

Customer Instruction Form



Date:

Client Name: _____ Account No.

(Please tick applicable request below)

Debit Card Preferences (Fees apply)

Master card Card code

Specify Account: Current AC Saving AC Corporate AC Phone Number

Mobile Banking Preference(s)

Mobile App. USSD

(Mobile Number for Mobile Banking)

Daily Limit N200,000 N400,000 N500,000 N1million

PIN Reset

(Mobile Number for PIN reset.)

Transaction Alert Preference(s)

SMS Alert

(Mobile number for SMS alert)

Change Phone Number

Old Phone number

New Phone number

Reason For Change: Network issue Phone loss/New line Private reasons Others

Add/Remove Account

Add Account Remove Account Account No.

Specify Account: Current AC Saving AC Corporate AC

Debit Card (Blocking/Unblocking/PIN Reset)

Block Card Unblock PIN reset

Reason: Stolen Damaged Suspected Fraud Lost Others

Card Number (Last four digits)

Mobile Banking Unsubscription

Reason: No longer interested Phone lost Private reasons Others

Specify Account: Current AC Saving AC Corporate AC Account No.

Cheque Book Requisition

25 leaves 50leaves Cheque confirmation: No Yes

Dormant Account Reactivation

Specify Account: Current AC Saving AC Account activated? Yes No

Reason for dormancy _____

Authorized Signature: _____ Authorized Signature: _____

I have read the terms and conditions governing the operations of this service and I accept the said terms and conditions.

CARD/CHEQUE COLLECTION

Card/Cheque collected by (Name): _____ Signature: _____ Date: _____

TERMS AND CONDITIONS

The Account Holder agrees to take responsibility for protecting and ensuring safety of his/her user login profiles (user ID and password) at all times. Registration for the Mobile channel is for a single user only; The Account Holder must not permit other persons to use his/her user login profile nor disclose his/her details to third parties as the Bank shall not be liable for any losses arising from unauthorized access to, or use of your account arising from your negligence or failure to safeguard and protect your user login profile or any other customer information protection device or functionality provided by the bank to facilitate confidentiality, integrity and accuracy of your data. The Account Holder agrees that the Bank reserves the right to suspend access to the his/her Mobile channel at any time without prior notice either to maintain the integrity of the service or in instances of system maintenance or failure, or for any reasons beyond the Bank's control, or to temporarily/permanently change, modify or discontinue this service. USSD users are constrained to a daily transaction limit of N100,000.00 only, however, if Account Holder opts to have higher daily transaction limit then the bank shall not be liable to any loss arising from such transactions. The Account Holder also agrees that the Bank's right shall extend to any third party transaction without liability. The mobile channel or Debit Card is issued on the condition that the Bank shall bear no liability for its unauthorized use. The Account Holder shall immediately notify the bank upon loss or theft of the associated channel, forgotten, compromised or accidentally divulged PIN. Any financial loss arising out of unauthorized use of any associated channel until the Bank is notified of such loss shall be the liability of the Account Holder.

INTERNAL USE ONLY

BRANCH NAME:

Cheque eligibility? Yes No Reason: _____

Minimum Balance and Confirmation Mode applied? Yes No

Profiled/Identified on myMBS by (CA): _____ User/Sign/Date _____

Authorized on myMBS by _____ User/Sign/Date _____

Activated/Verified on myMBS by _____ User/Sign/Date _____

Transferred to Head Office? YES NO

HEAD OFFICE

Initiator on Console: _____

Final Authorizer on Console: _____

Transaction Code: _____

Confirmation email sent? YES NO

CARD COLLECTION

Card Authorized on myMBS by BOC _____ User/Sign/Date _____

Card issued to Client by _____ User/Sign/Date _____

CHEQUE DOCUMENTATION

Date: _____

Initial Cheque No. _____ No. of Cheques issued _____

BO user _____ Date _____ Signature _____