

SHERIA SACCO SOCIETY LTD



ISSUE FORM NO.....

SACCOLINK CARD APPLICATION FORM

PLEASE COMPLETE DETAILS IN CAPITAL LETTERS

Current Station : _____

Surname : _____

First Name : _____

Middle Name(s) _____

ID No.: _____

Account No: _____

P.O. Box: _____ Postal Code: _____

Town: _____

Office Tel: _____ Mobile Number: _____

House Telephone: _____ E-mal : _____

Declaration by the Card Applicant

I authorise Sheria Sacco to issue an ATM card to my account and warrant that the information given above is true and complete. I authorize you to make any enquiries necessary in connection with the applicant. I accept and agree to be bound by the conditions of use, detailed overleaf(as amended from time to time). I agree that I will be liable for all charges incurred through the use and application for this card. I understand that My application can be declined by Sheria Sacco without giving reasons to the extent permitted by law.

Applicants Signature _____

Date: _____

FOR OFFICIAL USE

Sacco: Verified by: _____

Approved by: _____

Date: _____

Sacco Stamp : _____

“We Inspire, Equip and Empower”

CONDITIONS OF USE DEFINITIONS OF TERMS:-

- The "Sacco" refers to the SHERIA Co-operative Society
- The "Bank" refers to the Co-operative Bank of Kenya Ltd.
- "Branch" means a brands of the SHERIA Sacco
- Business day" means a day on which banks are normally open for ordinary business in Kenya excluding Saturday, Sunday and gazetted public holidays
- "Customer instructions" means any request or instructions from the Cardholder to the Sacco or bank.
- "Sacolink" refers to the Sacco electronic debit card
- "Pin" means any confidential password, code or number, whether issued to the Sacco by the bank or adopted by the Sacco and accepted by the bank which may be used to access Co-op Switch network.
- "ATM" means Automatic Teller Machine
- "Sacco Cardholder" refers lo a Sacco customer who has been issued with an ATM card together with a corresponding personal identification number {PIN}
- "Transaction fees** These are the ATM transaction charges
- "24 hr service ice hotline" refers to the telephone number on the reverse side of the Saccolink Card.
- HOT CARD A card that is reported stolen or lost

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 Saccolink

GENERAL CONDITIONS

1. The Saccolink Card is neither a credit card nor a cheque guarantee card and shall not be presented as such.
2. The Saccolink Card is for use only at Co-op Bank ATMs, other Bank Visa braided ATMS and at Visa branded merchant point of sales.
3. The Sacco/Bank reserves the right to withdraw the use of Saccolink Card or to refuse request for authorisation of any SaccoLink card transaction at any time and without prior notice
4. The SaccoLink Card once issued to the Cardholder is not transferable.
5. The SaccoLink Card is the property of the Sacco and the Card holder undertakes a return the card to the Sacco or Sacco/Fosa on demand.
6. The card must not be used for any unlawful purpose, including the purchase of goods or services prohibited by local and international law.

USE OF PERSONAL IDENTIFICATION NUMBER (PIN)

- 1.The Cardholder \viii be issued with a PIN
- 2.The Cardholder shall exercise due care and attention to ensure safety of the card and secrecy of the PIN at all times and to prevent the loss of and or use of the card or PIN by any third party.
- 3.The Sacco is authorised to debit the Cardholder's account with all amounts withdrawn by means of the SaccoLink Card using the PIN.
- 4The cardholder must not put the card and PIN together. The cardholder should change the PIN immediately on suspicion the PIN is compromised.

LOST/STOLEN SACCOLINK CARD.

1. If the SaccoLink Card a lost or sinks or stolen or misplaced the Cardholder must notify the Sacco or call the number on the reverse side of the SaccoLink Service Point Verbal notification must be confirmed in writing immediately, and a lost /stolen letter of indemnity shall be signed by the Card holder.
2. A Lost or stolen card notice shall indicate the particulars of the cardholder including name, address. Branch that issued the Card, account number, card number and date of reporting Once the notice is received the particulars of the Lost/Stolen SaccoLink Card will then be input on the Ho? Cards fist
3. In case of dispute over effective date and time of reporting loss or theft, in relation lo I above, the time and date of receipt of the written confirmation shall be regarded as the date of notification to the Bank.
4. The Cardholder shall be liable in respect of any transaction instructions affecting the Sacco account that is given with a valid PIN
5. The Cardholder shall give to the Banker any person acting on Bank's behalf all necessary assistance in any investigations, avail all information as to the circumstances of the loss or theft of the SaccoLink Card, and take all reasonable steps to assist to recovery of the SaccoLink Card
6. A lest card that is recovered by the Cardholder should be returned to the nearest branch of the Sacco. The Sacco or Bank has discretion on approving continued use of such a card.
7. If the report of a loss or theft of card is communicated by someone other than the cardholder, the Sacco/Bank shall not be held liable for any damages thereto.

SIGNATURE

The Cardholder should sign on the panel provided on the reverse of the card on receiving the card The signature should be similar to that on the National ID otherwise the card may be rejected by merchants

24 HR SERVICE HOTLINE

The card 24 hr hotline number is found on the reverse side of the Saccolink card. Cardholders should keep the 24 hour hotline number in their mobile number or frequently used telephone book

REPLACEMENT OF CARD

The Sacco shall replace lost or damaged card within 2 weeks. The cardholder will be expected to pay for the replacement of the card at a rate that may change from time to time.

FORGOTTEN PIN

If a PIN is forgotten the Cardholder shall return their SaccoLink card lo the Sacco where a replacement card will be ordered at a Fee

CANCELLATION, STOPPAGE OF SACCO-LIN CARDS AND PAYMENT.

1. The Cardholder may at any time cancel his/her SaccoLink Card I returning it to the point of issue. If the return is made by mail to card must be cut into two.
2. Payments made by means of the SaccoLink debit card are irrevocable
3. In case of a problem the Bank/Sacco may at any time cancel and h stop a card without notice or assigning any reason and without incurring any liability to the Cardholder until a solution is found.
4. On closing of the account on which the SaccoLink Card is operate) it shall be the duty of the Cardholder to return the Card immediate! to the point of issue

CHARGES

The Sacco shall levy charges for the use of the service which may change from time to time. The Cardlwidr shall be informed of such changes be notice in Sacco's Branches

LIABILITY OF A CARDHOLDER

Subject Jo above condition, cardholders shall be fully liable in respect on 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 industrial disputes, fire explosion, earthquake and or other seismic activity, acts of God. flood drought or bad weather, the unavailability or other media 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 tire Cardholder. The Cardholder 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 Cardholder upon publication of the notice