

SECTION 4: USER PRIVILEGES

S/N	NAME OF USER	Initiator/Inputter	Verifier	Authorizer	LIMIT
1		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	GMD:
2		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	GMD:
3		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
5		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
7		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
8		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
9		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
10		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

All authorizers set up on Corporate Internet Banking must be in accordance with their mandates in the bank. Non-signatories to the account(s) shall not be set-up as authorizer(s) until the board resolution authorizing such person(s) to act in that capacity is submitted to the bank.

I, on behalf of hereby certify that the information provided on this form is true and accurate. I agree that Zenith Bank reserves the right to take appropriate measures including legal action if the information here is discovered to be false. We hereby authorize you to debit our corporate account for the total sum of GMD being the cost for the security tokens.

Signed for and on behalf of customer:

Signatory 1.....**Designation**.....**Date**.....

Signatory 2.....**Designation**.....**Date**.....

Signatory 3.....**Designation**.....**Date**.....

Signatory 4.....**Designation**.....**Date**.....

Signatory 1.....**Designation**.....**Date**.....

SECTION 5: USER CONTACT DETAILS

S/N	FULL NAME OF USER(S)	MOBILE NUMBER	E-MAIL ADDRESS
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			
16			
17			
18			
19			
20			

FOR OFFICIAL USE ONLY

Name of Relationship Officer: _____

Telephone Nos: _____ E-Mail Address: _____

Signatures: _____ Date: _____

Please verify that all Authorizers (Simple and Advanced) in the user privileges form are signatories to the account and are in line with the mandate specified in the account

Remark (by CSU) _____

Name _____	Signature _____	Date _____
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HOP _____	Signature _____	Date _____
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Branch Head _____	Signature _____	Date _____
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CORPORATE I-BANK TERMS AND CONDITIONS

By applying for the use of the Bank's corporate I-Bank product, the customer hereby agrees to the following terms and conditions:

OBLIGATIONS OF THE BANK

- I. To provide the customer with such services as listed in the attached document referred to as annexure A.
II. To ensure the customer with the beneficiary and payment file format for the Preparation of the payment schedules and a sample of a prepared payment schedule;
III. To ensure that all payment schedules received will be processed immediately with same day value for Zenith beneficiaries;
IV. To provide a report which the customer can view in the event of problems with the payment schedule within twenty-four hours from the time the event occurs;
V. To ensure that all payments are executed by the effective payment dates indicated by the customer in the customer's file;
VI. To provide the Customer with status report, which may be by electronic means or otherwise, showing details of all payments made by the Bank on behalf of the customer;

OBLIGATIONS OF THE CUSTOMERS

- I. To provide the Bank with every information required to effectively make payments;
II. To adhere strictly to the beneficiary and payment file formats provided by the Bank in preparing the beneficiary and payment schedules;
III. To ensure that the application and user forms forwarded by the Customers is in line with the customer's account mandate with the Bank;
IV. To ensure that the payment schedule of file is sent to the Bank by only authorized users of the system. All security details such as passwords, PINS and Access Codes must not be shared with anyone else;
V. To ensure that all necessary measures are put in place such that the payment file in the defined location is well protected to prevent compromise and unauthorised write-access;
VI. To provide at least one member of staff to be nominated as product owner and thoroughly trained by the Bank to provide the first line of support for all enquiries to be made by the customer;
VII. To pay the relevant fees and expenses associated with transaction, these charges are subject to review from time to time by the Bank.
VIII. To ensure appropriate signatories are set up to approve payments in accordance with the Bank account mandate. This mandate will not be subjected to telephone, e-mail or any other manual confirmation by the bank before transactions are completed.
IX. To ensure that appropriate documents are attached for every payment made in the system. The Bank does not verify/confirm the correctness of such documents.

INDEMNITY AND RELEASE CLAUSE

The customer shall indemnify and keep the Bank fully indemnified against all claims, demands, liabilities, actions, proceedings, losses, costs, (including reasonable attorney's fees and costs) which may be incurred by the Bank arising out of or in connection with the execution of the Customer's instruction to make payments and the performance of the obligations contemplated under this transaction. The Customer shall also indemnify and keep the Bank fully indemnified against any claim arising out of failure of the Customer to carry out the above listed customer's obligations.

ARBITRATION

The customer and the Bank shall use their best efforts to amicably settle all disputes arising out of or in connection with the performance or interpretation of this Terms and Conditions. Any dispute of differences arising out of the construction, interpretation or performance of the obligations created under this business relationship which cannot be settled amicably within one (1) month after receipt by a party's request for such amicable settlement may be referred to a number of arbitrator to be appointed in accordance with the Arbitration Act of Republic of The Gambia.

FORCE MAJEURE

The Customer and the Bank agree that there shall attach no liability to carry out any obligations under the Terms and Conditions if it is attributable to the event of force majeure including but not limited to systems downtime, Server failure, civil commotion, strikes or lock outs, war, flood, insurrection and other acts of God PROVIDED however that where an event of force majeure subsists for more than one (1) month the party affected by such force majeure event shall be deemed to have voluntarily excused from the transaction contemplated by this Agreement.

GOVERNING LAW

This Terms and Conditions shall be governed and construed in accordance with the laws of the Republic of The Gambia from time to time.

Having read and understood the provisions of this Terms and Conditions, I/we hereby append my/our signature(s) this day.....day of.....

.....201.....

*(For a Company)

THE COMMON SEAL OF the within named

Was hereunto affixed in the presence of

DIRECTOR

*(For an individual)

ANNEXTURE A: LIST OF SERVICES

This annexure provides a detailed list of standard services that are to be delivered to the client under the Terms of this agreement.

The Electronic payment services provided by the bank will allow the client perform the following services on an online real-time basis:

- View account details online
View Account activity online
View daily transactions on account(s)
View Uncollected funds i.e. Uncleared cheques and instruments.
View payment status.
Add/edit Beneficiary profiles.
Upload Beneficiary file formats.
Perform intra and inter-account transfer.
Make payment online.
Approve beneficiaries and payments.
Amend payments
Receive email and SMS notifications for actions performed with the systems
*Inter-bank Direct Debit.
Intra-bank Direct debit.

* Other Services that will be available using Electronic Banking systems include:

- Order Cheque books
Company audit trail.
Receive and send messages.

* Including other features that may be available with products upgrades.

SECRETARY