



The People's Bank of Zanzibar Limited

Online and Mobile Banking Application Form

(Individual)

Branch

Internet Banking

Mobile Banking

Personal Details

Title : Mr Mrs Miss Dr Prof

First names:
Surname:

Account(s)

1.																			
2.																			
3.																			
4.																			

FOR OFFICE USE ONLY

Signatures, account number(s), mobile number and names of the applicant(s) verified and found as per Bank's records. Recommended and Permitted for providing PBZ Internet or Mobile Banking services.

Confirm customer mobile

Senior Officer Particulars

First names:
Surname:
Signature Date: (ddmmyy)

Branch Manager Particulars

First names:
Surname:
Signature Date: (ddmmyy)

FOR DATA CENTRE USE ONLY

Officer Particulars (Create)

First names:
Surname:
Signature Date: (ddmmyy)

Contact details

Address:
Telephone:
Mobile:
Email:

Type of ID	ID number
<input type="text"/>	<input type="text"/>

Required supported documents

1. Complete Individual Internet Banking Application form
2. Photocopy of National ID / Zanzibar ID / Passport / Employee ID

Customer Declaration

I declare that I have read and understood the document containing the 'Terms and Conditions' and 'Disclaimer' governing PBZ Bank's Internet and Mobile Banking services as provided in the Bank's website (www.pbztd.com) and I accept. Further, I also agree that the transactions and requests executed in the above mentioned accounts through Internet or Mobile under my User ID and Password will be legally binding on me and I am responsible for maintenance of secrecy and confidentiality of the information given by the Bank through Internet or Mobile.

Signature Date: (ddmmyy)

USER ID :

Senior Officer Particulars (Activate)

First names:
Surname:
Signature Date: (ddmmyy)

Terms and Conditions of the Services

General Information:

1. You should register for 'Online Services' at any PBZ branch.
2. We invite you to visit your account on the site frequently for transacting business or viewing account balances. If you believe that any information relating to your account has a discrepancy, please bring it to the notice of the branch by e-mail or letter.
3. Only accounts listed in the registration form will be available on the 'Online PBZ Bank'. However the applicant has the option to selectively view the accounts on the 'Online PBZ Bank'.

Security:

1. The customer will be assigned User-id & Password automatically through email or mobile phone.
2. The Password given must be replaced by customer's choice at the time of first log-on (internet banking) and on receiving of messages (Mobile banking). This is mandatory.
4. You are welcome to access 'Online PBZ' from anywhere anytime. However, as a matter of precaution, customers may avoid using PCs with public access.
5. There is no way to retrieve a password from the system. Therefore if a customer forgets his/her password, he/she must approach the branch for re-registration.

Bank's terms/Disclaimer:

1. All requests received from customers are logged for backend fulfillment and are effective from the time they are recorded at the branch.
2. Rules and regulations applicable to normal banking transactions in Tanzania will be applicable mutatis mutandis for the transactions executed through this site.
3. The Online PBZ service cannot be claimed as a right. The bank may also convert this into a discretionary service anytime.
4. Dispute between the customer and the Bank in this service is subject to the arbitration in accordance with arbitration decree cap 25.
5. The Bank reserves the right to modify the services offered or the Terms of Service (Terms & Conditions) of 'Online PBZ'. The changes will be notified to the customers through a notification on the Site.
6. In no event will PBZ be liable for any damages, including without limitation direct or indirect, special, incidental or consequential damages, losses, costs or expenses arising in connection with this site or use thereof or inability to use by any party, or in connection with any failure of performance
7. PBZ bank Limited shall not be subjected to any obligations of confidentiality regarding submitted information except as agreed by PBZ bank Limited in a separate contract between the customer and PBZ bank Limited or otherwise required by law.
8. The laws applicable under this agreement are Zanzibar Laws.

Customer's obligations:

1. The customer has an obligation to maintain secrecy in regard to Username & Password registered with the Bank. The bank presupposes that login using valid Username and Password is a valid session initiated by none other than the customer.
2. Transaction executed through a valid session will be construed by PBZ to have emanated from the registered customer and will be binding on him/her.
3. The customer will not attempt or permit others to attempt accessing the 'Online PBZ' through any predicate offences or unlawful means.

Do's & Don'ts:

1. The customer should keep his/her User ID and password strictly confidential and should not divulge the same to any other person. Any loss sustained by the customer due to non-compliance of this condition will be at his/her own risk and responsibility and the Bank will not be liable for the same in any manner.
2. The customer is free to choose a password of his/her own for Online PBZ services. As a precaution a password that is generic in nature, guessable or inferable personal data such as name, address, telephone number, driving license, date of birth etc. is best avoided. Similarly it is a good practice to commit the password to memory rather than writing it down somewhere.
3. It may not be safe to leave the computer unattended during a valid session. This might give access to your account information to others.