

Contact Details

Title

Mr

Mrs

Miss

Dr

Other (please specify)

Surname:

First names:

Identity/passport number:

Date of birth:

Mobile number:

Email address:

MyUpdates (SMS and email alerts) - registration

Registration

De-registration

Reason for de-registration

Alert schemes (please tick)

	Account number	Default	Transactional	Value added	Cheque	e-banking
1		✓				
2		✓				
3		✓				
4		✓				
5		✓				
6		✓				

Alerts scheme details
Default alerts scheme (mandatory)

- Welcome alert
- Add/amend beneficiary (via e-banking) alert
- Login password expired (e-banking)
- General/broadcast message alert
- Account opening alert
- Debit card collection alert

Transactional alerts scheme (mandatory)

- Deposit
- Cash withdrawal (debit card)
- Beneficiary payment
- Card purchase
- Recurring transaction
- Future dated payments

Value added alerts

- Card expiry notification
- Deposit matured alert
- Deposit maturity reminder
- Standing instruction set up
- Standing instruction failure

Cheque alerts scheme

- Cheque deposited
- Cheque returned

e-banking

- Submit request successful
- Submit request failed
- User enabled
- Approve account

Initials

*Additional contact details	
Mobile number	Email address
1	
2	
3	
4	

***Note:** All alerts subscribed for will be sent to these mobile numbers and email addresses as well as your primary mobile number and email address, as supplied above.

By signing this form, I confirm that the attached terms and conditions have been explained to me and I understand them. I agree to abide by the under- takings contained in them.

Signature: _____ Date: _____

For bank use only
Registration recorded by
Date:
Time:

1. Introduction

- 1.1 You must know about, understand and comply with these terms and conditions (the 'Terms'), as they form a binding agreement between you and us.
- 1.2 These Terms take effect when you subscribe for MyUpdates. They apply to any MyUpdates Service Options.
- 1.3 Important clauses that may limit our responsibility or involve some risk for you will be in bold. You must pay special attention to these clauses.

2. Definition

We have defined some words for consistency. These words will begin with a capital letter, where indicated. Singular words include the plural and the other way round.

Word Meaning

Account	Any account that we open in your name at your request on which you subscribe for MyUpdates.
Deposits	Cash deposits made into your Account.
MyUpdates	A service whereby we send updates to you or your Recipient about Transactions and Scheduled Transactions on your Account. The updates are in addition to any statements you receive on your Account.
MyUpdates Notification	Notifications we send to you or your Recipient, using your Preferred Communication Method.
Preferred Communication Method	The communication method you chose to receive MyUpdates Notifications. You can choose between email and/or short message service (SMS).
EAP Payments	Electronic account payments to and from your Account.
POS Payments	Point-of-sale payments that you make at a merchant using your debit, cheque or credit card.
Recipient	Someone you nominate to receive MyUpdates Notifications.
Scheduled Transactions	Transactions such as recurring payments (debit orders and stop orders), and future-dated payments.
Service Option	From time to time, you can choose a MyUpdates package from the available options.
Transactions	You will get MyUpdates Notifications for transactions such as cash withdrawals at automated teller machines (ATMs), debit orders, Deposits, EAP Payments and POS Payments. Delayed transactions, which are below the merchant's floor limit, or where the merchant is not processing purchases in real time, are excluded from this definition.
we, us, our	Standard Bank (Mauritius) Limited , bearing business registration number: C07027404 and having as registered address Level 9, Tower A, 1 Cyber city, Ebène, Republic of Mauritius and its successors or assigns.
you or your	The person who subscribes for MyUpdates on their Account(s).

3. Using MyUpdates

- 3.1 We will send your MyUpdates Notifications to you or your Recipient, using the Preferred Communication Method that you chose.
- 3.2 You must ensure that the contact details we have for you or your Recipient are correct at all times.
- 3.3 You or your Recipient will only receive the MyUpdates Notifications that apply to your Service Option.

Initials

- 3.4 You must let us know immediately of any suspicious or unauthorised Transactions on your Account.
- 3.5 Any balance that we send to you or your Recipient through MyUpdates will be the balance on your Account at the time that a Transaction is processed, and/or the balance on your Account at a date and time reflected as per the periodic scheduled message we send you.
- 3.6 You must let us know immediately if a Recipient should no longer receive MyUpdates Notifications for any reason.
- 3.7 You may have a maximum of eight Recipients linked to your Account.

4. Disclaimers

- 4.1 Whether you or your Recipient receive a MyUpdates Notification depends on factors beyond our control. These factors include the coverage and availability of your or your Recipient's or our network or internet service provider, as well as the capacity of your or your Recipient's email or SMS inbox. Further, we will not have any responsibility towards you if My Updates is unavailable for a period of time including if such unavailability is because of a failure of third party systems. We are not liable for any loss or damages you may suffer if something beyond our control or if the circumstances set out in this clause 4.1 arise and you or your Recipient do not receive a MyUpdates Notification.
 - 4.2 You must make sure that no unauthorised persons get access to your or your Recipient's My Updates Notifications.
 - 4.3 You are responsible for updating your and your Recipient's records and notifying us where there are changes in your or your Recipient's phone number or email address. We shall not be liable for any losses, claims or damages suffered by you or your Recipient (howsoever caused and whether direct or indirect) arising out of your failing to update your or your Recipient's records and a MyUpdates Notification is sent to an incorrect cellphone number or email address if you have given us the incorrect details.
 - 4.4 You agree to compensate us, on demand, in full in respect of all claims (including third party claims), losses and costs (including legal costs) that we may incur as a consequence of providing the MyUpdates to you or your Recipient save for instances of fraud, gross negligence or wilful misconduct on our part
 - 4.5 We will do our best to ensure the integrity and content of any MyUpdates Notifications that we send to you or your Recipient. However, your statement will be the main record of Transactions and/or Scheduled Transactions on your Account.
 - 4.6 We do not warrant or guarantee the timeous or accurate delivery of the MyUpdates Notifications. The MyUpdates Notifications may be delayed for certain Transactions and/or Scheduled Transactions. If this happens, we will not be liable for any loss or damages you or your Recipient may suffer as a result of the delay, errors or failures therein.
 - 4.7 The types and values of Transactions and/or Scheduled Transactions for which we send MyUpdates Notifications will change from time to time. It remains your responsibility to take the necessary precautions to protect your Account, cards and banking channel access mechanisms, such as passwords and PINs.
- 5. We may choose to remove updates for certain Transactions and/or Scheduled Transactions. Your statement will therefore be the main and final record of all Transactions and/or Scheduled Transactions on your Account. That means you must check all entries on your statement. You must report any unauthorised Transaction or errors within 30 (thirty) days from the date of the statement. If you don't do so, we will assume that all entries are correct and authorised.**

6. General

- 6.1 We may change these Terms by giving you notice in writing.
- 6.2 If any of the clauses in these Terms is invalid, illegal or unenforceable, it will not affect the validity, legality and enforceability of the remaining clauses.
- 6.3 We may send you any notice about MyUpdates through your Preferred Communication Method. When we send you a notice, we will accept that you have received it one day after we have sent it.
- 6.4 Either party may stop the MyUpdates service and terminate these Terms at any time after giving the other party notice, without the need any judicial or extra judicial formality. For avoidance of doubt, if you wish to stop the MyUpdates service, you shall have to provide a duly signed application form for deregistration.

Initials