subscriber. The subscriber will be informed of such amendment by notice at Sacco's branches. Any such amendments shall be deemed to be effective and binding upon the subscriber upon publication of the notice.

Law

These terms and conditions shall be governed and construed under the laws of the Republic of Kenya.

Member Signature: _____ Date: _____