

E-CHANNELS REQUEST/UPDATE

ACCOUNT DETAILS

D	D	M	M	Y	Y	Y	Y	ACCOUNT NO:												

BVN/TIN:

NIN:

TITLE: **SURNAME:**

FIRST NAME:

OTHER NAMES:

TELEPHONE:

EMAIL:

RESIDENTIAL ADDRESS:

For Company:

COMPANY NAME:

COMPANY ADDRESS:

REQUEST TYPE (Please tick as appropriate)

1. UNIONMOBILE ☐

☐ New Request
 ☐ PIN Reset
 ☐ Mobile Number Change
 ☐ Block
 ☐ Unblock

New Phone Number Old Phone Number

☐ Activation of Additional Accounts: Account Number(s)

☐ Deactivate Profile

2. UNIONONLINE ☐

☐ New Request
 ☐ Username
 ☐ Password Reset
 ☐ Deactivate Profile

☐ New Token
 ☐ Token Replacement
 ☐ Add/Remove Account

	Account Number	Remove	View	Transfer	Daily Transfers Limit
1.	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
2.	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
3.	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
4.	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
5.	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>

3. INCREASE LIMIT

₦1,000,000	Yes <input type="checkbox"/>	No <input type="checkbox"/>	₦2,000,000	Yes <input type="checkbox"/>	No <input type="checkbox"/>
₦5,000,000	Yes <input type="checkbox"/>	No <input type="checkbox"/>	₦10,000,000	Yes <input type="checkbox"/>	No <input type="checkbox"/>
₦15,000,000	Yes <input type="checkbox"/>	No <input type="checkbox"/>	₦20,000,000	Yes <input type="checkbox"/>	No <input type="checkbox"/>
₦25,000,000	Yes <input type="checkbox"/>	No <input type="checkbox"/>			

4. DEBIT CARD REQUEST☐

Enable my card on web services Yes

☐

No

☐

Pick Up Branch _____

5. DEBIT CARD LINKAGE☐

Account to Link _____ Card Type _____

6. DEBIT CARD BLOCKING/HOT-LISTING☐

MasterCard

☐

Visa

☐

Verve

☐

Afrigo

☐**DATA PROTECTION NOTICE**

Union Bank of Nigeria Plc ("the Bank") will process the above data, along with any other data you subsequently give us, in terms of the Nigeria Data Protection Act (NDPA) 2023. The data will be used to give you statements and provide the Bank's products and services to you; for internal assessment and analysis; for the detection and prevention of fraud and other criminal activities which the Bank is under legal obligation to report; to develop and improve the Bank's services; for direct marketing, such as to inform you, by mail, telephone, e-mail or other electronic means, about other product and services provided by the Bank, the Bank's affiliate or merchant partners in order to improve your overall customer experience and for research purposes.

For more information, please read our Privacy Notice on our website. Please note that your personal data may be disclosed to, exchanged with, or processed by employees of the Bank. You have the right to be informed by the Bank, at your request, about the personal data held by the Bank about you that is processed and to request to correct such information where necessary. Should the data you provided to the Bank change, the Bank must be informed without undue delay. You also have the right to withdraw your consent on the processing of your personal information.

By appending my/our signature on this form, I/We hereby consent to the processing of my/our Personal Data, whether within or outside Nigeria. This includes the transfer of my/our Personal Data to any third party for purposes related to the reasons for which the data is being processed, as stated above. I/We also understand that I/We have the right to withdraw this consent at any time.

For any requests or enquiries relating to your Personal Data, kindly contact our Data Protection Officer at dpo@unionbankng.com.

DECLARATION

I have read the terms and conditions governing my request as stated on the Union Bank of Nigeria website <https://www.unionbankng.com/terms-and-conditions/>, and I agree to be bound by them.

Customer Signature_____
Date**TERMS & CONDITIONS**

I/We ("Account Holder") hereby confirm and agree that the following terms and conditions shall govern my/our electronic banking transactions with Union Bank of Nigeria Plc ("the Bank"). The Account Holder also acknowledge that these terms and conditions (the "Terms") shall be in addition to any other terms as stipulated by Bank from time to time.

Definition

For the purposes of these Terms and Conditions, and unless the context otherwise requires, the following terms and expressions shall have the meanings assigned to them below.

"Access Code" means either the PIN, Password, Internet Token code, Secure Message (Email and SMS) codes, Username, Card Verification Value (CVV) or Card Verification Code (CVC) through which the Account Holder will access the Service.

"Account" means a current or savings account or other account(s) maintained with the Bank at any of the Bank's branches in Nigeria.

"ATM" means Automated Teller Machine that dispenses cash to or receives cash/cheque from account holders with the use of a debit card or credit card.

"ATM Card" means the credit or debit card used by an Account Holder for processing transactions through the ATM and via the internet.

"Mailing Address" means the Account Holder's mailing address in the Bank's record as updated from time to time.

"PIN" means your personal identification number.

"POS" means Point of Sale.

"Secure Message Facility" means the facility within the e-Banking Service that enables the Account Holder to send electronic messages (e-mail and SMS) to the Bank, including without limitation free-format messages, fixed format messages or instructions to make payments, requests to for cheque books, banker's drafts or the purchase and sale of securities and interest in mutual fund.

"Service" means the Electronic Banking Services of Union Bank of Nigeria Plc (the Bank) including ATM and POS services, Internet Banking, Telephone Banking, Mobile Banking, Secure Message Facility, USSD Banking and Bills Payment Services.

1. Authorized Use of Access Codes

The Service allows the Account Holder to give the Bank instructions by use of the Access Codes through telephone, mobile app, secure message (Email and SMS) and USSD services for the following purposes of:

- Obtaining information regarding Account Holder balances at the last date of business with the Bank.
- Obtaining information regarding any instrument in clearing, or any credit standing in the Account Holder's account as the last

- c. Authorizing the Bank to debit the Account Holder's account to pay specified utility bill such as Telephone bills, Electricity bills, Water Rates and/or any other bills as specified by the Account Holder subject to validity of such bill payment under the Service.
- d. Authorising the Bank to effect a transfer of funds from the Account Holders' account to any other account with the Bank or any other bank.
- e. Authorizing the Bank to effect any stop payment order.
- f. Authorizing the Bank to debit Account Holders' account and load requested amount into a prepaid debit card.
- g. Authorizing the Bank to lien cumulative transaction amount per request until the settlement process is completed.

The Bank on its part shall endeavour to carry out the Account Holder's instruction promptly, except in unforeseen situations such as Act of God, force majeure, system failure and any other causes outside of the Bank's control

2. Access Code Usage and Security Obligations

The Account Holder understands that his/her Access code is used to give instructions to the Bank and accordingly undertakes:

- a. That under no circumstance shall the Access code be disclosed to a third party.
- b. Not to record the Access Code in any form, whether written or digital, to prevent the risk of unauthorized access or compromise.
- c. To authorize the Bank to comply with any instructions given to the Bank through the use of the Service.
- d. To notify the Bank of his/her intention to change his/her Access Code arising from loss of memory of same, or the Access Code has become known to a third party and the Bank shall with the consent of the Account Holder delete same and thereafter, allow the Account Holder to enter a new Access Code PROVIDED that the Bank shall not be responsible for any loss that occurs between the period of such loss of memory of the Access Code or its being authorized to a third party and the time a report is duly lodged with the Bank.
- e. To bear full responsibility for any instruction given by any means of his/her Access codes. Accordingly, the Bank shall not be liable for any fraudulent, or erroneous instructions received by means of the Account Holder's Access codes.
- f. To immediately change his/her Access code after it becomes known to any third party and obliged to notify the Bank whenever his/her Access Code and or password becomes compromised.
- g. The Account Holder may be charged an applicable monthly fee and/or usage fee upon signing-on for the Services whether or not the Account Holder utilizes the Services during the period in question.

The Bank shall not be liable for any loss or damage, whether direct or indirect, special, incidental or consequential including but not limited to damages for loss of profits, goodwill, use or other intangible losses arising out of or in connection with the Services or use or inability to use the Service, or in connection with any failure of performance, error, omission, interruption, defect, delay in operation, transmission, computer virus or line or system failure, whether or not the Bank or its representatives thereof were advised of the possibility of such damages.

3. Account Holder's Responsibilities and Undertakings

The Account Holder undertakes:

3.1. Provision and Accuracy of Information

- a. To, always, provide true, accurate, and up-to-date information about himself/herself as requested by the Bank, and agrees not to misrepresent his identity or information, which may include username, password or other access codes for such accounts.
- b. Not to use the Services for illegal purpose or for transmission of material that is unlawful, libelous and obscene and further agrees that the right use of this Services is personal and not assignable or transferable.

3.2. Use and Security of ATM Card and Access Codes

In consideration of the Bank providing the Services, the Account Holder further agrees:

- a. That where an ATM Card is issued to the Account Holder, the card shall be kept secured always and the PIN, CVV and CVC will not be disclosed to any third party for any reason whatsoever.
- b. That all transactions at any ATM, POS terminal or via the internet made with the Account Holder's ATM card and access codes shall be treated as having been authorized by the Account Holder.
- c. That if any account that may be accessed by the Account Holder's card is a joint account with more than one signatory, all transactions at any ATM, POS terminal or via the internet that are made with the ATM card and Access Codes shall be treated as having been authorized by all the joint holders of the account.
- d. That cash withdrawals made with the ATM Card and Access Code shall not exceed the maximum limit as may be specified by the Bank from time to time.
- e. That cash withdrawals at the ATM shall be deemed to have been concluded at the point when the ATM dispenses cash to the Account Holder via the cash tray. The Bank accepts no liability whatsoever for any subsequent event occurring after cash has been dispensed.
- f. That the ATM Card issued to the Account Holder remains the property of the Bank and the Bank at its sole discretion may cancel the ATM Card or request its return at any time.
- g. That the ATM Card will be promptly returned to the Bank on demand and that the ATM may impound the ATM Card at any time if the circumstances so warrant.
- h. That the card shall expire on the date indicated thereon and may at the discretion of the Bank, be renewed.
- i. That the Bank shall not be liable for any machine malfunction, strike or dispute or any other circumstances affecting the use of the card where such matters are not within the direct control of the Bank.
- j. To be liable for all losses arising from use of the card by any person having possession of it with the Account Holder's consent or due to the Account Holder's negligence.
- k. The Bank reserves the right to charge fees and commission and debit the account of the Account Holder for such fees and commissions, as it may deem appropriate for the use of the Services.
- l. That if The ATM Card is lost or stolen, the Account Holder shall promptly make a written report to The Bank or its nearest branch and take necessary steps as the Bank may request assisting in the recovery of the card. The Account Holder further agrees to be liable for any loss arising from the use of his/her cards or PIN, CVV or CVC by any unauthorized person up to two working days after the Bank receives written notification of the loss of the card.
- m. If the ATM Card is lost, missing or stolen, or the Access Code is forgotten, the Account Holder shall promptly report such loss in writing or through the Account Holder management system to the Bank and shall obtain a new card from the Bank at a prescribed fee.
- n. That his/her rights under the Service are personal and therefore not assignable or transferable.

- o. That the Bank may vary the terms of the Service at any time without notice to the Account Holder.
- p. To activate the ATM Card before leaving the Bank's branch.
- q. The Account Holder agrees to indemnify the Bank against any claims, losses, or damages arising from the misuse of the services.

4. Bank's Rights and Discretion

The Bank reserves the right to modify, suspend or discontinue the Services entirely at any time without notice. In order to maintain the security and integrity of the Services, the Bank may also suspend Account Holder's access to the Services at any time without notice. The Account Holder agrees that the Bank shall not be liable to him/her or any third party for any modification or discontinuation of service.

5. Data Protection and Privacy

The Bank shall process all personal data collected in connection with the Services in accordance with applicable data protection laws and regulations. The Account Holder's data shall be used solely for the purpose of providing and managing electronic banking services, ensuring transaction security, and complying with legal obligations. The Bank shall implement appropriate technical and organizational measures to safeguard such data against unauthorized access, loss, or misuse. By using the electronic banking services, the Account Holder consents to the processing of their personal data as described herein. Please read our Privacy Notice on our website.