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## LIMLAK SACCO MOBILE APP APPLICATION FORM

PLEASE COMPLETE DETAILS IN CAPITAL LETTERS

Date \_\_\_\_\_

Name \_\_\_\_\_ Gender \_\_\_\_\_

Applicant ID No. \_\_\_\_\_ BOSA Account Number \_\_\_\_\_

P.O. Box \_\_\_\_\_ Town \_\_\_\_\_

Mobile No. \_\_\_\_\_ Email \_\_\_\_\_

### DECLARATION BY THE APPLICANT

I authorize LIMLAK SACCO Society Limited to link my Member no. with the mobile number given above to enable mobile APP/USSD and warrant that the information given above is true and complete. I authorize you to make any enquiries necessary in connection with the application. I accept and agree to be bound by the conditions of use, detailed overleaf (as amended from time to time). I agree that I shall be liable for all charges incurred through the use of this mobile APP and or the USSD services. I understand that my application can be declined by LIMLAK SACCO society limited without giving reasons to the extent permitted by law.

Applicant's Signature \_\_\_\_\_ Date: \_\_\_\_\_

### **For official use**

Verified by: ..... Date .....

Approved by: ..... Date .....

# CONDITIONS OF USE

## DEFINITIONS OF TERMS

The "Sacco" refers to LIMLAK Sacco Ltd.

The "provider" refers to CoreTec

"Branch" means a branch of the LIMLAK Sacco

"Business day" means a day in which SACCO is normally open for ordinary business in Kenya excluding Saturdays, Sundays and gazetted Public Holidays

"Customer instructions" means any request or instructions from the customer to the Sacco.

"M-APP" means a software that is installed and run on a computer, tablet, smartphone or other electronic devices. It is built for the specific function of providing convenient online access to banking and other related services

"Pin" means any confidential password, code or number, issued to the customer to enable access to M-Banking Solution.

"Transaction fees" These are the M-APP transaction charges.

## GENERAL CONDITIONS

1. To be registered, members should duly complete and sign a Mobile -APP application form
2. Members should be accompanied by the copies of National ID, PIN and Credit Reference Bureau Report and two passport size photos
3. The Sacco reserves the right to withdraw the use of M-APP service or to refuse request for authorization of any mobile transaction at any time and without prior notice.
4. The M-APP number once issued to a customer is not transferable.
5. The service is the property of the Sacco and the customer undertakes to inform the SACCO of any changes affecting the mobile phone number.

## USE OF PERSONAL IDENTIFICATION NUMBER (PIN)

1. The customer will be issued with a PIN.
2. The customer shall exercise due care and attention to ensure secrecy of the PIN at all times and to prevent the loss of and or use of the card or PIN by any third Party.
3. The Sacco is authorized to debit the customer's account with all amounts withdrawn by means of the mobile phone using the PIN
4. The customer should change the PIN immediately on suspicion the PIN is compromised.

## SIGNATURE

The customer should sign on the M-APP application form. With a signature that should be similar to that on the National ID otherwise the application maybe rejected.

## MOBILE LOAN PRODUCT DESIGN/FEATURES

### Criteria

A loan is taken equal to 30% of a member's normal savings,

Min Loan Amount: 500

Max Loan Amount: 300,000(progressively from 100,000)

Borrower MUST be performing in the main loan

Disbursement to Mpesa through the App or USSD

Mpesa charges apply as may be the case

### Loan Duration

1 day at 1% interest charged on Loan Amount Taken

1 week at 5% interest charge on Loan Amount Taken

1 month at 7% interest charge on Loan Amount Taken

3 months at a 15% interest charge on Loan Amount Taken

## 24 HR SERVICE HOTLINE

The M-APP 24-hour hotline number is 0716029560

Customers should keep the 24- hour hotline number on their mobile contacts or frequently used telephone book.

## FORGOTTEN PIN

If a PIN is forgotten, the customer shall inform LIMLAK Sacco customer care for assistance.

## CANCELLATION, STOPPAGE OF M-APP SERVICES

1 The customer may at any time cancel his/her application on M-APP by writing to the SACCO of his intention to discontinue the service.

In case of a problem the Sacco may at any time cancel and/or stop operations without notice or assigning any reason and without incurring any liability to the customer until a solution is found.

2. On closing of the account on which the M- APP is operated, it shall be the duty of the customer to inform the SACCO

**CHARGES**

The Sacco shall levy charges for the use of the service which may change from time to time. The customer shall be informed of such changes by notice in the M-APP menu.

**LIABILITY OF A M-BANK CUSTOMER**

Subject to above condition, M-APP operators will be fully liable in respect of each transaction

**ACTS THAT DO NOT BIND EITHER PARTY**

Neither party shall be liable for failure or delay in the performance of its obligations under this agreement to the extent that such failure or delay is caused by matters beyond that party's reasonable control including but not limited to destruction arising out of war, rebellion, civil commotion, strikes, lockouts and industrial disputes, fire, explosion, earthquake and or other seismic activity, acts of God, flood, drought or bad weather, the unavailability or other media or other acts or orders of any government department, council or other constituted body. Notice of these circumstances shall be given to the other party as soon as practicable. For so long as performance of those obligations is suspended the other party may similarly suspend performance of its obligations.

**LAW**

These terms and conditions shall be governed and construed under the laws of the Republic of Kenya.

**CUSTOMER AGREEMENTS**

The services must not be used for any unlawful purpose including the purchase of goods or services prohibited by local, national or international regulations

**AMENDMENT**

These terms and conditions may be amended at any time by notice from the Sacco to the M-APP operator. The customer will be informed of such amendment by notice at Sacco's offices. Any such amendments shall be deemed to be effective and binding on the customer upon publication.

**LOST/STOLEN SIM CARD**

1. If the mobile phone is lost, stolen, or misplaced the customer must notify the Sacco immediately. Verbal notification must be confirmed in writing immediately, and the mobile phone holder shall sign a lost/stolen letter of indemnity.

2. A Lost or stolen phone notice shall indicate the particulars of the customer including name, address, account number, Safaricom number, and date of reporting. Once the notice is received, the particulars of the Lost/stolen mobile phone will then be input on the Hot Cards list.

3. In case of dispute over effective date and time of reporting loss or theft, in relation to 1 above, the time and date of receipt of the written confirmation shall be regarded as the date of notification to the Sacco

4. The customer shall be liable in respect of any transaction instructions affecting the Sacco account that is given with a valid PIN.

5. The customer shall give to the Sacco or any person acting on Sacco's behalf all necessary assistance in any investigations, avail all information as to the circumstances of the loss or theft of the Safaricom card, and take all reasonable steps to assist recovery of the same

6. A lost Safaricom card that is recovered by the customer should be returned to the nearest branch of the Sacco. The Sacco has discretion on approving continued use of such a card.

**ACCEPTANCE AND DECLARATION**

I have read and fully understood the terms and conditions governing the use of the mobile APP/USSD services offered by Limlak Sacco Society Limited and I hereby accept them and will abide by them.

Name: ..... I.D. Number: .....

Date: ..... Signature: .....