NBS Bank
Your Caring Bank

Ref:

New Application for Visa Debit Card

Branch: ______________________________ Date: ________________________

Application: New ☐ Red ☐ Silver ☐ Gold ☐ Platinum

Replacement ☐ ☐ ☐ ☐

Surname	
First Name	
Other Names	
Title	☐ MR ☐ MRS ☐ MS ☐ DR ☐ PROF ☐ FR,SR,PR,REV.
Marital Status	☐ Married ☐ Single ☐ Divorced ☐ Widow
Sex	☐ Female ☐ Male
Date of Birth	
Place of Birth	
Education	☐ Primary ☐ Secondary ☐ Tertiary ☐ Others
Occupation	
Residential Address	
Work Address	

Identification	Passport No: Issue Date: Expiry Date:	Driving License No: Issue Date: Expiry Date:	National ID/Other: Issue Date : Expiry Date:

Email:	Cell Number:	Tel Number:	Fax:

Income	
Secret Question	
Answer	

*Customer type		Individual		Corporate		Staff

Secondary Card to be issued to …………………………………………………………………………………..
Full Name(s) of authorized User …………………………………………………………………………………..
Power of Attorney verified ☐ YES ☐ NO

*** Tick appropriately**

List down all accounts:

Account Type	Account Number	Account Name	Power of Attorney verified Limits*

Customer Signature: ______________________________________ Date: _________________________

For Official Use Only

Checked By: ____ Date: __________________________
(Supervisor)

Authorising Signature: ______________________________ Date: __________________________
(Manager/Operations Manager)

Card Collection

Card No.: _____________________________

Issuing Officer: _____________________________

Signature: ______________________________

Customer Signature: ______________________________

NBS Bank
Your Caring Bank

VISA DEBIT/CREDIT CARD
TERMS AND CONDITIONS OF USE

1. DEFINITIONS.

Save where the context otherwise requires in these conditions:

"Account" means an account maintained by the Account Holder with the Bank in the Republic of Malawi from which the Account Holder authorizes payments to be made;

"**Account Holder"** means the person is whose name the Account is maintained or, in the case of a joint account, any such person and the liability of such persons shall be joint and several.

"**This Agreement"** means the agreement between the Bank and the Account Holder the terms of which are these conditions as varied from time to time;

"The Bank" means NBS Bank Limited;

"Card" means any ATM card, cheque guarantee, Debit / Credit Card issued by the Bank;

"**Cardholder"** where not further identified by the prefix "principal" or "additional" means any one or more Cardholder(s) on the Credit Card Account, whether principal or additional

"Cash Withdrawal" means any cash obtained by the use of the card, the card number or in any manner authorized by the Cardholder (whether or not by signing a voucher).

"**Payment Machine"** means a machine capable of accepting a VISA debit/credit card as payment for a transaction.

"Pin" means the Personal Identification Number issued to a Cardholder.

2. USE OF THE CARD

The card must be signed by the Cardholder immediately on receipt and may only be used:

(i) By that Cardholder;

(ii) Subject to the terms of this agreement current at the time of use;

(iii) Within the credit balance or a overdraft limit and any un-drawn facility on the Account;

(iv) To obtain the facilities and benefits from time to time made available by the Bank in respect of the use of the Card;

(v) During the validity period printed on the Card;

(vi) The Cardholder must not use Card the for any illegal purchase

The ATM/Cheque guarantee card, Debit/Credit Card remains the property of the Bank and the Bank may, in its absolute discretion and without prior notice, at any time withdraw the right to use the card for, or to refuse any request for authorization of, any particular Cash Withdrawal and to publish any such withdrawal or refusal.

In deciding whether to authorise any particular Cash Withdrawal or Cheque Guarantee Payments, the Bank may take into account the available funds, any authorization already given for a prospective Cash Withdrawal and Cheque Guarantee Payments and any funds which the Bank in its discretion may deem to have credited or debited to the Account.

3. PAYMENT

The Account Holder will pay the Bank the amount of all Cash Withdrawals or Guaranteed Payments and any loss incurred by the Bank arising from the Card or which the Bank determines it has suffered as a result of any breach of this Agreement by the Account Holder.

4. CHARGES

Charges may be levied by the Bank for services arising out of or in connection with this Agreement at a rate to be determined by the Bank which rate will be published from time to time.

5. STATEMENTS

The Bank will prepare and will send periodic statements of the account to the principal Cardholder. The minimum sum due and specified on the statement of account or any greater sum the Cardholder may choose shall be paid to the Bank within 7 days from the date of each statement.

6. DATA PROTECTION COMMITMENT

NBS Bank PLC is committed to safeguarding your personal information with integrity and transparency, in compliance with the Electronic Transactions and Cyber Security Act (2016), the Access to Information Act (2017), and the Data Protection Act (2024). Your personal information will be treated as confidential and will only be disclosed with your consent, or under legal, public interest, or legitimate business circumstances. The Bank processes personal data for purposes such as compliance, fraud prevention, service delivery, and market research.

7. DATA PROTECTION COMMITMENT

NBS Bank PLC is committed to safeguarding your personal information with integrity and transparency, in compliance with the Electronic Transactions and Cyber Security Act (2016), the Access to Information Act (2017), and the Data Protection Act (2024). Your personal information will be treated as confidential and will only be disclosed with your consent, or under legal, public interest, or legitimate business circumstances. The Bank processes personal data for purposes such as compliance, fraud prevention, service delivery, and market research.

8. WITHDRAWAL OF USE OF THE CARD

(i) The Bank may at any time and without notice cancel or suspend the right to use the Card entirely or in respect of specific facilities or refuse to re-issue, renew or replace any Card, without in any case affecting the Account Holder's obligations under this Agreement which shall continue in force.

(ii) The Card is the property of the Bank. On request all or any card(s) issued for use under this Agreement must be returned immediately to the Bank or to any other person representing the Bank.

9. RETAILER

In some cases it may become necessary for the goods or services or cash advances ((a 'retailer") to obtain specific authorization from the Bank or its agents to honour the Credit Card for a particular transaction even though the amount of that transaction is within the credit limit.

(ii) From time to time ,as part of the Bank's Fraud Monitoring System ,the Bank may issue a 'referral" message to a retailer .In such circumstances ,the retailer is required to contact the Bank to verify the Cardholder. If the retailer fails to do so and refuses to process the transaction, the Bank shall not be liable for the refusal of the retailer to accept or honour the Credit Card .In no circumstances will the Bank be liable for the refusal of a retailer to accept or honour the Credit Card.

(iii) Where a retailer becomes liable to make the Cardholder the Bank will credit the account with the amount to be refunded only on receipt of a properly issued voucher or other appropriate verification of the refund by the retailer.

10. TERMINATION

The Account Holder may terminate this Agreement by written notice to the Bank but such termination shall only be effective on return to the Bank of all Cards issued and the payments of all liabilities of the Account Holder under this Agreement. Until such termination, the Bank may re-issue cards from time to time for use in accordance with this Agreement.

11. SAFEGUARDING THE CARD AND PIN.

(i) The Cardholder will exercise all possible care to ensure the safety of the Card and will prevent the PIN becoming known to any other person. The advice of the PIN must therefore be destroyed immediately after receipt. Any record of the PIN must be unidentifiable as such and kept entirely separate from the card. The cardholder will not disclose the Card number to any third party except when reporting the actual loss or theft of the Card.

(ii) If the card is lost/stolen or for any other reason liable to misuse or if the PIN becomes known to any other person, the Cardholder must immediately notify the Bank or any branch of the Bank by the quickest means available. If this Notification is given orally, it should be confirmed in writing to the Bank within seven days. The Account Holder will still be liable in respect of any use of the card for any ATM withdrawals, which are ordinarily supposed to be PIN-protected.

(iii**)** The cardholder will give the Bank all the information in the Card holder's possession as to the circumstances of the loss, theft or misuse of the card or the disclosure of the PIN and take all steps deemed necessary by the Bank to assist recovery of the missing card. In the event of any such loss, theft, misuse or disclosure being suspected or reported, the Bank may provide the Police with any information it considers relevant. If a Card is reported as lost, stolen or liable to misuse the card must not subsequently be used but must be cut in half and returned immediately to the Bank.

12. VARIATION OF THIS AGREEMENT

The Bank may vary this Agreement at any time or times whether or not a similar variation is made to the agreement(s) with any other Account Holder(s). In particular the Bank may withdraw the Card or impose a charge for the Card or any service provided under or in connection with this Agreement from time to time.

Notification of any such variation shall be given to the Account

Holder either in writing or by publication thereof by such means as the Bank may select and a variation so notified shall be binding on the Account Holder.

13. CREDIT LINE ACCOUNT

Where the principal Cardholder also holds a Credit line Account with the Bank (the "Loan"), then in the event of a breach by the principal Cardholder of any of the terms of the Loan, the Bank may (subject to the provisions of use) demand the return of the Credit Card and exercise any of its other rights pursuant to these conditions of use.

14. INFORMATION

The Cardholder agrees that any information obtained about the Cardholder as a consequence of this and any other application and agreement, which they may have made to or with this Bank may be shared within the Bank's Customer Information System.

This information may be used to identify other products and services, which may be relevant to the Cardholder. No information will be disclosed outside the Bank unless The Cardholder is in default under an agreement in which case the Bank may disclose this fact to licensed credit reference agencies.

15. GENERAL

The Bank shall not be liable if it is unable to perform its obligations under this Agreement, due (directly or indirectly) to the closure of the Account, or the failure of any machine, data processing system or transaction link or due to industrial dispute or anything outside the control of the Bank, its agents and sub-contractors.

The Cardholder shall immediately notify in writing the branch at which the Account is held of any change of name or address.

Any other facilities or benefits made available to account Holders as such and not forming part this Agreement may be withdrawn at any time without notice.

This Agreement is governed by the Laws of Malawi as applicable from time to time.

I have read and agree to abide by the terms and conditions handed over to me.

Customer Signature

____

Date: ________________________