



## HBZBankweb eStatement application form

The Manager – HBZBankweb  
HBZ Bank Ltd  
South Africa

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

Dear Sir/Madam,

Account name:	
Account number:	

In reference to the account details specified above, execute my/our request to:

- Subscribe for HBZeSOA (*HBZ Bank Limited's Electronic Statement Of Account*) or
- Change or override my/our existing HBZeSOA subscription for the email address provided below, as per my/our existing frequency of printed Statement of Accounts:

Email address: \_\_\_\_\_

Email address: \_\_\_\_\_

I/We request that the eStatements be sent to me/us at the above e-mail addresses: (*please tick*)

<b>Daily</b>	<b>Weekly</b>	<b>Every 2 weeks</b>	<b>Monthly</b>	<b>Quarterly</b>	<b>Half yearly</b>
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I/We further confirm having read and understood and agree to abide by the general terms and conditions.

Yours faithfully,

\_\_\_\_\_  
Authorised signatory

\_\_\_\_\_  
Authorised signatory

**NOTE:**

- *In the case of multiple signatories, authorized signatories must sign as per the account mandate.*
- *The Customer understands that the Bank shall not be held responsible for any erroneous transaction(s) arising out of incorrect, incomplete or illegible details provided by the customer.*
- *The Customer undertakes to inform the Bank in the event there are any changes in the email address.*

## TERMS AND CONDITIONS GOVERNING eSTATEMENT OF ACCOUNT (HBZeSOA)

I/We do hereby agree as follows:

1. When I/we subscribe to eStatement all my/our statements will be eStatements with a monthly frequency unless otherwise specified. I/We understand that if there are no transactions in an account during the defined frequency for eStatement generation then no eStatement will be generated and sent to the Customer.
2. HBZ Bank Limited (the "Bank") has the right, at its sole discretion, to refuse this or any other application or stop the eStatement service at any time without any prior notice to me/us and I/we will receive only paper statements.
3. In case of no dispute about the contents or any entry in the account within 15 days from the date of receipt hence, the records of the Bank shall be conclusive evidence of the correctness of all debits and credits and balances of the account(s).
4. This eStatement service is provided entirely at my/our sole risk and in the case of disclosure of the released statement, the Bank shall not be liable to me/us for any direct, indirect, special, incidental or consequential loss or damage which may arise in respect of this disclosure and/or delivery of this eStatement service through the email address(s) stated.
5. I/We understand that the eStatement Service is free of charge; however the Bank reserves the right under its sole discretion to charge for the service in the future after prior notification to me/us.
6. In the event that the Customer has not provided the Bank with an email address, only a paper based statement will be provided to the Customer subject to the payment of any applicable fees stated in the Schedule of Charges.
7. The Bank shall be deemed to have delivered the eStatement to the Customer upon receipt by the Account Holder of the email from the Bank containing such eStatement.
8. I/We are the owner and designated user of the designated email and shall take all necessary security measures and precaution to ensure that the designated email is not accessed by any unauthorised party. I/We agree and confirm that the Bank does not warrant the timelines, security, confidentiality or availability in the transmission of the eStatements to the designated email.
9. I/We may terminate the Service at any time by completing a designated form and returning it to the Bank. I/We understand that the Bank will then only send me my statements in paper format to the last mailing address appearing on the Bank's records subject to the payment of any applicable fees stated in the Schedule of Fees and Charges
10. I/We agree that from time to time the Bank may advertise its products and services through the eStatement Service.
11. I/We acknowledge that the Bank will use its best endeavours to ensure the security of the Service. Notwithstanding the foregoing, I/we agree that the Bank shall not liable in any manner for any disruption, unavailability of the Service, communication, electrical or network failure that may result in the eStatements being incomplete, unavailable or delayed in transmission. I/We further acknowledge that the use of and the transmission of information via email and/or internet may not be guaranteed to be secure. I/We acknowledge that the information transmitted may be liable to error, viruses, delay, interception, modification or amendment by unauthorised persons and I/we acknowledge that transmission may be disrupted, interrupted, delayed or incorrect. I/We shall not hold the Bank responsible for any errors, viruses, delay, inaccuracy, losses and damages whatsoever arising from or in connection with my/our use of the Service (including but not limited to any interception, modification or amendment, disruption, interruption, delay or inaccuracy of emails or internet transmission or other communication equipment or facilities. For the avoidance of doubt, the Bank shall not be responsible for any losses suffered whether direct, indirect, consequential, or special loss, even if the Bank shall have been advised of the same.