



Customer National ID No: _____ * (Please attach a copy of your National ID Card)*

Customer Names: _____ *

Spotcash Mobile Phone No: _____ * (Safaricom Number ONLY)

Statement Email Address : _____

I want to use Spotcash on the following Accounts No:

1. _____ * (e.g 502 - 0xxxxxxxx - 00)

2. _____

3. _____

Declaration by the subscriber

I certify the information I have given above is true

Customer's Signature: _____

Date: _____

Use of Spotcash is subject to Spotcash terms and conditions. Please refer overleaf for details.

Details marked with () and copy of ID are compulsory, failure to complete these details will lead to nullification of your application.*

FOR OFFICIAL USE ONLY

Form Serial No:..... (Auto generated from the printers)

Date entered: _____

Verified by _____ Date verified _____ Sign _____

Approved by: _____ Date verified _____ Sign _____

The “**SACCO**” refers to Tower SACCO Society Ltd.

“**Spotcash**” refers to the Mobile banking solution service.

“**Branch**” means a branch of Tower SACCO.

“**Business day**” means a day on which banks are normally opened for ordinarily business in Kenya excluding Saturdays, Sundays and public holidays.

“**Customer Instruction**” means any request or instruction from the Spotcash customer to the SACCO.

“**PIN**” means any confidential password, code or number normally 4 digits which may be used to access the Spotcash services

“**Transaction fees**” these are the Spotcash transaction charges.

“**24 Hr service hotline**” refers to the telephone number that will be provided for Spotcash customers in case of any queries related to Spotcash services.

“**Subscriber**” means a customer who subscribes to use Spotcash service.

General Conditions

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 Spotcash Service.

Use of Personal Identification

Number (PIN)

- a) Spotcash subscriber shall receive an SMS informing them of their registration and PIN.
- b) The subscriber shall be required to change the PIN before using the Spotcash Services.

CONDITIONS FOR USE

c) The subscriber shall exercise due care to ensure the secrecy of the PIN at all times and prevent use of PIN by any third party.

Lost/Stolen Sim Card Registered For Spotcash Services.

(a) If the subscribers’ loses his/her Sim card line registered with Spotcash, the subscriber must notify the SACCO immediately to block Spotcash services until the sim card is replaced.

b) The Subscriber shall be liable in respect of any transactions instructions affecting his/her SACCO account that is given with a valid pin

c) If report of loss or theft of sim card registered for Spotcash service is communicated by someone other than the subscriber the SACCO shall not be held liable of any damages thereto.

Forgotten pin

If a pin is forgotten the subscriber is required to contact the Sacco to request for a new PIN.

Cancellation, Stoppage, of – Spotcash services

- a) The subscriber may at any time cancel or unsubscribe for Spotcash service.
- b) Payments made by means of Spotcash service are irrevocable.
- c) In case of a problem the SACCO may at any time cancel/stop the service without notice or assigning any reason and without incurring any liability to the subscriber until a solution is found.

Charges

The SACCO shall levy charges for using Spotcash services.

Liability

Subject to the above terms and conditions for use, subscribers’ shall be fully liable in respect of 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 limited to network delays, destruction arising out of war, rebellion, civilian commotion, strikes, lockouts and or other acts or orders of any governmental department, council or other of constituted body. Notice of these circumstances shall be given to the other party as soon as practical. For so long as performance of those obligation is suspended the other party may similarly suspend performance of it’s obligation.

Amendment

These terms and obligations may be amended at any time by notice from the SACCO to subscriber . The subscriber will be informed of such amendments by notice at SACCO’s branches. Any such amendments shall be deemed to be effective and binding upon the subscriber upon publication of the notice.

Law

These terms and conditions shall be governed and construed under the laws of the Republic of Kenya.