



Mwito Savings & Credit Co-operative Society Ltd, Desai Road off Murang'a Road
 Opposite Nairobi Gymkhana Club – Ngara P.O. Box 56763-00200 Nairobi, Kenya
 Phone Number:0728505820 Email:ict@mwitosacco.coop

M-MWITO REGISTRATION FORM
(Mobile Banking Solution)

Customer National ID No: _____ * (Please attach a copy of your national ID Card)*

Customer Names: _____ *

M-MWITO Mobile Phone No; _____ * (Safaricom Number ONLY)

Statement Email Address: _____

I want to use M-MWITO on the following Account No:

1. _____ *(e.g Fosa account 502-0xxxxx-00

2. _____

3. _____

Declaration by the Subscriber

I certify that the information I have given above is true.

Customer Signature: _____ *

Date: _____

Use of M-MWITO is subject to M-MWITO terms and conditions. Please refer overleaf for details.

Details marked with (*) and copy of ID are compulsory, failure to complete these details will lead to nullification of your application

FOR OFFICIAL USE ONLY

Form Serial No: 2016

Date Entered: _____ Captured By: _____ Sign: _____

Verified By: _____ Date Verified: _____ Sign: _____

Approved By: _____ Date Approved: _____ Sign: _____

DEFINITION OF TERMS

- The “Sacco” refers to the Mwito Co-operative Society Ltd.
- “M-Mwito” refers to the Mobile banking solution service
- “Branch” means a branch of the Mwito Co-operative Society Ltd.
- “Business day” means a day on which banks are normally open for ordinary business in Kenya excluding Saturday, Sunday and gazetted public holidays.
- “Customer instructions” means any request or instructions from the M-Mwito Customer to the Sacco.
- “Pin” means any confidential password, code or number, normally 4 digits which may be used to access the M-Mwito service.
- “Transaction fees” These are the M-Mwito transaction charges.
- “24 hr service hotline’ refers to the telephone number that will be provided for M-Mwito customers in case of any queries related to M-Mwito 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-Mwito Service

Use of Personal Identification Number (PIN)

- a) M-Mwito 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-Mwito Services
- c) The subscriber shall exercise due care to ensure the secrecy of the

PIN at all times and prevent use of PIN by any third party.

CONDITIONS OF USE

Lost/ Stolen Sim Card Registered For M-Mwito Service

- a) If the subscriber loses his/her sim card line registered with M-Mwito, the subscriber must notify the Sacco immediately to block M-Mwito 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 report of loss or theft of sim card registered for M-Mwito service is communicated by someone other than the subscriber Sacco shall not be held liable of any damages thereto.

Service Hotline The service hotline number is found on the SMS received when one is registered for M-Mwito Service. Subscribers’ should keep the Customer Care number in their mobile or frequently used telephone book.

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-Mwito Service

- a) The subscriber may at any time cancel or unsubscribe for M-Mwito service.
- b) Payments made by means of M-Mwito service are irrevocable.
- c) In case of a problem the Sacco may at any time cancel and/or stop a card without 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 the use of this service. The subscriber shall be informed of such charges by notice.

Liability Of The Subscriber

Subject to 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 destruction arising out of war, rebellion, civil 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 practicable. For so long as performance of those obligations is suspended the other party may similarly suspend performance of its obligations.

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 amendment by notice at Sacco’s branches. 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 and construed under the laws of the Republic of Kenya.