



# Metropolitan National Sacco Ltd.

A Deposit Taking SACCO

Licensed and Regulated by The SACCO Societies Regulatory Authority (SASRA)

REGISTERED OFFICE:

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## M-METRO CASH APPLICATION FORM

### REQUIREMENTS

Please complete in Capital letters

Attach a copy of National ID/Valid PP



Customer Name:.....

FOSA Account No:.....Member No:.....

National ID No:.....

M-Metro Cash Mobile Phone No:.....

Statement email Address:.....

### Declaration by the applicant

I certify that the information given above is true and correct. I hereby agree to be bound by the terms and conditions of this facility. I agree that I am liable for all charges incurred through the use of this facility, and undertake to indemnify the Sacco against all losses, which may occur as a result of use of this facility. I further understand that the Sacco reserves the right to decline this application.

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

*Use of this facility is subject to the terms and conditions. (Please refer overleaf for details)*

### FOR OFFICIAL USE ONLY

Captured by:.....Date:.....Sign:.....

Verified By:.....Date :.....Sign:.....

Approved by:.....Date :.....Sign:.....

## CONDITIONS FOR USE

The "Sacco" refers to Metropolitan National Sacco Ltd"

"**M-Metro-Cash**" refers to the Mobile banking solution service.

"Branch" means a branch of Metropolitan National Sacco Ltd.

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

"Customer instruction" means any request or instruction from the **M-Metro-Cash** customer to the Sacco.

"PIN" means any confidential password, code or number normally 4 digits which may be used to access the **M-Metro-Cash** services.

"**Transaction Fees**" these are the **M-Metro-Cash** transaction charges

"24 Hr service hotline" refers to the telephone number that will be provided for **M-Metro-Cash** customers in case of any queries related to **M-Metro-Cash** services.

"Subscriber" means a customer who subscribes to use **M-Metro-Cash** Service.

### **General Conditions Joint Account**

Account held jointly by two or more persons whose mandate is "Any to sign" accounts which require more than one signatory will not be issued with **M-Metro-Cash** Service.

### **Use of Personal Identification Number (PIN)**

a) **M-Metro-Cash** subscriber shall receive an SMS informing them of their registration and PIN

b) The subscriber shall be required to change the PIN before using the

### **M-Metro-Cash** Services

c) 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 lost/stolen sim Card registered for **M-Metro-Cash** service

a) If the subscribers loses his/her sim card line registered with **M-Metro-Cash**, he/she must notify the Sacco immediately to block **M-Metro-Cash** service until the sim card is replaced.

b) The subscriber shall be liable in respect of any transactions/instructions affecting his/her Sacco account that is given with a valid PIN.

c) If a report of loss or theft of sim card registered for **M-Metro-Cash** service is communicated by someone other than the subscriber, Sacco shall not be held liable of any losses arising therefrom.

### **Forgotten Pin**

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

### **Cancellation, Stoppage of M-Metro-Cash Service.**

a) The subscriber has the right to cancel or unsubscribe for **M-Metro-Cash** service.

b) Payments done by means of **M-Metro-Cash** service are irrevocable.

c) In case of a problem, the Sacco may at any time cancel/stop the service with notice or assigning any reason and without incurring any liability to the subscriber until a solution is found.

### **Charges**

The Sacco shall levy charges for use of this service and shall notify the subscriber for all ATM transactions and any other transaction (s) exceeding Kshs. 5,000 in line with the terms and conditions of use of this facility.

### **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, destruction arising out of war, rebellion, civilian commotion, strikes, lockouts and or other acts or orders of any government department, council or other of constituted body. Notice of these circumstances shall be given to the other party as soon as practical. For so long as performance of those obligation is suspended, the other party may similarly suspend performance of it's obligation.

### **Amendment**

These terms and conditions may be amended at any time by notice from the Sacco to subscriber. The subscriber will be informed of such amendments by reasonable mode of communication. Any such amendments shall be deemed to be effective and binding upon the subscriber receiving such information.

### **Law**

These terms and conditions shall be governed and construed under the laws of the Republic of Kenya.