



**Electronic Statements Registration Form**
**SSD Operations Use Only**

Email and Passwords captured by:.....

Statement Details Checked by.....

**Terms and Conditions**

1. The Customer agrees that by using the Electronic Statement Facility(e-statements), it accepts and agrees to be bound by the general terms and conditions governing the e-statements, including without limitation all of the following paragraphs:
2. The Customer shall abide by any and all laws, rules, regulations and official issuances applicable to the e-statement, now existing or which may hereinafter be enacted, issued or enforced under any jurisdiction, as well as such other terms and conditions governing the use of other facilities, benefits or services the Bank may from time to time make available to it in connection with e-statements.
3. The Customer understands that the e-statements facility allows the Bank to provide through the medium of electronic mail ("email") the electronic form of Statement(s) of Account(s) on the agreed Statement Date to the Customer's nominated email address (es). The Customer agrees that the availability of the electronic form of the statement(s) on the agreed Statement Date shall be deemed the date of delivery of that period's statement as per agreed Statement Date.
4. The Customer shall enroll in the e-statements facility and shall provide its email address. The Bank will have the absolute discretion, without giving any reason or notice, to reject any request for enrolment in the e-statements facility. The Customer represents that it is the registered owner on record of the email address that it provides to the Bank for the purpose of the provision of its Statement(s) of Account(s) in electronic form. The Customer agrees that it will immediately advise the Bank of any changes to its aforesaid email address (es).
5. Upon the Customer's enrollment to the e-statements facility, the Customer agrees that the Bank shall provide the electronic form on the agreed Statement Date and giving the Bank the sole discretion to cease generation of the physical form of Statement(s) of Account(s) on the next Statement Date.
6. Usage Guidelines
  - a. Hardware and Software Requirements:
    - i. To obtain e-statements the Customer will need a personal computer that has the capability of accessing the internet or a mail service to send and receive emails
    - ii. The Bank will send the e-statement to the Customer's nominated email address as an encrypted Adobe Acrobat (PDF) document.
    - iii. To open and view the statement the Customer's computer must be equipped with Adobe Reader software version 6 or higher. This software is available for download on [www.adobe.com](http://www.adobe.com).
    - iv. The Customer will be required to enter a password before being able to open and view the e-statement. Such a password will be provided by the Customer at registration prior to commencement of the e-statement service facility.
    - v. In the event that the Customer forgets the password they can call the Bank and identify themselves by providing their CPN (Customer Pin Number) which will be verified against their record and they will be provided with the password upon successful confirmation.
    - vi. To print the e-statement the Customer will need to have a printer connected to their machine.
    - vii. To save the e-statements on their hard drives or on any other external device (disk, flash etc) the Customer can use the "save" feature of the Adobe Reader software to save on their desired destination drive/folder.
  - b. The Customer agrees to undertake reasonable steps to verify the authenticity of the emails received and to examine and view the Statement(s) of Account(s) in timely and prompt manner.
  - c. The Customer agrees that it shall use reasonable effort to ensure that the e-statements facility is secure and cannot be accessed by unauthorised third parties.



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- 7. Disclaimer of warranty and Limitation of Liability: The Customer acknowledges that the Bank does not warrant the timeliness, security, secrecy, or confidentiality of any information transmitted through any applicable internet service provider, network system or such other equivalent system in any jurisdiction via the e-statements facility and will not hold the Bank responsible for any losses suffered by it as a result thereof. The Bank makes no warranty of any kind, express or implied warranty of merchantability or fitness for a particular purpose, in connection with the e-statements at all times. Except as specifically provided in this Agreement, or otherwise required by law, the Customer agrees that the Bank's officers, directors, employees, agents or contractors are not liable for any indirect, incidental, special or consequential damages under or by reason of any services or products provided under this Agreement or by reason of the Customer's use of e-statements, including loss of profits, revenue, data or use by you or any third party, whether in an action in contract or tort or based on a warranty or any other legal theory.
- 8. The Customer agrees that the Bank shall not be liable or responsible for any breach of secrecy because of the e-statements being sent to the Customer's nominated email address. The Customer further agrees not to hold the Bank liable if any problem arises with its computers or network because of it receiving emails from the Bank.
- 9. Joint Accounts: If the Customer operates the account jointly with another person, one may consent to receive the disclosures electronically and that person's election to receive e-statements shall apply to both.
- 10. The Customer agrees that the Bank shall not be liable if the Customer is unable to gain access to the e-statements facility from time to time. The Customer understands that while the e-statements facility is available to it, once effected, some or all of the services thereon may not be available at certain times due to maintenance and/or computer, telecommunication, electrical or network failure or other causes beyond the Bank's control.
- 11. The Customer agrees that in the event of any error appearing in the Statement(s) of Account(s), the Customer shall notify the Bank immediately of said error. If no error is reported to the Bank within thirty (30) days from the Statement Date, the Customer agrees that such Statement(s) of Account(s) shall be deemed to be true and correct. The Customer agrees that all communications including requests or reports on any error in its Statement(s) of Account(s) will be sent to Operations/Branches details of request/report to include; (a) name and account number, (b) details of the error. Further the Customer shall indemnify the Bank for any losses the Customer may suffer arising from its computer terminal when accessing or using any of the services from the e-statements facility.
- 12. Cancellation. Cancellation of the e-statements facility may be effected by the Customer or the Bank.
- 13. These Terms and Conditions shall be governed by and construed in accordance with the laws of Zimbabwe and the Customer hereby agrees to submit to the exclusive jurisdiction of the courts of Zimbabwe for the resolution of any dispute arising from this Agreement.

I/we confirm that we have read and understood the Terms and Conditions of this agreement and I/we agree to abide by them.

**Customer signature(s)**

1.) \_\_\_\_\_ 2.) \_\_\_\_\_

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Name..... Name.....