

UNIABUJA MFB BANKING TERMS AND CONDITIONS

You should read these terms and conditions carefully. You will be bound by them once you agree and so you should make sure that you read them before that.

I/We ("Customer") hereby confirm and agree to the following terms and conditions in relation to all banking and other financial transactions between me/us and Uniabuja Microfinance Bank Ltd. ("the Bank"). I/We further agree that where the services to be provided by the Bank are not regulated by the terms and conditions contained herein, they shall be regulated by customary banking practices in Nigeria.

1. ACCOUNT OPENING: 1.1 Opening of an account with us is subject to certain restrictions. For example, you must be at least 18 years of age to open a current account with us. Exceptions may however be created upon request for special accounts for certain categories below 18 years.

1.2 We reserve the right to decline your account application or accept your money if you are unable to provide us with any of the information we require or for any other reason. We are not obliged to inform you of the reason why your application was declined and we will not enter into any correspondence in such circumstances.

2. LIABILITY FOR REFUNDS: 2.1 Where the bank is notified in writing without undue delay and at least no later than 6 months after a payment is taken from your account, that a payment from your account was not authorized by you, we will carry out an investigation and, as soon as we are reasonably satisfied after investigation or due diligence that you did not authorize the payment, we will refund the amount deducted in due course and will return your account to the position it would have been in if the unauthorized payment had not taken place.

3. CLAIMS: 3.1 where a third party makes a claim for any of the funds in your account (for example, if someone takes legal action (garnishee) to recover funds they believe you owe to them), or if we are informed or believe that there is a dispute involving a third party who owns or controls funds in the account, we may: (a) Put a hold on your account in line with any law, regulation or regulatory directive and refuse to pay out any funds until we are satisfied that the dispute has ended. (b) Send the funds to the person who we have good reason to believe is legally entitled to them either by mutual consent of parties or a Court Order; (c) Continue to rely on the current records we hold about you; apply for a court order; or take any other action we feel is necessary to protect the bank. **3.2** Where the bank acted according to 3.1 above, we are not liable to you for taking any of the above steps.

4. JOINT ACCOUNTS: 4.1 If you are opening an account with another person, we will ask for a specimen signature from all parties to the account. **4.2** Joint accounts are operated on the basis of the authority set out in a mandate which we will ask you to complete. Each of you can take or use everything in the joint account. All of you are together and individually responsible for any money owed to us on the joint account. We may demand repayment from all joint owners, and any combination of joint account holders for any money owing on the account. In legal terms this means that each joint account holder will have joint and several liabilities. This is generally true even if only one of you puts all the money into the joint account or if only one of you takes all the money out of the account.

5.0 BANK CHARGES: 5.1 We will levy charges for the operation of the account in accordance with our Standard Tariff. We reserve the right to levy any reasonable charges for additional services in relation to managing your account in addition to those stated in the Standard Tariff or for providing you with more frequent information regarding the operation of your account. **5.2** We may take any charges or interest you owe us from any account you hold with us. **5.3** We may vary these charges from time to time in accordance with Condition 14.

6.0 ACCOUNT CLOSURE: 6.1 This agreement will continue until terminated by parties herein. **6.2** We reserve the right to close the account and to end this agreement if we, at our absolute discretion, consider that it has not been operated in a manner satisfactory to us, or if we believe that you have contravened any of these terms and conditions.

6.3 We may take action to close your account without notice and to end this agreement immediately in exceptional circumstances such as if we reasonably believe that: (a) You are not eligible for an account; (b) You have given us any false information at any time; (c) You, or someone else, are using the account illegally or for criminal activity; (d) It is inappropriate for a person authorized to give instructions on your account to operate it; (e) where any of your behavior suggests that it is inappropriate for us to continuously maintain your account; (f) You have not met our reasonable conditions and requests relation to identification and the provision of information about yourself and the activity (past, present or future) on any account or proposed account; (g) By maintaining your account we might contravened any extant law,

regulation, code or other duty which applies to us; (h) where the continuous maintenance of your account may damage our reputation; or (i) You are or have been in serious or persistent breach of these terms and conditions or any additional condition which apply to an account either by law or regulations. **6.4** We may give you one week's notice to close the account and to end this agreement unless there are circumstances (such as the above) that justify closure on a shorter notice.

7. DORMANT ACCOUNTS: 7.1 We consider that an account is dormant if no activity (other than interest and charges) has taken place on it for a continuous period of 6 months. To reopen same, you must submit fresh identification and Know Your Customer (KYC) documents. **7.2** When an account becomes dormant, we may write to you to ascertain if the account is still required and to obtain written confirmation from you of your mailing address (if not provided already in our records). where no response is received from you, for security reasons, we may close the account and hold the funds in a suspense account pending instructions from you.

8. HANDLING OF PERSONAL INFORMATION: 8.1 We will retain information about you after the closure of your account, if the banking relationship has terminated, or if your application is declined or abandoned, for as long as permitted for legal, regulatory, fraud prevention and legitimate business purposes. **8.2** Where you provide personal and financial information related to others (e.g. dependents or joint account holders) for the purpose of opening or administering your account, you confirm that you have their consent or are otherwise entitled to provide this information to us and for us to use it in accordance with these terms and conditions. **8.3** where a banker's reference is requested, we will make sure that we have your written approval before we give it. **8.4** We may share information with persons acting as our agents who have agreed to keep your personal information strictly confidential.

9.0 OTHER GENERAL TERMS: 9.1 The agreement between you and the bank is in English and is governed by the laws of the Federal Republic of Nigeria. The courts of Nigeria shall deal with any claim, interpretation, dispute or difference arising from this agreement. **9.2** No third party will have any rights or be able to enforce these terms and conditions.

10. CHANGES TO TERMS AND CONDITIONS: 10.1 We may, at our sole discretion, change these terms and conditions (including our charges and interest rates) and introduce changes to and charges for our services at any time. The necessity for a notice to you shall depend on the nature of change or amendment being made to these terms. **10.2** Some of these conditions are premised on anticipated regulatory requirements that may be amended subsequently. If any of these conditions turn out to be inconsistent with a regulatory amendment, we will treat that condition as if it were consistent. We will make any changes to the conditions to reflect the requirement by regulatory authorities.

11. CONTACTS: 11.1 We may contact you by post, telephone or e-mail or via the WhatsApp medium (which in these terms and conditions includes the internet and any form of electronic message made by any type of electronic device) using the latest address, telephone number or electronic mail address you have supplied. **11.2** You may telephone us during normal business hours to request for information about your account. We reserve the right not to disclose any information unless we are satisfied that you have been satisfactorily identified. **11.3** We may record or monitor telephone calls and monitor other electronic communications (including emails) between us so that we can check instructions and make sure that we are meeting service standards.

11.4 In the event of a joint account, the address provided by either party to such joint account or, in the case of a joint account while opening same shall be used for all communications to such joint owners. **11.5** it is your obligation to notify the bank as soon as possible of any changes to your name, telephone number, WhatsApp user name, residential address (and appropriate updated address verification and email address and ensuring that all information held about you is up to date. You must do this by writing to your account domicile office.

12. BANK VERIFICATION NUMBER (BVN) DISCLAIMER: 12.1 If a fraudulent activity is associated with the operation of your account, you agree that we have the right to apply restrictions to your account and report to appropriate regulatory authorities and law enforcement agencies.

I/We hereby confirm that I/We have read the above terms and conditions and affirm that I/We truly understand and accept same as binding on Me/Us.
Authorised Signatory/Date:.....
Authorised Signatory/Date:.....

ACCOUNT MANDATE

(Please tick as appropriate)

Account Type:

a. Account name _____

b. Account No. (for official use only)

c. Mandate authorisation / Combination rule (Please tick as appropriate): Sole Signatory Two or more

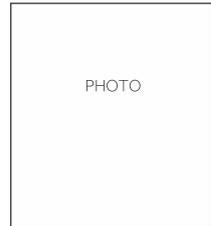
If two or more are to sign, please specify _____

Signatory 1

i. Name:

surname _____ First Name _____ Middle Name _____

Identification Type: _____ Category _____



Signature _____ Date _____

Signature & Date	
Name of Officer	Signature

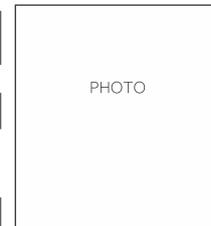
Signature & Date	
Name of Officer	Signature

Signatory 2

i. Name:

Surname _____ First Name _____ Middle Name _____

Identification Type: _____ Category _____



Signature _____ Date _____

Signature & Date	
Name of Officer	Signature

Signature & Date	
Name of Officer	Signature

DECLARATION

I/We hereby apply for the opening of account(s) with UniAbuja Microfinance Bank Ltd. I/We understand that the information given herein and the documents supplied are the basis for the opening of such account(s) and I/We therefore warrant that such information is correct. I/We have read and understood the bank's account opening terms and conditions. I/We accept and agree to be bound by the set terms and conditions including those excluding/limiting the Bank's liability. I/We agreed that the bank may debit our account for service charges as applicable from time to time.

I/We further undertake to indemnify the Bank for any loss suffered as a result of any false information or error in the information provided to the Bank.

"In Witness whereof, the common seal of..... is hereby affixed this.....day of20....."

(Signature and Date)

(Signature and Date)

FOR OFFICIAL USE ONLY

ACCOUNT OPENED BY:

Name

Signature and Date.....

DEFERRAL/WAIVER OF DOCUMENT (IF ANY) AUTHORIZED BY:

Name

ACCOUNT OPENING AUTHORIZED BY:

Name

Signature and Date.....

Signature and Date.....

CUSTOMER KYC/AML/ADDRESS VISITATION FORM (To be filled by Relationship Officers)

Date.....(DD/MM/YYYY) Branch..... Account Number.....
Name(Surname).....First name..... Middle Name.....
Address (Office)..... Phone No.....
Address (Home) Phone No.....
Occupation/Line of business Business /Employer’s Name.....
Business /Employer’s Address
Who introduced you to the bank? Referral Walk In Staff Name
Self employed? Yes No Job Title Annual Income.....
Source of Funds to operate account - Salary Business income Sale of property others
State others

ANTI MONEY LAUNDERING RISK MANAGEMENT SHEET

1. Is the customer’s core business activity one of the defined ‘High Risk Business’ and if so which?
No Yes
Yes, Management concurs with the ; high Risk Assessment and opening the account subject to High Risk Account Monitoring
2. Does the customer deal principally with customers or suppliers who are located in ‘High Risk ‘geography? No Yes . If Yes, state location (s) / country (ies).....
3. Is the customer:
i. A public figure (PEP) No Yes
ii. Expected to handle business activities on the account? No Yes
iii. Expected to use High Risk Products? No Yes
If any of 1-3 is ‘High Risk’ , the classification should be ‘High Risk’. If judgmentally classified ‘Low Risk’, explain.

JUSTIFICATION/COMMENTS

.....
.....

CLASSIFICATION High Risk Medium Risk low Risk

Relationship Officer

Relationship Manager

ADDRESS VERIFICATION

House number.....Street Name.....
City..... Town..... LGA..... State.....
Description of house i.e. if bungalow, block of flats, duplex etc and color.....
.....
Landmark i.e. nearest bus stop, road and / or
Met withDesignation.....
Ownership of the property.....
Other remarks.....

I hereby confirm the existence of the prospective customer’s address as stated above

.....
Visiting Staff Name & Signature

.....
Date