

Debit Order, Salary & Beneficiary Switching

For First National Bank of Namibia Limited (the Bank) to successfully switch your Debit Orders and/or Salary and/or Beneficiaries, we will need you to supply us with some detailed information.

On the below form, please fill in your details in the given fields and indicate your request by making an X in the appropriate boxes. You can cross out any non-applicable sections.

Once completed, please send and/or e-mail the electronic document AND the signed and scanned document to: debitorders@fnbnamibia.com.na. Should you have any queries or questions, please call us on: +264 61 299 8146.

Personal Information

Identity Number		Title	
First Name		Surname	

* We will communicate to you via SMS and/or email via your contact details that we have on your banking profile.

Switch Instructions

To switch My Salary, My Debit Order and/or My Beneficiaries we need your banking details.

Switch FROM the following account...		... TO the following account	
Bank		Bank	FNB
Account Number		Account Number	
Account Type		Account Type	
Branch Name		Branch Name	
Branch Code		Branch Code	
Specify Other Bank			

1. Switch My Salary

I hereby appoint the bank to switch **My Salary** on my behalf

Employer		Employee Number		My Salary Date	
Contact Person		Mobile Number			
Work Number		Email Address			

2. Switch My Debit Orders

I hereby appoint the bank to switch **My Debit Orders** on my behalf

To enable the Bank to switch your debit orders we need you to complete Annexure 1 for all Debit Orders. Please note that all fields are mandatory, without the completed information we are unable to process your application. Incomplete Annexures will result in the application being rejected. Bank statements cannot substitute the annexures and are not accepted.

3. Switch My Beneficiaries

I hereby appoint the bank to switch **My Beneficiaries** on my behalf

To enable the Bank to switch your Beneficiaries on payments we need you to complete Annexure 2 OR give us your individual beneficiary printouts by obtaining it from your online banking profile or from your previous bank.

Debit Order, Salary & Beneficiary Switching

Terms & Conditions

These Terms & Conditions form a legally binding agreement between yourself and the Bank.

The Terms & Conditions explain both, yours and the Bank's, legal rights and duties when availing of the Debit Order, Salary & Beneficiary Switching Service. You must read and understand these Terms & Conditions.

Authority

I nominate and appoint **First National Bank of Namibia Limited** to be my agent, with power of substitution, to do all of the following on my behalf:

- Contact my Employer listed on this form and provide the necessary instruction to switch my salary, into my new account as listed on this form.
- Contact my Service Provider/s listed on this form and provide the necessary instruction to switch my debit order/s, into my new account as listed on this form.
- Disclose all necessary personal and account information with my Employer and/or Service Provider/s.
- I hereby consent that the Bank may access my credit bureau records for the purpose of switching my salary and/or debit order/s.
- I agree that this authority may only be revoked by me by providing a one month's written notice to the Bank.
- I have been given an adequate opportunity to read and understand the Terms & Conditions and I am aware of all the Terms & Conditions.
- Indemnity & Waiver
- I confirm that the information supplied on this form is correct, and I acknowledge that the Bank cannot be held liable or responsible if the information supplied is incorrect or incomplete.
- I understand and accept that the Bank has no control over my Employer and/or my Service Provider/s and therefore cannot guarantee the date and time as to when my salary or as to when my debit order/s will be processed to my new account.
- I waive any claim which I may have or acquire against the Bank and undertake to indemnify the Bank and hold it harmless from and against any direct or indirect loss, damage, claims or costs arising from the performance or non-performance of this authority.
- I hereby consent that the Bank may disclose and share my personal information contained on this form with my Employer and/or my Service Provider/s and/or my previous bank for the purpose of switching my salary and/or debit order/s.
- The Bank will only disclose and share your personal and account information to the extent required to adhere to these instructions.
- I agree to waive all claims that I may have against the Bank arising from the performance of this request.
- I understand that I need to have sufficient funds available in my previous bank account and new FNB account, until such time that I receive a confirmation from the Bank that my salary and/or debit order/s and/or beneficiary(ies) have been successfully switched.

General

- The Bank will keep you updated on the progress of this request by sending you an SMS and/or email.
- The Bank will confirm the date that your salary and/or debit order/s and/or beneficiaries are switched to your new account by sending you an SMS and/or email.
- Some Employers and/or Service Providers may refuse to accept an instruction from the Bank. In such instances, you may be required to switch your salary and/or debit order/s personally. The Bank will keep you informed accordingly.
- The Bank is dependent on your Employer and/or Service Provider/s to carry out a switch request; therefore, timelines to carry out the request may vary.
- This request can only be cancelled by giving the Bank a one month's written notice. However, should an instruction already be sent to an Employer and/or Service Provider, the Bank will not be able to reverse this instruction/s. In such instances, you will be required to contact your Employer and/or Service Provider/s and reverse the instruction personally. The Bank will inform you accordingly.
- The Bank can assist you with the uploading of your beneficiaries to your banking profile, please ensure that all beneficiary details are correct as the Bank cannot verify this information against account name, branch name or branch code.
- In most instances beneficiary payments to First National Bank of Namibia Limited Accounts will reflect on the beneficiary account within the same day and beneficiary payments to non-First National Bank of Namibia Limited Accounts will reflect on the beneficiary account within 2 business days.
- A Confirmation of Payment to a beneficiary does not guarantee that the beneficiary has received the payment or has access to the funds.
- The cost of sending a confirmation via email or SMS will be debited to your account. Please refer to the applicable Pricing Guide.
- Every clause in this Terms & Conditions is severable from the other clauses in this Terms & Conditions. This means that even if a Court finds that one or more of the clauses are invalid, the remainder of the clauses will still apply.

Consent

- The FirstRand Group requests your consent so that we can inform you about our beneficial products and services. You may request us to stop marketing to you at any time. The FirstRand Privacy Policy available at www.fnbnamibia.com.na informs you how we use your information.
- I agree that FNB can communicate with and market products and services to me.

Yes No

- Where I have not already provided specific consent: I agree that the remainder of the FirstRand Group, including its approved partners can communicate with and market products and services to me.

Yes No

Customer Signature _____ Date

Consultant Name			
Work Number		Email Address	

Initials _____

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Annexure 1 – Debit Orders

No	Service Provider Name	Contract or Policy Holder Name			Contract or Policy Holder ID Number	Contract or Policy Number	Cellphone Number	Date of Debit Order	Frequency M= Monthly Q= Quarterly A= Annually	Last Known Debit Order Amount (N\$)
		Title	First Name	Surname						
Example 1	MTC	Mr	Robert	Jacobs	7207180123087	A12345678	+264 81 123 4567	1 st	M	250.00
Example 2	Santam	Mrs	Bettina	Jacobs	7702130183083	V12345678	+264 85 765 4321	30 th	M	750.00
1										
2										
3										
4										
5										
6										
7										
8										
9										
10										

Initials _____

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Annexure 2 – Beneficiaries

No	Beneficiary Name			Account Number	Bank Name	Branch Code	Account Type: 1 – Current 2 – Savings 3 – Transmission	My Reference (Max 19 Characters)	Beneficiary Reference (Max 19 Characters)	If you wish to send a notice when the amount is paid, please complete the required fields	
	Title	First Name	Surname/Company							SMS	Email
Example	Mr	Robert	Jacobs	62001234567	FNB	254905	1 – Current	RB J	Rent 07/2018	SMS	+264 81 123 4567
										Email	name@abc.com.na
1										SMS	
										Email	
2										SMS	
										Email	
3										SMS	
										Email	
4										SMS	
										Email	
5										SMS	
										Email	
6										SMS	
										Email	
7										SMS	
										Email	
8										SMS	
										Email	
9										SMS	
										Email	
10										SMS	
										Email	

Initials _____