CABS VISA PREPAID APPLICATION FORM

CABS
A MEMBER OF THE OLDMUTUAL GROUP

APPLICANT'S PERSONAL DETAILS (PLEASE PRINT CLEARLY)

SURNAME ____________________ FIRST NAME ____________________

NATIONAL ID NUMBER (Mandatory) | | | | | | | | | | | | GENDER: Male ☐ Female ☐ TITLE MR | MISS | MRS | DR | PROF | ETC

ADDRESS ____

D.O.B d d m m y y y y NATIONAL ID NUMBER | | | | | | | | | | | |

NATIONALITY ____________ COUNTRY OF RESIDENCE ____________

OCCUPATION ____________ INCOME ____________

CONTACT NUMBER 2 6 3 | | | | | | | | | EMAIL ADDRESS ____________

CABS ACCOUNT NUMBER | | | | | | | | | | | |

SIGNATURE: ____________________ DATE d d m m y y y y

By signing this form you are agreeing to the attached Terms and Conditions.

* **For non-CABS customers please attach the following documentation**:

- Proof of residence in the name of the customer (if not an affidavit from the landlord or letter from employer confirming the residence of the customer).
- Copy of National ID/Driving Licence/Valid Passport.
- One recent colour passport size photograph.
- Proof of income or 3 months bank statement.

FOR OFFICE USE ONLY

Card issued by: ____________________ (Print Name) ____________________ (Signature)

Authorised By: ____________________ (Print Name) ____________________ (Signature)

Card Number: | | | | | | | | | | | Date Issued: d d m m y y y y

Please enter the first 6 digits and the last 4 digits

CABS VISA PREPAID TERMS AND CONDITIONS

These Terms & Conditions apply to the use of the CABS VISA Prepaid debit card, referred to alternatively as the Card, issued by Central Africa Building Society, hereinafter referred to as CABS.

1 **GENERAL**

1.1 Usage is subject to restrictions laid out below.

1.2 Before using, make sure funds are loaded.

1.3 Do not use your Card where authorisation for the transaction is not requested electronically.

1.4 The CABS VISA Prepaid is not a credit card, and not connected to your bank account.

1.5 The Issuer, Programme Manager and Provider of the Card is CABS

1.6 The Card shall remain the property of CABS.

1.7 By applying for, and being issued with, a VISA Prepaid to/by CABS, you agree that CABS may use your personal information in accordance with its Privacy Policy.

1.8 For any enquiry relating to your VISA Prepaid, please contact us by email on clienthelp@cabs.co.zw , or call us at our Customer Service Desk on 263 24 870 863.

1.9 This VISA Prepaid programme is managed by Central Africa Building Society should you be dissatisfied with the programme, on your Prepaid VISA and any of its support services, please email us on clienthelp@cabs.co.zw in order that we may look into the complaint(s) you raise.

1.10 CABS is required to report to the Reserve Bank of Zimbabwe and other international agencies on VISA Prepaid activity in terms of Anti-Money Laundering (AML) and Combating of Financing of Terrorism regulations.

1.11 We may assign the benefit and burden of these Terms and

Conditions to another company at any time, and in such instance the customer shall be notified at least 30 days before the effective date of such assignation.

2 APPLYING FOR AND ACTIVATING YOUR VISA PREPAID

2.1 Collect application form from any CABS branch.

2.2 Fill in application form.

2.3 For non-CABS customers please attach the following documentation.

- Proof of residence in the name of the customer (if not an affidavit from the Landlord or letter from employer confirming the residence of the customer).
- Copy of National ID/Driving Licence/Valid Passport.
- One recent colour passport size photograph.
- Proof of Income or three months bank statement.

2.4 Cost of the card is USD5.

2.5 Card will be issued instantly, and must be activated on site.

2.6 The cardholder must set their own PIN and register for mobile banking.

2.7 By activating the card the cardholder is agreeing to the Terms & Conditions laid out in this document.

2.8 CABS reserves the right to verify identity of the VISA Prepaid applicant.

2.9 CABS reserves the right to refuse to issue a VISA Prepaid or to accept a deposit.

3 LOADING YOUR VISA PREPAID

3.1 United States Dollars cash only.

3.2 The balance will appear on your Card instantly.

4 TRANSACTING WITH YOUR VISA PREPAID

4.1 Types of transactions allowed:

- ATM cash withdrawal
- Point of Sale Purchase
- Online Purchase

· Authorisation will be requested in real time for all transactions you perform using your card.

4.2 Value of transactions will be deducted (in real time) from the balance available on your VISA Prepaid. Depending on the place of transaction however, the transaction may not reflect on your statement or mobile banking immediately.

4.3 Any applicable fees will be deducted at the time of the transaction.

4.4 If there are insufficient funds to cover the value of the transaction and any associated fees, the transaction will be declined.

4.5 In the unlikely event, for any reason whatsoever, a transaction is completed when there are insufficient funds available on the card, you will be required to reimburse any shortfall to CABS unless the transaction was completed as a result of an error on the part of the merchant where the card was presented. In such circumstances, CABS will seek reimbursement from the merchant.

4.6 We may charge the amount of any shortfall to any other VISA Prepaid that you hold with us or from any funds which you subsequently load onto your VISA Prepaid or any additional VISA Prepaid ordered by you. Until such time as the reimbursement amount is received, we may suspend your VISA Prepaid and any additional VISAs Prepaid held by you.

4.7 We suggest you check your card balance on CABS Mobile Banking as and when required to avoid additional charges and transactions failing on account of insufficient funds on a regular basis.

5 CANCELLATION AND EXPIRY OF YOUR VISA PREPAID

5.1 Your VISA Prepaid is valid until the expiry date shown on the front of the card and you will be unable to use the card after the date of expiry.

5.2 When the card expires you may apply for a new card in order to continue to enjoy the card services.

5.3 CABS will transfer any positive balance, minus any outstanding fees, to your new card within three days.

5.4 You may cancel your VISA Prepaid at any time. Any balances will be refunded with 14 days and a refund fee will be applied. This is known as a "Cooling-off" period.

5.5 You may cancel your VISA Prepaid any time after the 14-day Cooling-off period. If you cancel your card, we will immediately block the card so it cannot be used.

5.6 To cancel your VISA Prepaid send an email to clienthelp@cabs.co.zw, or over the phone by calling the number at the back of the card.

5.7 Email cancellation requests will be dealt with within 24 hours and telephonic cancellation requests will be done immediately.

5.8 For additional security, please cut your VISA Prepaid in half through the signature panel and the magnetic strip. Be sure to ensure that the chip is cut in half.

5.9 You are not entitled to a refund of any funds already spent on transactions authorised by you, or of any fees paid for use of the card prior to cancellation or expiry.

5.10 Following processing of the cancellation request (or receipt of the cut-up card) CABS will refund to you the balance of any funds remaining on the card minus any outstanding fees. This includes deduction of an administration fee.

5.11 We reserve the right to cancel your VISA Prepaid immediately where:

- we suspect fraud or misuse of the card, or
- have any concerns over the card's security, or
- we need to comply with the law.

5.12 In such cases, we will inform you as soon as we are able to or are permitted to do so following cancellation. You will be required, within 3 months from the date of you receiving notification of cancellation, to inform us in writing to clienthelp@cabs.co.zw of what you would like us to do with any unused funds on the card.

6 CARD SECURITY

6.1 You must keep your VISA safe and not allow it to be used by any third party.

6.2 You must keep your PIN secret at all times.

6.3 Do not write your PIN down or reveal it to anyone.

6.4 At no time will we ask you to reveal your PIN, nor should you do so to any third party.

6.5 It is recommended that you regularly check your VISA Prepaid balance on CABS Mobile Banking and review activity on your card.

6.6 In the event of loss or theft of your VISA Prepaid , or if you suspect that the security of your card has been compromised, or if you suspect that your card has been used by someone other than yourself, you must call us straight away on the number on the back of your card. We will immediately block your VISA Prepaid pending an investigation.

6.7 If it is found that your VISA Prepaid was misused with your permission, you will be liable for all losses.

6.8 You will not be liable for any losses which take place after you have informed us of the loss or theft (or misuse) of the card save where the card has been misused with your permission. We may require you to confirm such loss in writing.

6.9 Should you find your card after having reported it lost, the card cannot be used again. As is the case with cancelled or expired card, we recommend that you cut the card in half across the signature panel and magnetic strip, as well as ensuring that the chip is cut in half.

6.10 Upon your request, CABS will investigate any disputed transaction or misuse of your VISA Prepaid . In order to assist us with the investigations, you may be asked to provide further information in relation to the matters brought by you to our attention. Should such information be withheld, you may not be entitled to a refund for the transactions under question.

6.11 CABS will refund the amount of any transactions which investigations show were not authorised by you, provided that you have kept your PIN secure, that there has been no fraudulent activity on your behalf, and that you have not acted without undue care and attention.

6.12 Should the investigation show that any disputed transaction was, in fact, authorised by you, or that you did not keep your VISA Prepaid PIN secure, no transaction amount will be refunded to you and you will be charged an administration fee for the investigation work carried out.

6.13 In the event of forgetting your PIN, you may re-set it at any CABS branch upon presentation of your ID.

7 YOUR LIABILITY

7.1 In the event that it is found that you have breached these terms and conditions of use of your VISA Prepaid, or where it is found that you have used the card fraudulently, we reserve the right to charge you for any costs which we reasonably incur in taking action to stop your use of the card and to recover any moneys owed as a result of your activities.

7.2 CABS shall be entitled to hold any balance on any card while a case of fraud or misuse of the card is being investigated.

8 CABS's LIABILITY

8.1 CABS cannot guarantee that a merchant will accept your VISA Prepaid .

8.2 CABS cannot guarantee that it will necessarily authorise all transactions. This may be where there are systems' problems that are outside our reasonable control, or where we are concerned that your VISA Prepaid is being misused.

8.3 CABS is not liable in the event that a merchant refuses to accept your VISA Prepaid , where we do not authorise a transaction, or where we suspend or cancel use of your VISA Prepaid .

8.4 Unless otherwise required by law, CABS shall not be liable for any direct or indirect loss or damage you may suffer as a result of your total or partial use or inability to use your VISA Prepaid , or the use of your VISA Prepaid by any third party.

8.5 CABS is not liable for any loss that may result from the temporary breakdown or malfunction of an ATM.

8.6 CABS is not liable for any loss due to any failure or delay in providing VISA Prepaid services caused by strikes, industrial action, failure of power suppliers or computer equipment, or other causes beyond our reasonable control.

9 REFUNDS

9.1 A refund on your VISA Prepaid may be requested for disputed transactions.

9.2 Refunds can be requested by emailing us at clienthelp@cabs.co.zw .

9.3 In order for us to comply with our legal obligations, we may require you to provide us with additional information before we are in a position to process the requested refund.

10 YOUR CONTACT INFORMATION

10.1 You are required to let us know, as soon as possible, of any change to your name, address, telephone number, mobile number or email address.

10.2 Where we contact you in relation to your VISA Prepaid , we will use the most recent contact details as provided to us by you. Any communication sent to you by email or as an SMS text message, will be taken as having been received by you as soon as it has been sent by us.

10.3 CABS will not be held liable if your contact details change but you have not informed us.

11 PRIVACY POLICY

11.1 The personal information which you have given us when you apply for a VISA Prepaid will be used by us, and third party who work on our behalf to run your VISA Prepaid including the processing of transfers and transactions.

11.2 We or our partner third parties may contact you to inform you of services which we believe may be of interest to you. Please indicate on the VISA Prepaid application form whether you wish to receive these communications or not.

11.3 CABS will ensure that the necessary technical and operational security measures are in place to keep the transfer of personal data confidential and secure.

11.4 In order to raise any queries in relation to the personal information we hold on you, to change any of the information or to request that you no longer wish us to use your personal information, please contact us by emailing clienthelp@cabs.co.zw.

12 DISPUTES WITH MERCHANTS

12.1 CABS is not responsible for any aspect of the goods or services you purchase with our VISA Prepaid in terms of their quantity, quality, reliability, any guarantees, safety or legality. In the event of any dispute relating to your purchases, these must be settled by you with the merchant from whom the goods or services were bought.

12.2 You are reminded that once you have correctly used your VISA Prepaid to make a purchase, the transaction cannot be stopped by us after authorization.

13 GOVERNING LAW

13.1 All communications with you will be in English.

13.2 These Terms and Conditions will be interpreted in accordance with Zimbabwean law and the exclusive jurisdiction of the Zimbabwean courts.

14 FEES AND LIMITS

14.1 When you use your Visa Prepaid at an ATM, at a merchant site or online, additional fees, surcharges may be applicable at these sites in accordance with their own specific rules.

14.2 Where CABS decides to increase or apply any new fees, we will inform you by email, SMS text message or post at least 30 days before the change is implemented.

14.3 Where the Reserve Bank of Zimbabwe decides to or applies any new limits and rules, we will inform you by email, SMS text message or post at least 30 days before the change is implemented, unless a more immediate change is required, in which case we will communicate as timeously as possible in the circumstances.

15 INDEMNITY

Each party hereby agrees to indemnify the other and hold it harmless from any and all claims, actions, damages, liabilities (including any of the foregoing) arising or accrued without the other party's fault or negligence, arising out of these Terms and Conditions.

16 CHANGES TO THESE TERMS AND CONDITIONS

16.1 CABS reserves the right to change these Terms and Conditions at any time.

16.2 These Terms and Conditions can be found on CABS's website www.cabs.co.zw

16.3 If we believe that any change constitutes a material change, we will send notification of such to you by email or SMS at least 30 days before making the change, unless a more immediate change is required by law or for another valid reason.

16.4 Should you feel sufficiently disadvantaged by any such change which we make, you may cancel your VISA Prepaid in accordance with the cancellation and refund policies stated above. No refund fee will be charged under such circumstances.