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MOBILE BANKING (PESAPEPE) APPLICATION FORM

PLEASE COMPLETE DETAILS IN CAPITAL LETTERS-Please attach a copy of your ID

Branch: _____ Date: _____

Customer Name: _____

Mobile Phone No: _____

Account Number: _____

Service(s) Requested (Tick one)

- | | | | |
|-------------------|-----|-----------------------------|-----|
| (i) New Applicant | [] | (ii) Change of Phone Number | [] |
| (iii) PIN Reset | [] | (iv) PIN Unblocking | [] |
| (v) System Error | [] | | |

Change of Phone Number

Current Phone Number

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New Phone Number

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Reason for Service Requested _____

M-banking Services Available

- | | |
|------------------------------------|--|
| • Balance Inquiry | • Buy Airtime |
| • Withdraw cash from A/C to M-Pesa | • View loans Guaranteed and your loan guarantors |
| • Payments and Deposit | • Stop M-banking services |
| • Mini-Statement | |

Declaration by the applicant:

I hereby apply for Mobile Phone Banking Facility (Pesapepe) from Patnas Sacco Society Limited. I warrant you that the information given above is true and complete and I authorize you to make any enquiries necessary in connection with this application. I accept and agree to be bound by the Conditions of use (**Overleaf**). I agree that I am liable for all charges incurred through the use of this facility. I hereby indemnify the Sacco against all losses that they may incur as a result of my use of the facility. I understand that the Sacco reserves the right to decline the application without giving reasons.

Applicants Signature (s): _____ Date _____

For official use

Checked by: _____ Verified by: _____

Approved by: _____ Authorized by: _____

Date: _____ Sacco Stamp _____

CONDITIONS OF USE

PESAPEPE MOBILE PHONE BANKING TERMS & CONDITIONS

- These Terms and Conditions govern your use of Pesapepe M-banking Service. These Terms and Conditions should be read in conjunction with the Society's existing Terms and Conditions for Sacco and Fosa Accounts as issued by the Society from time to time. To the extent of any inconsistency between these Terms and Conditions and the Terms and Conditions for Sacco Fosa Accounts, the Sacco Terms and Conditions shall prevail.

ELIGIBILITY AND REGISTRATION

- To register for the **Pesapepe** M-banking service you must be an account holder with Patnas Sacco Society Ltd.
- To carry out an M-Pesa transaction on the **Pesapepe** M-banking Service menu you must be a registered M-Pesa user with Safaricom Ltd.
- The Sacco may change these Terms and Conditions from time to time and shall provide you with reasonable notice of such change.
- You accept these Terms and Conditions when you first register for the **Pesapepe** M-banking service.
- **Pesapepe** M-banking Service alerts will be available 24 hours a day, 7 days a week. The Sacco cannot guarantee the timely delivery of messages.
- **Pesapepe** M-banking Service will only be available to the mobile phone number nominated/registered by you.
- **Pesapepe** M-banking Service messages will notify you as to the status of your account at a given point in time. The message may not take account as to amounts deposited (or withdrawn) but not credited (or debited) to your accounts.
- If you change your mobile phone number you must deregister from **Pesapepe** M-banking Service and then re-

register using your new mobile phone number.

- If your mobile phone is lost or stolen, we recommend that you deregister from the **Pesapepe** M-banking Service **IMMEDIATELY**.
- Members can register or deregister for the **Pesapepe** M-Banking Service by contacting the Sacco Office. Members will be charged for all fees up to the date of deregistering from the **Pesapepe** M-Banking Service.
- **Pesapepe** M-banking Service may from time to time be unavailable due to systems maintenance or circumstances beyond our control such as mobile carrier outages.
- The Society will not be liable:
 - For any loss (including consequential loss) in connection with **Pesapepe** M-banking Service not being available.
 - For any loss caused by any function of Sacco malfunctioning if you were aware, or in the opinion of the Society should have been aware, that that function of **Pesapepe** M-Banking Service was unavailable for use or was malfunctioning.
 - For any errors or damage caused to your mobile phone as a result of using **Pesapepe** M-banking Service.
 - To any person for any loss (including consequential loss) that person suffers as a result of relying on information obtained via **Pesapepe** M-banking Service.
 - A fee will be charged for **Pesapepe** M-banking Service.

USE OF PERSONAL IDENTIFICATION NUMBER (PIN)

1. The **Pesapepe** M-Banking Service registered user will be issued with a PIN.
2. The **Pesapepe** M-Banking Service registered user shall

exercise due care and attention to ensure safety and secrecy of the PIN at all times and to prevent the loss of and/or use of PIN by any third party.

3. The Sacco is authorized to debit the **Pesapepe** M-Banking Service registered User's account with all amounts transacted by means of the **Pesapepe** M-Banking Service using the PIN.
4. The **Pesapepe** M-Banking Service registered User must:
 - Not put the Mobile Device and PIN together.
 - Change the PIN immediately on suspicion the PIN is compromised.
 - Not keep any record of it, in written or electronic form nor write it down.
 - Not disclose it to, or allow it to become known to, any person, including family members or those in apparent authority, including Sacco staff.
 - Not negligently or recklessly disclose it by, for example, failing to take reasonable care when keying it in to prevent others from identifying it.
 - Not leave your Mobile Device unattended and left logged into Pesapepe M-Banking service.
 - Lock your Mobile Device or take other steps necessary to stop unauthorized use of Mobile Phone Banking.
 - Notify Sacco immediately if your Mobile Device is lost or stolen, or if you change your Mobile Device or Mobile Device phone number.
 - Not select a PIN that is easily identifiable or guessed or based on easily accessible personal data (such as sequential numbers, birth months, telephone numbers etc).