

REGISTERED OFFICE  
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## KENYA MEDICAL ASSOCIATION REGULATED NON-WDT SAVINGS AND CREDIT CO-OPERATIVE SOCIETY LIMITED

DATE

SERIAL NO:

### MOBILE BANKING SERVICE FORM

( PLEASE COMPLETE THE FORM IN CAPITAL LETTERS )

#### SERVICE REQUEST *(Tick as appropriate)*

New Registration ☐

PIN reset request: ☐

Change of Mobile No.: ☐

#### PERSONAL DETAILS *(Attach a copy of your ID)*

Member Full Names:

Member Email Address:

Member No.:

Member ID No/Passport No:

#### Safaricom Line Registered in Our System:

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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I hereby apply for this mobile banking service from KMA Regulated NWDT Sacco limited. To the best of my knowledge the information given above is true and complete and I authorize the Sacco to make any enquires necessary in subject to the application. I agree that I am liable for all charges incurred through the use of this facility. I hereby indemnify the Sacco against all the losses that may occur as a result of my use of the facility.

Signature:

Date:

#### For Official Use:

Input by: <input type="text"/>	Signature <input type="text"/>	Date <input type="text"/>
Verified by: <input type="text"/>	Signature <input type="text"/>	Date <input type="text"/>
Approved by: <input type="text"/>	Signature <input type="text"/>	Date <input type="text"/>

Official  
Stamp

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## DEFINITION OF TERMS:

The “Sacco” refers to KMA Regulated NWDT Sacco Society Ltd.

“M-Sacco” refers to the mobile banking solution service.

“Branch” means a branch of KMA Regulated NWDT Sacco Ltd.”

Business day means a day on which banks are normally open for ordinary business in Kenya, excluding Saturdays, Sundays, and gazetted public holidays.

“Customer instruction” means any request or instruction from the M-Sacco customer to the Sacco.

“Pin” means any confidential password, code, or number, normally four digits, which may be used to access the M-Sacco services.

“Transaction fees.” These are the M-Sacco transaction service charges.

“24hr service hotline” Refers to the telephone number that will be provided for M-Sacco customers in case of any queries related to M-Sacco services.

“Subscriber” means a customer who subscribes to use the M-Sacco service.

General conditions

### **Use of personal identification number(PIN)**

M-Sacco subscriber shall receive an SMS informing them of their registration and PIN.

The Subscriber shall be required to change the PIN before using the M-Sacco Services

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

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.

### **Lost/stolen SIM card registered for M-Sacco service**

If the subscriber loses his/her SIM card line registered with M-Sacco, the subscriber must notify Sacco immediately to block M-Sacco service until the SIM card is replaced.

The subscriber shall be liable in respect of any transaction instructions affecting his/her Sacco account that are given with a valid PIN.

If a report of loss or theft of a SIM card registered for M-Sacco service is communicated by someone other than the subscriber, Sacco shall not be held liable for any damages thereto.

### **24 Hour service hotline**

The 24-hour service hotline is found on the SMS received when one is registered for M-Sacco service. Subscribers should keep the 24-hour customer care number in their mobile or frequently used telephone book.

The subscriber may at any time cancel or unsubscribe from the M-Sacco service. Payments made by means of the M-Sacco service are irrevocable.

### **Forgotten pin**

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

Cancellation, stoppage of the M-Sacco service

### **Charges**

The Sacco shall levy charges for the use of this service. The subscriber shall be informed of such changes by notice.

Liability to the subscriber

Subject to the above terms and conditions of 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 control including but not limited to network delays, destructions arising out of war, rebellion, civilian commotion, strikes, lockouts and or other acts or orders of any government department, council or other constituted body. Notice of these circumstances shall be given to the other party as soon as possible. For so long as performance of those obligations is suspended, the other party may similarly suspend performance of its obligation.

### **Amendment**

These terms and conditions may be amended at any time by notice from the Sacco to the subscriber. The subscriber will be informed of such amendments by notice at Sacco's offices. 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 by the laws of the Republic of Kenya