
General Terms and Conditions – Personal Account

By accepting these terms and conditions, the Customer agrees that their details should be uploaded on the Bank's App (known as Unayo App).

The Customer further agrees to utilise the App or the USSD platform for his/her own transactions which will include cash in, cash out and electronic funds transfers etc.

The Customer hereby agrees to abide by the terms set out in this Agreement.

1. The Customer's Personal Accounts

- 1.1. By agreeing to these terms and conditions, the Customer shall be at liberty to operate either the Lite Account Bundle or the Pro Account Bundle. The Customer will be expected to meet all KYC requirements for each bundle.
- 1.2. The limits applicable to either the Lite Account Bundle or the Pro Account Bundle are detailed in the Key Facts Document that shall be made available to the Customer from time to time.
- 1.3. The Customer shall not pay any monthly management fees on either the Lite Account Bundle or the Pro Account Bundle
- 1.4. The Bank shall provide help content within the Unayo platform replacing the need for face to face training. The Call Centre will be available for any other queries by dialling (00266) 8002 2221 (toll free).

2. Fees, Charges, Limits and Pricing

- 2.1. The information about the charges (fees, taxes, duties, penalties and the like) that we apply in regard to our Products and Services is contained in our schedule of fees found in the pricing brochure (brochure) which we publish and is valid and binding from 1 January to 31 December of each year, unless we communicate otherwise.
- 2.2. The Bank reserves the right to vary the applicable fees and charges on the services through a formal revision of the key Fact Document (KFD) from time to time. Our latest brochure is available to you from any of our branches, or from our website at www.standardlesothobank.co.ls. We may review all charges in line with our annual review cycle or at any other time at our discretion.
- 2.3. The Bank shall give notice to the Customer of such amendment to the fees and their effective date. The Bank will notify the Customer through various methods including but not limited to the media notices inside the Bank and any other means that the

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Bank may deem necessary from time to time. However, any failure by the Bank to so advise the Customer shall not in any way prejudice the Bank's right to recover any fees charged subsequent to such amendment.

3. Electronic Banking Platforms:

Where the Customer utilises the Bank's electronic Banking platforms, the general terms and conditions applicable to such platforms shall apply. These terms and conditions are available on the Bank's website and can also be provided on request.

4. Changes in the Law

4.1 The Bank may immediately amend the fees and charges if there is any change in law, statute, regulation, ruling, directive, policy or any similar event with which the Bank is obliged to comply resulting in an increase in cost to the Bank.

5. Commencement and Termination

5.1 These Terms and Conditions and the Agreement formed upon acceptance of the same shall come into force on the date the Customer executes this document.

5.2 Notwithstanding anything to the contrary contained herein, either Party shall be entitled to terminate this Agreement by giving 30 days prior notice.

5.3 The Bank shall be entitled to suspend or terminate this arrangement with the Customer in any of the following events:

5.3.1 Where the Customer breaches any term, representation, warranty, undertaking or condition of these Terms and Conditions;

5.3.2 Where the Customer makes an incorrect or false representation, warranty or undertaking to the Bank in relation to the Lite Account Bundle or the Pro Account Bundle that they are applying for;

5.3.3 the Customer acts in any way or an event or series of events occurs which, in the sole opinion of the Bank, might have a material and adverse effect on the Customer, or their ability to perform their obligations under these Terms and Conditions

6. Costs

6.1 Where applicable, the Customer will pay all the fees, costs and charges referred to in this agreement whose full details will be maintained in the KFD from time to time.

6.2 All other fees and charges will be payable in accordance with the Bank's standard Tariff from time to time.

7. Variation

The Bank may at its discretion be entitled to vary any of the terms and conditions from time to time on written notice to the Customer. The Bank will notify the Customer through

various methods including but not limited to the media, electronic platforms, notices inside the Bank and any other means that the Bank may deem necessary from time to time. However, any failure by the Bank to so advise the Customer shall not in any way prejudice the Bank's right to vary the terms and conditions.

8. Assignment

8.1 The Customer shall not be entitled to assign all or any part of their rights, obligations or benefits hereunder without the prior written consent of the Bank. The Bank by notice to the Customer assign all or any part of their rights, obligations or benefits hereunder.

9. General undertakings

9.1 The Customer undertakes as follows:

12.1.1 The Customer shall, immediately upon becoming aware of it, notify the Bank of any material litigation, arbitration or administrative proceedings pending or, to the best of its knowledge, information threatened against the Customer which may adversely affect the Customer's ability to honour any of the terms and conditions in this agreement.

10. Confidential Information

10.1 The Customer hereby irrevocably authorises the Bank to disclose details of and relating to the Customer's accounts to any State agency or other institution, as it deems necessary, provided that such disclosure shall fall within the laws of Lesotho.

10.2 Except as set out in this agreement the Bank will treat the Customer's confidential information as confidential and will not disclose such information to anyone else other than its affiliates or nominated agents.

10.3 The Customer consents to have their confidential information stored electronically or non-electronically within Lesotho or internationally within the Standard Bank Group.

10.4 The Customer agrees and consents that the information provided to the Bank shall be processed by the Bank, its nominated agents and the Standard Bank Group.

10.5 The Customer further consents to and permits the Bank to share their confidential information among Standard Bank Group members where the Bank deems it necessary for the purposes of the services falling under this Agreement.

10.6 The Customer consents and permits the Bank to share their confidential information with the Regulatory bodies and Government authorities which will not be limited to the Central Bank of Lesotho, Directorate of Corruption and Economic Offences, The Financial Intelligence Unit, the Credit Reference Bureau and the Lesotho Revenue Authority.

10.7 Regardless of anything else in this Agreement, the Customer consents to the Bank disclosing the Customer's confidential information to a third party if it is necessary

of the proper operation of the services falling under this Agreement provided such disclosure is within the laws of Lesotho.

11. DATA PROTECTION

- 11.1 The Parties acknowledge and agree that all Data provided by the Bank to the Customer, or to which the Customer may be exposed, shall constitute Confidential Information and where applicable, Intellectual Property belonging to the Bank.
- 11.2 The Customer hereby warrants, represents and undertakes in favour of the Bank that:
- 11.2.1 it shall at all times strictly comply with all Applicable Laws and with all the provisions and requirements of any of the Bank's data protection policies and procedures which may be in force from time to time;
 - 11.2.2 it shall not, at any time Process Data for any purpose other than with the express prior written consent of the Bank, and to the extent necessary to provide the Services to the Bank; and
 - 11.2.3 it shall ensure that all its systems and operations which it uses to provide the Services, including all systems on which Data is Processed as part of providing the Services, shall at all times be of a minimum standard required by all Applicable Laws and be of a standard no less than the standards which are in compliance with the Best Industry Practice for the protection, control and use of Data.
- 11.3 The Customer shall take appropriate and reasonable technical and organisational measures to prevent the loss of, damage to or unauthorised destruction of Data and the unlawful access to or Processing of Data. The measures taken must at all times be of a minimum standard required by all Applicable Laws and be of a standard no less than the standards which are in compliance with Best Industry Practice for the protection, control and use of Data.
- 11.4 The Customer shall take reasonable steps to identify all reasonably foreseeable internal and external risks posed to Data under the Customer's possession or control and establish and maintain appropriate safeguards against any risks identified. The Customer shall regularly verify that the safeguards are effectively implemented and keep a record of such verification. The safeguards shall be updated continually in response to new risks or deficiencies in previously implemented safeguards. Records kept must be available for inspection on 7 (seven) days' notice, upon notice in writing from the Bank.
- 11.5 The Customer shall immediately notify the Bank (i) of any risks posed to Data that it has identified; (ii) of the safeguards established by the Customer to mitigate the impact of the risks; and (iii) that the safeguards have been effectively implemented.

11.6 The Customer shall notify the Bank of any security compromises or suspected security compromises of which it becomes aware or suspects, immediately on becoming so aware or forming such a suspicion.

11.7 The Customer acknowledges and agrees that any breach of its obligations under this clause shall be deemed a material breach of this Agreement.

12. Representations and Warranties

12.1 The Customer represents and warrants to the Bank that: -

12.1.1 No steps been taken or are, to the best of the Customer's knowledge, threatened against the Customer to be declared bankrupt, no action or litigation is pending or, to the best of the Customer's knowledge, threatened against the Customer which could reasonably have a material adverse effect on the Customer as a person and their financial condition;

12.1.2 There are no material facts or circumstances in respect of the Customer, their affairs, business and operations which have not been fully disclosed which would be likely to adversely affect the decision of the Bank to enter into this agreement with them;

13. Disclaimer of warranty and Limitation of Liability

13.1 Except as specifically provided in these terms, or otherwise required by law, the Customer agrees that the Bank's officers, directors, employees, agents or contractors are not liable for any indirect, incidental, special or consequential damages under or by reason of any services or products provided under this Agreement, including loss of profits, revenue, data or use by the Customer or any third party, whether in an action in contract or tort or based on a warranty or any other legal theory.

13.2 The Customer indemnifies and hold harmless the Bank from every liability, claim, action, cause of action judgment, loss, expense, or cost whatsoever (including but not limited to reasonable attorney's fees and court costs) arising from or in any way related to or resulting from any claims in relation to fraud and/or negligence on the Customer's part or the part of his/her employees, servant or agents' own doing.

14. Material Adverse Change

In the event that a Material Adverse Change has occurred, the Bank reserves the right to change, suspend or stop the services herein at any time with reasonable notice to the Customer. "Material Adverse Change" shall mean an adverse change in the financial position or condition of the Customer which, in the Bank's opinion, is material.

15. Governing Law and Jurisdiction

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These general terms and conditions and the agreement constituted by the Customer's acceptance of the same shall be governed by and construed in accordance with the laws of Lesotho.

16. DISPUTE RESOLUTION

- 16.1 In the event of a disagreement arising under or relating to this Agreement, its formation, or the surrounding facts and circumstances, either Party (the "initiating Party") may submit to the other Party ("the Receiving Party") a written statement, specifically designated as a Notice of Disagreement, briefly describing the nature of the problem, the position of the initiating Party regarding the problem, a narrative of the material facts and arguments in favour of the initiating Party's position, and a statement of the actions or relief requested.
- 16.2 The parties hereto shall use their good faith and effort to resolve any dispute, controversy or claim of any nature whatsoever arising out of or relating to or in connection with Agreement. Any of the two (2) Parties shall invite the other party in writing to meet and attempt to resolve the dispute within seven (7) business days from the date of the written invitation.
- 16.3 Any disputes between the parties herein as to matters arising pursuant to this agreement that cannot be settled amicably within seven (7) business days after receipt by one party of the other party's request for such amicable resolution, the dispute may be submitted by either party for Arbitration in accordance with the Lesotho Arbitration Act of 1980 and any amendments thereto.
- 16.4 The Arbitration shall be held as soon as possible after it is requested with a view to resolving the dispute within thirty (30) business days after being demanded.
- 16.5 In any arbitration, the parties agree as follows:
- 16.5.1 Each party shall bear its own costs, and the ICC's (International Chamber of Commerce) costs and fees shall be assessed as the arbitrator deems appropriate;
 - 16.5.2 The place of arbitration shall be Lesotho,
 - 16.5.3 The language of all proceedings, communications, and the award, shall be English;
 - 16.5.4 The parties shall mutually agree on a single arbitrator failing which the President of the Lesotho Law Society shall appoint an Arbitrator.

17. SANCTIONS LAW, UN SANCTION LAWS, SANCTIONS LIST AND/ OR UN SANCTIONS LIST

- 17.1 The Customer warrants that they are not in violation of any Sanction Laws and any UN Sanction Laws or does not appear on any UN Sanctions List and the

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Sanctions List.

17.2 For purposes of this clause:

17.2.1 **“Sanctions Laws”** shall mean any anti-terrorism laws, export control and economic sanctions laws and regulations issued by any sanctioning body.

17.2.2 **“UN Sanction Laws”** shall mean any anti-terrorism, export control and economic sanctions laws and regulations issued by the United Nations Security Council or its committees pursuant to any resolution under chapter VII of the United Nations Charter or any domestic laws or regulations implementing the same.

17.2.3 **“UN Sanctions List”** shall mean any list promulgated by the United Nations Security Council or its committees pursuant to any resolution under Chapter VII of the United Nations Charter.

17.2.4 **“Sanctions List”** shall mean the ‘Specially Designated Nationals and Blocked Persons’ list maintained by the office of Foreign Assets Control of the Department of Treasury of the United States America, the Consolidated List of Financial Sanctions Targets and the Investment Ban List maintained by Her Majesty’s Treasury, or any list replacing any of the foregoing lists.

17.3 The Customer hereby undertakes to notify the Standard Lesotho Bank (Pty)Ltd if they become the subject of a sanction’s investigation

17.4 The Standard Lesotho Bank (Pty) Ltd reserves the right to terminate the agreement should the Customer–

17.4.1 become the subject of sanctions established by the a recognized sanctioning body and/or

17.4.2 acts to, directly or indirectly, benefit any party against whom sanctions have been established by a sanctioning body

17.5 The Customer hereby undertakes to indemnify and holds the Standard Lesotho Bank(Pty) harmless against actions, proceedings, claims and/or demands that may be brought against the Standard Lesotho Bank (Pty) Ltd and losses, damages, costs and expenses which the Standard Bank (Pty)Ltd may incur or sustain, in connection with or arising out of;

17.5.1 the seizure, blocking or withholding of any funds by any Sanctioning Body and/or

17.5.2 conduct or activity on its part, or that of its parent or substantial shareholder, surety and/or guarantor that directly or indirectly benefits any party against whom sanctions have been established by any Sanctioning Body from time to time.

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18. Fraud

If, at any time during this agreement the Bank, in its reasonable discretion determines, based on prima facie evidence, that the customer has, in respect of this Agreement - acted dishonestly and/or in bad faith; and/or made any intentional or negligent misrepresentation to the Bank. Then the Bank shall be entitled, by written notice to the customer, to forthwith terminate the relationship. Upon such termination the Bank shall be entitled, in addition to all other remedies available to it, to recover from the customer all damages it has suffered by virtue of such conduct by the customer.

19. Anti-Bribery and Corruption

- 19.1 If, at any time during the term of this Agreement, the Bank has a reasonable suspicion that the customer has, in respect of this Agreement (or any other agreement), directly or indirectly given or agreed to give or offered to give any gratification to another person whether for the benefit of that person or any other person in order to improperly influence any person to act improperly which may include but will not be limited to the award of a tender for provision of services to any public body, private organisation or corporate body, including the Bank; in the absence of a tender process, promote the procurement of a contract with any public body, private organisation or corporate body, including the Bank; withdraw a tender awarded to another Supplier by any public body, private organisation or corporate body, including the Bank; fix the price, consideration or other moneys stipulated or otherwise provided for in any such contract referred to in this clause; then Bank shall be entitled, by written notice to the customer, to forthwith terminate this Agreement and to enforce its remedies contained in this Agreement and in terms of law.
- 19.2 Upon such termination the Bank shall be entitled, in addition to all other remedies available to it, to recover from the customer damages it has suffered by virtue of such conduct.
- 19.3 Each Party confirms that it has not and undertakes that it shall not engage in the following conduct:
- 19.3.1 Accepting or agreeing or offering to accept any gratification from any other person, whether for the benefit of himself or herself or for the benefit of another person; or
 - 19.3.2 Giving or agreeing or offering to give to any other person any gratification, whether for the benefit of that person or for the benefit of another person, in order to act, personally or by influencing another person so to act, in a manner that amounts to:
 - a) the abuse of a position of authority;
 - b) a breach of trust; or
 - c) the violation of a legal duty or a set of rules;

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d) the violation of any applicable anticorruption legislation

19.3.3 that is designed to achieve an unjustified result or amounts to any other unauthorised or improper inducement to do or not to do anything. The term “gratification” refers to anything of value and is not limited to cash or cash equivalents.

19.4 Each party confirms that neither its parent and/ or substantial shareholder, surety and/ or guarantor has been convicted of, nor pleaded guilty to an offence involving bribery or corruption.

19.5 Each party confirms that neither its parent and/ or substantial shareholder, surety and/ or guarantor has been listed by any government agency as debarred or are otherwise ineligible for government procurement programmes.

19.6 Each party undertakes that it will not use agents or sub-contractors to perform any of the services or part of the services specified in this agreement without the written permission of the other party. Such written permission may be dependent upon the successful completion of internal due diligence procedures by the party required to provide the said written permission.

19.7 Each Party shall inform the other Party of:

- a) any breach or suspected breach of this clause; and
- b) all requests or demands for any undue financial or other benefit or gratification of any kind received by it in connection with the performance of this Agreement.

19.8 Each party will have the right to audit transactions effected by the other party in connection with the performance of this Agreement. The parties will provide each other with access to all information, documentation and records required to perform such an audit.

19.9 Should the Bank reasonably suspect that the Customer violated any anti-bribery and corruption provisions, it shall have right to report the violation or suspected violation to the relevant regulatory body or law enforcement agency, and subsequently act according to the guidance of such authorised body or agency. Which guidance may include the transaction not being processed until conclusion of the investigation, account activity being suspended, or accounts being closed.

20. FATCA Clause

20.1. As part of Standard Bank 's obligations in regard to United States' (US) Foreign Account Tax Compliance Act (FATCA), financial institutions and Standard Banks, including STANDARD LESOTHO BANK (PTY) LTD are required to obtain the customer's tax related information to determine whether the customer's account is a

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US Account, account held by a Recalcitrant Account holder, or Non-Participating Financial Institution or Standard Lesotho Bank (Pty) Ltd.

20.2. The Customer provides the Standard Lesotho Bank (Pty) Ltd with consent to:

20.2.1. Obtain from the Customer such tax related information as is necessary and in the format determined by us to determine whether you fall within any of the above categories, in which case your demographic and transactional data (as determined from time to time by the US Internal Revenue Service (“IRS”)), will be reportable by us to the US Internal Revenue Service;

20.2.2. Disclose the Customer’s information (as referred to in paragraph (a) above) to Withholding Agents if and when required as per the FATCA regulations;

20.2.3. Withhold on any payments of US Source Income received by the Customer to the extent not already done by any other Withholding Agent (note that the maximum withholding that may apply to impacted US source income under FATCA is 30%); and

20.2.4. Close, block or transfer (to one of our related entities) the Customer’s account within 90 days of a request for your tax related information (in the format determined by us), being outstanding.”