

## **Terms and Conditions: Use Secret Question feature on Stanbic IBTC Electronic Banking Channels**

### **Introduction**

Stanbic IBTC Bank PLC ("Stanbic IBTC" or "the Bank" "we" or "us") has introduced the use of Security Question feature as an extra security layer to the bank's authentication process to verify a Customer's ("you" or "your") identity.

The Security Question feature will serve as an alternative way to phone calls to validate or confirm a customer's identity anytime there is a suspicious and fraudulent activities on customers' accounts or if you try to log in to his banking profile- using an internet Protocol address (IP address) that is strange to Stanbic IBTC's system via Stanbic IBTC electronic banking channels such as Internet banking, mobile banking and Enterprise Online

Please note that your usual transaction threshold will be set under this setting of Security feature. To change the transfer limit, please follow the steps below

### **Steps to change and set up transaction Threshold**

- After logging in successfully, you navigate to your profile page and clicks on the anti-fraud system
- The app navigates you to a list of activities on the anti-fraud page
- User selects "Transaction threshold setup/edit"
- User authenticates by selecting secret questions and answer
- User selects new threshold and submits threshold request.

### **Agreement and acceptance**

These Terms and Conditions are between you and Stanbic IBTC. By creating your security question, you hereby agree and consent to be bound by these Terms and Conditions.

There will be predetermined Questions for customers to choose from and then provide answer to.

### **Use of Secret Question Feature**

If you attempt to login to your internet banking dashboard from an IP address not associated with your User Record, you will be prompted to answer your Security Question.

You will also be prompted to answer your Security Question anytime there is a suspicious and fraudulent activities on customers' accounts via any of our electronic banking channels.

After successfully answering the Security Question, you will be logged in to your electronic banking channel dashboard and will be able to carry out transaction value above your usual transfer limit or via the unrecognized IP address.

Three consecutive incorrect answers to the Security Question will lock your account and you will be require to contact your branch or contact us on 0700 909 909 909 or via email at [CustomerCareNigeria@stanbicibtc.com](mailto:CustomerCareNigeria@stanbicibtc.com) to unlock your account. You can also visit any of the bank branches to get your account unlocked.

If you believe your Security Question has been compromised, it is very important that you change it immediately.

You can change your Security Question as often as you like by logging in to your Mobile or Internet banking profile, navigating to Profile page and selecting Anti-fraud system.

Please note that to update/modify your security question or make any changes to the Security question or answer, you will be required to revalidate using your initially provided security question parameters. **NOTE:** If you review your Security Question and do not immediately remember the answer, you should reset it as well. Any time you are presented with a Security Question, if you answer incorrectly three (3) consecutive times your account will be locked. Additionally, once you answer a question incorrectly you will continue to see that question until it is correctly answered. For your protection, the system will never present a different question if the first one is answered incorrectly.

### **Personal Information**

When using the service, the Customer's Personal Information is necessary for the provision of the service, Stanbic IBTC shall be responsible for the control of Personal Information and assures the Customer that the Personal Information will be Processed only for the purpose of administering the requested service.

The customer hereby authorizes Stanbic IBTC to collect, use, transfer, store or in other ways handle (altogether "to Process") it's data, Company data and/or its Personal Information.

### **Indemnity; Disclaimer; Limitations of Liability**

The use of Security Question as an authentication factor to gain access to and authorize transactions on any of the Bank's electronic banking channels is at the Customer's risk.

You agree to indemnify and hold Stanbic IBTC and its subsidiaries, affiliates, officers, agents, co-branders or other partners, and employees, harmless from and against any and all Loss suffered or incurred by Stanbic IBTC as a result of any failure by the Customer to comply with any of this terms and conditions, the Bank relying or acting on or carrying out any Instruction in any manner permitted under this terms and conditions; any change in any Applicable Laws; or any virus, default, defect, deficiency or malfunction in and or any breakdown, disruption or failure of any software or any telecommunications, computer or other electronic equipment or system owned, operated and/or maintained by or on behalf of Stanbic IBTC due to or caused by the Customer or any of the Customer Users accessing and/or utilising the bank's electronic banking channels

Stanbic IBTC shall not be liable for any direct, indirect, incidental, special, consequential or exemplary damages, including but not limited to damages for loss of goods, property, profits, goodwill, use, data or other intangible losses (even if Stanbic IBTC and has been advised of the possibility of such damages), resulting from any Customer's use or inability to use the Services thereon; or from any other matter relating to the Service.

The Customer acknowledges and takes full and sole responsibility for any risk that might arise from disclosing his/her Security Question to a third party.

Stanbic IBTC reserves the right to report any malfeasance that comes to its attention to the appropriate authorities.

### **How to Contact Us**

If you have questions or comments about these Terms of Use, please contact our Customer Care Centre on 0700 909 909 909 or via email at CustomerCareNigeria@stanbicibtc.com for further enquires.

## **General Provisions**

The terms and conditions may be amended/varied from time to time and you are bound by the version of the terms and conditions that exists at the time you create or recreate your security question.

These Terms and Conditions are governed by and construed in accordance with Laws of the Federal Republic of Nigeria. Any dispute arising out of participating in this Terms and Conditions shall be subject to the jurisdiction of the Nigerian courts.

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Please click on **Create** to create your Secret Questions or click on **Accept Indemnity** to continue transacting on the Bank's electronic banking channels without use of Secret Question.