

TERMS AND CONDITIONS FOR YOUR INTERNET BANKING HARDWARE SECURITY TOKEN

AGREEMENT

Your Hardware Security Token is personal to you and shall only be used with your Internet Banking Access Code, User Name and Password. The Token shall provide additional security for your internet banking transactions. This security device must not be shared with any one else irrespective of your relationship.

The type of accounts you can access will not change when you activate your Hardware Security Token, however, the moment your Token is activated, your Hardware Security Token will be required to authenticate and authorize your internet banking transactions.

The event of the token get into the hands of unauthorized person and transaction is transmitted using the token, the bank is fully indemnified against all losses, claims, demands, liability or suit, action and damages arising from such transaction.

The standard transfer limits on Zenith Internet Banking applies except otherwise stated by Zenith Bank Plc.

You shall keep your hardware security token safe and secure and advise us immediately on 012787000, 2927000, 4647000, 0700ZE-NITHBANK if lost, stolen or misused. Zenith Bank will deactivate your security token and arrange for a replacement to be sent to you upon request. However, a security token replacement and cost of delivery if sent through courier will apply.

If you have any queries about the Hardware Security Token after reading this term and conditions and the hardware security token End User Agreement, do not hesitate to call Zenith Direct on 012787000, 2927000, 4647000, 0700ZE-NITHBANK.

COST OF TOKEN

1. The Customer will only be issued Hardware Security Token on request having completed the necessary Application Form. This will be issued at the unit cost of N3500.00 and is subject to review by the bank at any time.

2. Any customer that requires Hardware Security Token to be released to third party shall sign an Indemnity Form to hold the Bank harmless and fully indemnified against all losses, claims, demands, liability or suit, action and damages arising from the release of the Hardware Security Token.

3. Any foreign resident customer that requires his/her Hardware Security Token to be sent through courier shall agree to pay additional N14,000.00 being cost of delivery of such Token to the address of his choice and is subject to review by the bank should there be a price review by the courier firm. The cost of shipping the Token will be deducted forthwith from the customers account. However, an Indemnity Form would be completed and signed off by the customer to hold the Bank harmless and fully indemnified against all losses, claims, demands, liability or suit, action and damages arising from the release of the Hardware Security Token not limited to the following:

- i. The risk of unauthorized transfer of monies from my account;

- ii. The Loss, damage or misplacement of the Hardware Security Token
 - iii. The event of the token further getting into the hands of unauthorized person after its release to my proxy
 - iv. The loss-in-transit or unauthorized usage of the Hardware Security Token during transit or whilst in the custody of my nominated courier service.
4. For a misplaced or stolen Hardware Security Token, the customer shall request for a replacement to enable him/her transact on Zenith Internet Banking. The cost of Token and associated courier cost shall also apply.

CARE AND USE OF YOUR VASCO SECURITY TOKEN

Your Hardware Security Token is a device that guards and protects Zenith Bank Internet Banking transactions. In addition, for your own protection and that of the system, always take the following precautions:

- i. Never reveal your PIN to anyone. DO NOT write it anywhere or on a sticker behind the token.
- ii. When creating a PIN, avoid using repeated numbers such as 1111, 2222, 3333, etc
- iii. If you think someone has seen your PIN, please change it IMMEDIATELY.
- iv. Exercise care not to lose your Vasco Security token or allow it to be stolen. If your token is missing, report to Zenith Direct (zenithdirect@zenithbank.com) and call 01-2927000, 01-2787000, 01-4647000, 0700 ZENITHBANK immediately. It will be disabled so that it is useless to unauthorized users.
- v. Do not let anyone access the system using your identity (i.e., log in with your PIN and a code from your Vasco Security Token). You will be held liable if your token is used by someone else!
- vi. If you enter your token dynamic code and it fails to login, press the button to generate a new six digit code and try again.
- vii. Your Vasco Security token contains delicate and sophisticated instrumentation. The token casing, LCD, and silicon chip will break if abused. Protect it from physical abuse. Do not immerse it in liquids, do not expose it to extreme temperature, and do not put it under pressure, seat on it or bend it.
- viii. Keep your token device safe and guide it always.

WARRANTY DISCLAIMER

The customer expressly understands and agrees that use of the service is at his sole risk. The service is provided on an available basis. The bank expressly disclaims all warranties of any kind, whether express or implied, including, but not limited to the implied warranties of merchantability, fitness for a particular purpose and non-infringement.

The bank makes no warranty that:

- i. The service will meet customer requirements
- ii. The service will be uninterrupted, timely, secure, or error-free
- iii. The results that may be obtained from the use of the service will be accurate or reliable
- iv. The quality of any products, services, information or other material purchased or obtained by the customer through the service will meet your expectations, and
- v. Any errors in the technology will be corrected.

Any material downloaded or otherwise obtained through the use of the Token is done at customer's own discretion and risk and the bank is not responsible for any damage to customer's computer system or loss of data that results from the download of any such material. No advice or information, whether oral or written, obtained by customer from us or through or from the service will create any warranty not expressly stated in these terms.

INDEMNITY

I acknowledge and recognize that the Hardware Security Token is a last resort security check for Internet Banking transactions and as such, I undertake to be fully and solely responsible for all risks that may arise from the said release of the Hardware Security Token to my proxy, and against all losses which may be suffered by me as a result of unauthorized transfer of monies or other transactions in my account(s) as a result of the release of the Hardware Security token to my proxy.

In addition and without prejudice to any other right or remedy of Zenith Bank Plc (whether under any other provisions of this Agreement or otherwise) the Customer shall indemnify and hold Zenith Bank Plc harmless from and against any and all Loss suffered or incurred by Zenith Bank Plc as a result of any of the following:

- i. any failure by the Customer to comply with any of the terms and conditions of this Agreement;
- ii. Zenith Bank Plc relying or acting on or carrying out any Instruction in any manner permitted under this Agreement;
- iii. any change in any Applicable Laws;
- iv. any act, omission or thing done or caused to be done by Zenith Bank Plc in connection with or referable to this Agreement or any Account or Service through no wilful default of the Bank, including but not limited to the disclosure by any Officer to any person of any information relating to any Service or Account or Instruction, whether by inadvertence or otherwise; or
- v. any virus, default, defect, deficiency or malfunction in and or any breakdown, disruption or failure of any software or any telecommunications, computer or other electronic equipment or system owned, operated and/or maintained by or on behalf of Zenith Bank Plc, due to or caused by the Customer or any of the Customer Users accessing and/or utilising Internet Banking.