



## CORPORATE ONLINE BANKING FORM

Please complete every section of this form in block letters

### SECTION 1: ACCOUNT INFORMATION

Account Name: \_\_\_\_\_

Type of Business:  Sole Proprietorship       Church       Limited Liability Company  
 Others (Please Specify) \_\_\_\_\_

Office Address: \_\_\_\_\_

State: \_\_\_\_\_ Date: \_\_\_\_\_

Primary Contact	Secondary Contact
Name: _____	Name: _____
Designation: _____	Designation: _____
Phone Number: _____	Phone Number: _____
Email Address: _____	Email Address: _____

### SECTION 2 (A): PROFILE CREATION

This section details information on how you (the Business) want users to be profiled on the platform. All users created under your Company profile would have access to the Business as specified by you. Please find below the various user roles available:

- View Only:** This User Profile cannot initiate or authorize transactions; however, the user can view balances and request statements.
- Initiator:** This User Profile is for Corporates who require multi-level transaction authorization. This role is for users who would be given access to initiate transactions but not execute.
- Authoriser:** This User Role is for Corporates who require a multi-level transactional structure. This profile is for users under a Corporate that would approve transactions on the Account. The Authorizer(s) to be set up on the Corporate Online Banking platform must be signatories to the Company Account(s). Where Non-signatories are to be set up as Authorizer(s), a Board resolution detailing approved authority for the concerned individual to act in such capacity must be submitted to the Bank before the profile is created. Kindly note that this profile cannot initiate transactions.

### SECTION 2 (B): INDICATE THE DETAILS OF THE ACCOUNTS TO BE SET UP ON THE PLATFORM

Account Name	Account Number	Account Type

**SECTION 3: SETUP DETAILS (USER INFORMATION)**

Indicate the users of the platform and their roles. (Kindly cross out unused space to ensure no room for tampering)

User Full Name	Email Address	Phone Number	User Category (Initiator, Authorizer, View Only,)	Account Number(s) To Access	User ID

**FOR OFFICIAL USE ONLY**

Customer ID: \_\_\_\_\_

Please ensure that the Authorizer(s) in the user privileges is/are signatories on the mandate. Otherwise, refer to the submitted Board Resolution confirming same.

Customer Service Officer (Name & Signature): \_\_\_\_\_

Date: \_\_\_\_\_

Concurrence

Operations Manager (Name & Signature): \_\_\_\_\_

Date: \_\_\_\_\_

Resident Auditor (Name & Signature): \_\_\_\_\_

Date: \_\_\_\_\_

Name of Originating Branch: \_\_\_\_\_

# TERMS AND CONDITIONS

By applying for the use of the Bank's Business Online Banking, the customer hereby agrees to the following terms and conditions:

**"Customers"** means a customer of the Bank who has or operates an account with the Bank and is named in the application form.

**"The Bank"** means Jubilee-Life Mortgage Bank Plc

**"Service"** Service means the Jubilee-Life Mortgage Bank Plc Business Online Banking and notification service.

**"Second Factor Authentication (2FA), Access Code, Passcode, Username and Password"** means the enabling credentials known only to you with which you access the system for the service.

**"Account"** means a current or savings account or other account maintained by the customer at any of the bank's branches in Nigeria.

**"PIN"** means Personal Identification Number.

## OBLIGATIONS OF THE BANK

To provide the customer with such services as listed in the list of services referred to in Annexure A;

To provide the customer with the beneficiary and payment file format for the preparation of the payment schedules;

The bank is expressly exempted from any liability arising from unauthorized access to the customer's account and/or data as contained in the bank's records via the service, which arises as a result of inability and/ or otherwise of the customer to safeguard his PIN, Pass code/ Access code and/ or password and/or failure to log out of the system completely by allowing on screen display of his account information;

The bank is further relieved of any liability as regards breach of duty of secrecy arising out of customer's inability to scrupulously observe and implement instances of breach of such duty by hackers and other unauthorized access to the customer's account via the service;

The bank can revoke, block or permanently disallow the use of its Corporate Online Banking platform should any of the agreed terms and conditions be broken.

The bank shall not be held liable for any loss or damage, liability or actions caused by customer's mistakes or processing errors as a result of any malfunction or misuse due to falsified, fortuitous occurrence or force majeure. The Bank would be free from costs, law suits, demands, claims attributed to activities of the like.

The bank is indemnified now or in the near future of any claims, actions and penalties that may be suffered / incurred by reason of non-compliance of any of the terms & conditions for the use of our Corporate Online Banking platform.

The Bank shall not be legally responsible for any disclosure of USER ID and/or PASSWORD to a 3rd party or any individual who has not been created by the bank as having rights or access to the Corporate Online Banking platform which might result in loss of money.

## OBLIGATIONS OF THE CUSTOMERS

To avail the bank with accurate information and all details required to effectively make payments through the bank's Business Online Banking Platform.

To ensure appropriate signatories are set up to approve payments in accordance with the Bank account mandate. This mandate will not be subjected to telephone, e-mail or any other manual confirmation by the bank before transactions are completed.

To be absolutely responsible for safeguarding his User Name, Password, Transaction PIN, and under no circumstance shall the customer disclose any or all of these to any person;

To adhere strictly to the beneficiary and payment file formats provided by the Bank in preparing the beneficiary and payment schedules;

To ensure that all necessary measures are put in place such that the payment file in the defined location is well protected to prevent compromise.

To pay the relevant fees and expenses associated with transaction, these charges are Subject to review from time to time by the Bank.

To be legally responsible for payment instructions we carry out using the Corporate Online Banking platform of the Bank.

To bear and be completely aware of all associated risks with the allocation of rights to the Administrator, Authorizer (s) and Initiator (s).

To assume all responsibility of checking the accuracy of entries into accounts as well as notifying the bank in cases of any errors found under 24 hours.

## **INDEMNIFICATION**

Except when caused by the bank's intentional misconduct or gross negligence as determined by a court of Competent jurisdiction, customer agrees to protect and fully compensate the bank and its affiliates and Service Provider from any/and all third-party claims, liability damages, expenses and costs (including but not limited to, legal fees) caused by or arising from customer's use of the service violation of the terms or infringement, by any other user of customer's account or any intellectual property or other right of anyone.

## **SERVICE CHANGES AND DISCONTINUATION**

The Bank reserves the right to change or discontinue temporarily or permanently, the service at any time without notice, in order to maintain the security and integrity of the service, The Bank may also suspend customer's access to the service at any time without notice. Customer agrees that the Bank will not be liable to the customer or any third party for any modification or discontinuation of the service.

The Bank shall not be considered an agent or other legal representatives of the customer for any purpose by reason of this agreement and/or any other party whom the customer is using this service to pay.

This agreement cannot be changed by the customer nor any of the banks right caved unless the bank agrees in writing or customer continues using the service following receipt of notice of any changes proposed by the bank. This agreement is personal to the customer and the customer shall not assign it to anyone.

All notice to the customer shall be in writing via the address the customer has provided to the bank, all address the customer has provided to the bank, all notice to the Bank must be made in writing, sent to the bank's address. The Bank and the customer shall be an independent contractor, and nothing contained in this agreement shall be deemed to create any association, partnership, joint venture or relation of principal, agent or master and servant, employer or employee between parties.

If any of these terms is held to be unenforceable, then such provision shall be construed, as nearly as possible, to reflect the intentions of the parties with the other provisions remaining in full force and effect.

## **ARBITRATION**

The Customer and the Bank shall use their best efforts to amicably settle all disputes arising out of or in connection with the performance or interpretation of these Terms and Conditions. Any dispute or differences arising out of the construction, interpretation or performance of the obligations created under this business relationship which cannot be settled amicably after receipt by a party's request for such amicable settlement may be referred to a single arbitrator to be appointed in accordance with the Arbitration and Conciliation Act. Cap. A 18, Laws of Federation of Nigeria 2004.

## **FORCE MAJEURE**

The Customer and the Bank agree that there shall attach no liability to carry out any obligations under the Terms and Conditions in the event of force majeure including but not limited to systems downtime, Server failure, civil commotion, strikes or lock outs, war, flood, insurrection and other acts of God PROVIDED however that where an event of force majeure subsists for more than one

month the party affected by such force majeure event shall be deemed to have been voluntarily terminated this Agreement, subject to validity of pending obligations of either party.

## **GOVERNING LAW**

These terms and Conditions shall be governed and construed in accordance with the laws of the Federal Republic of Nigeria in force from time to time.

## **ANNEXURE A: LIST OF SERVICES**

This annexure provides a detailed list of standard services that are to be delivered to the customer under the Terms of this agreement. The Electronic payment services provided by the bank will allow the customer to perform the following services on an online real-time basis: • View account details online • View Account activity online • View daily transactions on account(s) • View payment status. • Perform intra and inter-account transfer. • Bulk payment transfer • Approve beneficiaries and payments • Receive email and SMS notifications for actions performed with the system \*

Having read and understood the provisions of these Terms and Conditions, I/we hereby append my/our signature(s):

\_\_\_\_\_  
Authorised Signatory

\_\_\_\_\_  
Authorised Signatory

\_\_\_\_\_  
Company Seal/Stamp

