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**MSACCO REGISTRATION FORM**  
**(Mobile Banking Solution)**

Customer National ID No: \_\_\_\_\_ \* (Please attach a copy of your national ID Card)\*

Customer Names: \_\_\_\_\_ \*

MSACCO Mobile Phone No; \_\_\_\_\_ \* (Safaricom Number ONLY)

Statement Email Address: \_\_\_\_\_

I want to use M-SACCO on the following Account No:

1. \_\_\_\_\_ \*(e.g 502-0xxxxx-00

2. \_\_\_\_\_

3. \_\_\_\_\_

**Declaration by the Subscriber**

I certify that the information I have given above is true.

Customer Signature: \_\_\_\_\_ \*

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

**Use of M-SACCO is subject to M-SACCO terms and conditions. Please refer overleaf for details.**

**Details marked with (\*) and copy of ID are compulsory, failure to complete these details will lead to nullification of your application**

**FOR OFFICIAL USE ONLY**

Form Serial No: .....2012

Date Entered: \_\_\_\_\_

Verified By: \_\_\_\_\_ Date Verified: \_\_\_\_\_ Sign: \_\_\_\_\_

Approved By: \_\_\_\_\_ Date Approved: \_\_\_\_\_ Sign: \_\_\_\_\_

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## CONDITIONS OF USE

### **DEFINITION OF TERMS**

- The “Sacco” refers to the Kenya Police Co-operative Society
- “**M-Sacco**” refers to the Mobile banking solution service
- “**Branch**” means a branch of the Kenya Police Sacco
- “**Business day**” means a day on which banks are normally open for ordinary business in Kenya excluding Saturday, Sunday and gazetted public holidays.
- “**Customer instructions**” means any request or instructions from the M-Sacco Customer to the Sacco.
- “**Pin**” means any confidential password, code or number, normally 4 digits which may be used to access the M-Sacco service.
- “**Transaction fees**” These are the M-Sacco transaction charges.
- “**24 hr service hotline**’ refers to the telephone number that will be provided for M-Sacco customers in case of any queries related to M-Sacco Service

### **General Conditions**

#### **Joint Account**

Account held jointly by two or more persons whose mandate is “Any to sign” Accounts which require more than one signatory will not be issued with M-Sacco Service

#### **Use of Personal Identification Number (PIN)**

- a) M-Sacco subscriber shall receive an SMS informing them of their registration and PIN.
- b) The subscriber shall be required to change the PIN before using the M-Sacco Services
- c) The subscriber shall exercise due care to ensure the secrecy of the PIN at all times and prevent use of PIN by any third party.

#### **Lost/Stollen Sim Card Registered For M-Sacco Service**

- a) If the subscriber loses his/her sim card line registered with M-Sacco, the subscriber must notify the Sacco immediately to block M-Sacco Service until the sim card is replaced.
- b) The subscriber shall be liable in respect of any transactions instructions affecting his/her Sacco account that is given with a valid PIN.
- c) If report of loss or theft of sim card registered for M-Sacco service is communicated by someone other than the subscriber Sacco shall not be held liable of any damages thereto.

#### **24HR Service Hotline**

The service 24 hr hotline number is found on the SMS received when one is registered for M-Sacco Service. Subscribers’ should keep the 24hr Customer Care number in their mobile or frequently used telephone book.

#### **Forgotten PIN**

If a PIN is forgotten the subscriber is required to contact the Sacco to request for a new PIN.

#### **Cancellation, stoppage of M-Sacco Service**

- a) The subscriber may at any time cancel or unsubscribe for M-Sacco service.
- b) Payments made by means of M-Sacco service are irrevocable.
- c) In case of a problem the Sacco may at any time cancel and/or stop a card without notice or assigning any reason and without incurring any liability to the

subscriber until a solution is found.

#### **Charges**

The Sacco shall levy charges for the use of this service. The subscriber shall be informed of such charges by notice.

#### **Liability Of The Subscriber**

Subject to above terms and conditions of use, subscribers shall be fully liable in respect of each transaction instruction.

#### **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 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.

#### **Amendment**

These terms and conditions may be amended at any time by notice from the Sacco to the subscriber. The subscriber will be informed of such amendment by notice at Sacco’s branches. Any such amendments shall be deemed to be effective and binding upon the subscriber upon publication of the notice.

#### **Law**

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

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