



# SACCOLINK CARD Form MB1

## CONDITIONS OF USE

### DEFINITIONS OF TERMS

The "Sacco" refers to the Co-operative Society

The "Bank" refers to the Co-Operative Bank of Kenya Ltd

"Branch" means a branch of the 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.

"SaccoLink" refers to the Sacco electron 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-opswitch network.

"ATM" means Automatic Teller Machine

"Sacco Cardholder" refers to 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 hotline" refers to the telephone number on the reverse side of the Saccolink card.

### 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.

### HOT CARD

A card that is reported stolen or lost is "hotted" in transmaster and is subject to capture if anyone tries to use it.

### 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 branded ATMS and at Visa branded merchant point of sales.
- 3 The Sacco/Bank reserve 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 to return the card to the Sacco or Sacco/Fosa on demand.

### USE OF PERSONAL IDENTIFICATION NUMBER (PIN)

- 1 The Cardholder will 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- 3 The Sacco is authorised to debit the Cardholder's account with all amounts withdrawn by means of the Saccolink Card using the PIN.
- 4 The 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 is lost 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 Hot Cards list.

3 In case of dispute over effective date and time of reporting loss or theft, in relation to 1 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.

1 The Cardholder shall give to the Bank or 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 recovery of the Saccolink Card.

2 A lost 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.

3 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.

### 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