



DEBIT  PREPAID

## MASTERCARD APPLICATION FORM

BRANCH NAME: \_\_\_\_\_ DATE: \_\_\_\_\_  
MM/DD/YYYY

NAME: \_\_\_\_\_  
FIRST MIDDLE LAST

NATIONALITY: \_\_\_\_\_ OCCUPATION: \_\_\_\_\_

NAME OF BUSINESS/EMPLOYER: \_\_\_\_\_

MARITAL STATUS: \_\_\_\_\_ DATE OF BIRTH: \_\_\_\_\_ MOTHER'S MAIDEN NAME: \_\_\_\_\_

ACCOUNT NUMBER																				
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ADDRESS: \_\_\_\_\_

TELEPHONE NO.: \_\_\_\_\_ EMAIL: \_\_\_\_\_

TYPE OF ID: PASSPORT:  NATIONAL ID  DRIVER'S LICENSE:  ID No.: \_\_\_\_\_ EXPIRY DATE: \_\_\_\_\_  
MM/DD/YY

APPLICANT LOCATION: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

## FOR BANK USE ONLY

User's Name: \_\_\_\_\_

Issuer's Name: \_\_\_\_\_

Issuer's Signature: \_\_\_\_\_

Verifier/Issuer's Name: \_\_\_\_\_

Verifier/Issuer's Signature: \_\_\_\_\_

Address, Signature of customer and Mode of the Account (s) verified in the system. The conduct of the account during the last few months is satisfactory/it is a New Account. We hereby issue the Debit Card.

# Terms and conditions

It is important that you read and understand the terms that apply to our service. The terms for our Debit Card are set out in Our Customer Terms (as varied from time to time). Below is a summary of some aspects of Our Customer Terms. It is for information only.

## 1. Registering and using our Debit Card service

- 1.1 We provide the Debit Card to you mainly for your personal use.
- 1.2 You must notify us of any changes to your name, email or address within 14 days of such change by calling Customer Service on +231886643416 /1988 or +231886643150 / 6574 or stop by at our Randall and Ashmun Streets offices. Notification for change of Name should at all times be followed by relevant documents inclusive of marriage certificate and/or court decrees as may be applicable.
- 1.3 Each Debit Card is renewable, non-refundable and must be activated before the use by date printed on it.
- 1.4 If your account balance is or becomes insufficient to cover or use a particular feature or Debit Card service, we will not provide the service to you and will terminate any session, feature or service in progress, except access to My Account.
- 1.5 When you used the service, we will debit your account balance in accordance with the changes set out in our pricing brochure and Our Customer Terms (from time to time).
- 1.6 Any value in your account balance is not refundable but transferable to your new Debit Card account.

## 2. Changing our customer terms

- 2.1 We can change most of the terms (including price) on which we supply services to you. Generally, subject to some exceptions, if a change is not required by law or necessary for security or technical reasons and has more than a minor detrimental impact on you, we will tell you at least 30 days beforehand. If a change will have a detrimental impact on LBDI which will affect you directly/indirectly, we may also publish a notice in a relevant newspaper summarizing the change at least three (3) working days beforehand. We will tell you about changes by sending you an email to an email address provided by you or otherwise in writing, directing you to further information about the charges. You must maintain an active email address and advise us of any changes to your email address so we can tell you about any changes to the terms of your service.

## 3. Cancellation and suspension

- 3.1 You can cancel your service at any time by telling us beforehand via email or at any of our branches.
- 3.2 We may ask you to put your request in writing. If you cancel a service before we have provided it to you, we may charge you any costs we incur.
- 3.3 We may suspend or cancel a service in a number of circumstances, for example where you are in breach of Our Customer Terms (including using your service in a way which we reasonable believe is fraudulent, poses an unacceptable risk to our security or network or is illegal). You will be informed of noticeable offend (if any) depending on the circumstances via email or at any of our branches.

## 4. Liability

- 4.1 We accept liability to you for breach of contract or negligence under the principles applied by the courts. Some exceptions are set out below.
- 4.2 As your service is provided to you for the primary purpose of personal use, we do not accept liability for losses that result from the use of your service in connection with the conduct of a business. However, we will accept that liability if it cannot be excluded under any legislation. If that liability cannot be excluded but can be limited under any legislation, we limit our liability to replacing the relevant service (or payment of the cost of replacement) where it is fair and reasonable to do so.
- 4.3 We are not liable for any loss to the extent that it is caused by you, results from negligence and/or your failure to take reasonable steps to avoid or minimize your loss, unforeseen situation, force majeure (such as failure in equipment that is not owned and/or operated by us, an industrial strike acts of war, or a natural disaster).
- 4.4 Consumer and small business customers are liable to us for breach of contract or negligence under the principles applied by the courts but are not liable to us to the extent that it is caused by us.
- 4.5 The bank is not liable when you compromise your Pin or lost your card

## 5. General

- 5.1 Please read LBDI's Privacy Statement "Protecting Your Privacy" available at [www.lbdi.net/privacy/privacy\\_statement.html](http://www.lbdi.net/privacy/privacy_statement.html) which sets out how your personal information is collected, used and disclosed (including for marketing purposes) and your rights in relation to accessing and correcting any of the said information. You agree to the collection, use and disclosure of your personal information in accordance with the LBDI Statement.

## 6. Complaints

- 6.1 We aim to resolve all problems and complaints quickly and effectively. If you have any concerns, please visit your nearest branch or call us on +231886643416 / 1988 or +231886643150 / 6574. In some instances, you may be required to document your complaint and your fullest cooperation is highly anticipated.

For further information, please go to [www.lbdi.net/customerterms](http://www.lbdi.net/customerterms)

Signature \_\_\_\_\_ Date: \_\_\_\_\_

**Call center: +231886643416 or 1988  
+231886643150 or 6574**

[www.lbdi.net](http://www.lbdi.net)