

Terms and Conditions: Stanbic IBTC Bank PLC Hardware Token

Introduction

Stanbic IBTC Bank PLC ("Stanbic IBTC" or "the Bank" "we" or "us") has launched Hardware Tokens as part of its multifactor authentication scheme as recommended by the Central Bank of Nigeria (CBN). The hardware token is a physical device that is used by customers of Stanbic IBTC to generate security codes to authenticate or verify their identity when using any of the Bank's electronic banking channels including Internet banking, USSD banking, and Mobile Banking.

Please click on the **Subscribe** button to request for a Hardware Token or click on **Proceed** to continue transacting on the Bank's electronic banking channel without using a Hardware Token.

Agreement and acceptance

This agreement becomes effective between you ("The Customer ") and Stanbic IBTC at the time of requesting for a Hardware Token

Your Hardware Token is personal to you and shall only be used with your other user authentication factors like User ID and Password. The Hardware Token is being issued to you as an additional authentication factor to log into and transact on the bank's electronic banking channels.

Your Hardware Token must not be shared with anyone else irrespective of your relationship. The type of accounts you can access will not change when your Hardware Token is activated, however, the moment your Token is activated, your Hardware Token will be required to authenticate and authorise your electronic banking transactions.

In the event of your Hardware token getting into the hands of an unauthorised person and transactions are consummated on your account(s) using the token, the bank is fully indemnified against all losses, claims, demands, liability or suit, action and damages arising from such transactions.

You shall keep your hardware security token safe and secure. Contact us immediately on 0700 909 909 909 or via email at CustomerCareNigeria@stanbicibtc.com if misplaced, stolen, or damaged. Stanbic IBTC will deactivate your token and arrange for a replacement for you upon request. However, a hardware token replacement cost applies and the cost of delivery if sent through courier will apply.

Cost of Stanbic IBTC Hardware Token

1. The Bank will only issue the customer a Hardware Token on request having successfully submitted the necessary application online or completed the necessary Application Form at any of Stanbic IBTC branches. This will be issued at the unit cost of N2,500.00 and is subject to review by the Bank at any time.
2. Any customer that requires the Hardware Token to be released (for courier reasons) to a third party shall sign an Indemnity Form to hold the Bank harmless and fully indemnified against all losses, claims, demands, liability or suit, action and damages arising from the release of the Hardware Token.

3. For a misplaced or stolen Hardware Token, the customer shall immediately notify the bank and request for a replacement Hardware Token to transact on Stanbic IBTC electronic banking channels. The cost of Token shall also apply.

Care and Precaution when using Stanbic IBTC Hardware Token:

In addition to safeguarding your access to Stanbic IBTC electronic banking channels, we advise that you take the following precautions when using your Hardware Token.

1. Always protect and keep your Hardware Token safe.
2. Do not misplace your Hardware Token or allow it to be stolen. If your Hardware Token is missing, please report immediately to our Customer Care Centre on 0700 909 909 909 or via email at CustomerCareNigeria@stanbicibtc.com
3. Do not compromise your access to any of our electronic banking channels by allowing a third party to use your identity (such as log in with your PIN User ID, and a security code from your Hardware Token). The Bank will hold you responsible if your Hardware token is used by someone else!
4. No Stanbic IBTC staff will request for a code to be generated at any time.
5. Protect your Hardware Token from any physical abuse that might damage any component of the Hardware Token including its casing, LCD, and silicon chip. Do not immerse it in liquids, and do not expose it to extreme temperature or weather conditions.

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 authorises Stanbic IBTC to collect, use, transfer, store, or in other ways handle (altogether "to Process") its data, Company data, and/or its Personal Information.

Indemnity; Disclaimer; Limitations of Liability

The use of Stanbic IBTC Hardware Token as an authentication factor to gain access to and authorise 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 the release of your Hardware Token to his/her nominated proxy.

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.