



Reference No

**AMENDMENT**

**General information**

This form is to be completed manually. It is used to amend customer details, add/delete linked accounts, enable or disable access to IsiNet. It is to be completed by single individuals only. Joint account customers are to complete separate applications for each party.

After reading Section F - Declaration, sign the form and take it to your NBV branch.

Please get and read a copy of the NBV Electronic Banking Terms & Conditions from your nearest branch or download from the NBV website at [www.nbv.vu](http://www.nbv.vu).

**Request**                     **Amend**                     **Disable**                     **Enable**

**Section A – Customer details**

Title                     Mr     Mrs     Miss     Miss     Other   

Surname                   

Given name(s)                   

Date of birth                   

Mailing address                   

Phone (work/home)                     (mobile)

Email address                   

User name                   

**Section B – Customer records to be linked**

List the NBV customer numbers that you would like to link to IsiNet. You must be a party to the customer and have single signing authority. For joint customers, you may only be granted viewing rights if all parties do not have single signing authority.

Customer number	Customer name	Bank use View only
<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
<input type="text"/>	<input type="text"/>	<input type="checkbox"/>

**Section C – Global daily limits**

This is the maximum total value of transactions for all transaction types (excluding internal transfers\*) within a 24 hour period.

The default Global daily limit is Vt1,000,000. To increase or decrease your global daily limit contact NBV Electronic Banking on 22201.

\*Internal transfers are transfers between accounts listed in Section B.

**Section D – Overseas transfers**

I request the bank to allow me to initiate overseas transfers from IsiNet. The bank determines if this service is to be made available. By completing the Overseas transfer form and pressing Submit you are authorising the bank to debit the nominated accounts for the transfer amount and fees and send the funds to the recipient by its normal channels of despatch. The bank is not responsible for any delays, errors or failure to process a request.

Overseas transfers                     Yes                     No

## Section E – Privacy & consent

When you apply for IsiNet, you acknowledge that NBV is likely to collect and use some of your information including details about your transactions, your financial conditions, your account relationship with NBV and/or your account(s) (collectively referred to as “Information”). The collection and use of this Information by NBV is explained below.

NBV may collect your Information:

- to assist in providing information about a product or service;
- to consider your request for a product or service;
- to enable NBV to provide a product or service;
- to tell you about other products or services that may be of interest to you;
- to assist in arrangements with other organisations (such as subsidiary companies) in relation to the promotion and provision of a product or service;
- to perform other administrative and operational tasks (including risk management, systems development and testing, credit scoring, staff training, and market or customer satisfaction research);
- to prevent or investigate any fraud or crime (or a suspected fraud or crime); and
- as required by relevant laws, regulations, codes and external payment systems inside and outside of Vanuatu.

If you do not provide some or all of the Information requested, NBV may be unable to provide you with a product or service including access IsiNet.

When you applied for IsiNet, you consented to:

- NBV collecting your information to enable it to provide the service or product applied for;
- NBV disclosing your information to:
  - any service provider NBV engages to carry out or assist its functions and activities;
  - any third party providing you with a product or service in relation to your account;
  - credit reporting or debt collecting agencies, and any credit provider to help you avoid a default on your obligations, or to inform them of your default to participants in the payments system (including financial institutions, merchants and payments organisations);
  - any of its branch, subsidiary, affiliate or agent of NBV, including its employees, auditors and legal advisors;
  - other parties which NBV is authorised, required by law or compelled by court order to disclose information to;
  - your authorised agents or executor, administrator or legal representative;
  - any person where in NBV’s view the disclosures are necessary or desirable for the purpose of allowing NBV to perform its duties and exercise its powers and rights under the Terms and Conditions.

## Section F – Declaration

- I acknowledge that I have read and understood the NBV Electronic Banking and IsiNet Terms & Conditions and by executing this document, accept these documents and agree to be bound by them in my use of IsiNet
- I also acknowledge that the services provided by NBV and my obligations under this Agreement, in respect of the accounts nominated in this Agreement, are subject to the terms and conditions governing those accounts.
- I acknowledge that amendments or cancellation of any other authority on the accounts listed in Section B, now or in future will not affect this authority, which is to continue in full force and effect until the bank receives notice of amendment or cancellation in writing.
- I warrant that I am 18 years of age or above and acknowledge that NBV reserves the right to immediately terminate my IsiNet access in the event that such access was mistakenly provided to a person under the age of 18 years.
- I agree that the contents of this application and the supporting documentation provided together with this form are true and correct and that my signature below indicates my understanding of, and consent to all matters set out in this application form, including the Privacy and Consent statement above.

Signature

Date

## Bank use only

### Branch

- Customer signature verified
- All accounts for the customer numbers in Section B are “one to sign” or “any one to sign” check View Only box if not

Branch authorising officer signature

Date

### Electronic Banking

- All details checked for completeness and accuracy
- Linked customer numbers validated
- Customer numbers marked as View Only have been made View Only

EB checking officer

Date

EB authorising officer

Date