

These Terms and Conditions form the Agreement between you (the User) and Universal Merchant Bank Ltd (UMB) for the use of UMB's Electronic Banking Services. By applying for and using the service, the User(s) acknowledge and agree to these terms in addition to the standard account rules of the Bank.

Having applied for the UMB Electronic Banking Service, I understand and agree as follows:

(1) General Conditions

i. I agree to indemnify, defend, and hold the Bank harmless from and against all claims, costs, loss, and expenses incurred by it in connection with any misuse of this service by me or by any unauthorized person using my access details.

ii. That the Bank reserves the right to decline the application, modify, suspend, or discontinue temporarily/permanently this service or any part of it, with or without notice, at any time to me. That I agree to use or permit the use of UMB Electronic Banking Service or any related service responsibly and for only lawful purposes. That I shall be responsible for all transactions carried out with my PIN, password or other access codes, whether done by me or another person with or without my consent.

iii. That the Bank shall not be held liable for service interruptions caused by matters beyond its control, including but not limited to natural disasters, floods, fire, legal restraints, faults in the telecommunication network, internet, or internet failure, software or hardware error, or regulatory restrictions.

iv. That the Bank makes no warranty as to the quality of the service provided by third parties (telecommunication service providers, internet service providers, etc.) in connection with accessing its Electronic Banking Services.

v. That I shall indemnify and hold the Bank harmless against any loss suffered by the Bank, its customers, a third party, or any claim or action brought by a third party which is in any way the result of my misuse of the UMB Electronic Banking Services.

vi. That I may request the termination of the UMB Electronic Banking Services anytime, by giving written notice to the Bank. The closure of my account(s) will automatically terminate the UMB Electronic Banking Services.

vii. That the Bank may suspend, modify or terminate the Electronic Banking Services (temporarily or permanently) without prior notification, if I breach any of the terms and conditions, or where the Bank/Customer relationship has been terminated in terms of this Agreement; and any loss or damage suffered by the Bank as a result of my breach of any of the terms and conditions of this Agreement or the cancellation of this Agreement or the withdrawal of the services or if necessary for legal, security or operational reasons.

viii. I authorize the Bank to debit my account number with the charge/fee that goes with the provision of this service in accordance with the published Bank standard tariff guide from time to time applicable.

ix. That the bank may introduce new charges and or fees for the service as published from time to time, and my continued use of the service after notice of such fees shall constitute acceptance.

x. That I shall change my PIN regularly and avoid reusing old PINs and shall do so whenever the service requires me to do so.

xi. That I shall not choose a number that can be easily guessed by another trying to access the Service.

xii. That I shall keep my PIN and access codes confidential and shall not disclose them to anyone, including Bank staff. That I will take all reasonable steps to ensure that I safeguard my PIN and will not disclose any details of my PIN to anyone else, to a member of the Bank's staff, or to someone giving assistance on a technical help desk in connection with the service.

xiii. That I shall not record my PIN or password in any way that makes it easily recognizable by anyone.

xiv. That if I discover or suspect that my PIN or access code is compromised, I shall immediately change the PIN personally through the service and where this is not possible, I shall notify the Bank immediately.

xv. That if I discover any unauthorized transaction, I shall promptly notify the Bank. That I shall comply with any additional security requirements the Bank may introduce to protect my account.

xvi. That I must not allow anyone else to operate the service on my behalf. I must comply with any requirements designed to protect the security of my use of the service, which are notified by the Bank to me in any other way.

xvii. That if I have any complaint about the service, I shall first contact the Bank's Customer Care Centre, which shall investigate and respond within reasonable time. That Any disputes or differences arising out of or in connection with the use of the Electronic Banking Services, between me and the Bank shall be settled in accordance with the laws of Ghana and shall be subject to the exclusive jurisdiction of the competent Court of Ghana. The Bank is absolved of any liability arising, direct or indirect, for non-compliance with the laws of any country other than Ghana where the service is accessible.

xviii. That closure of my account shall automatically terminate my access to the service.

xix. By registering for UMB's Electronic Banking System, I confirm that I have read, understood, and agreed to these Terms and Conditions.