

Appendix

ACCOUNT REACTIVATION FORM

Customer's Name: _____

Account Name: _____

Account Number:

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Customer Address: _____

E-Mail: _____

Telephone Number:

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Date of Birth:

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Test Questions

1. Address used when account was opened _____

2. When and where was the account opened _____

Customer's Signature & Date _____

For official use only

Is there a change in customer's information? ☐ Yes ☐ No

Signature Verified By:

Name: _____

Account Number:

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Signature & Date: _____

BOM's Name: _____

Signature & Date: _____

INDEMNITY LETTER

.....Branch
UBA Kenya Bank Limited
P.O Box 34154-00100
Nairobi
Kenya

Date:.....

Dear Sirs,

RE: Instructions sent by facsimile transmission/e-mail/telephone

In consideration of the agreement by UBA Kenya Bank Limited ("the Bank") to accept from time to time instructions by transmission or telephone or e-mail and notwithstanding the terms of the Mandate or of any future mandate or other agreement or course of dealing between the Bank and the ("the Customer") the Bank is requested and authorised, but is not obliged, to rely upon and act in accordance with any notice, demand or other communication which may from time to time be, or purported to be, given by facsimile transmission or email or telephone and which shall bear the signature(s) or telephone number of the person(s) authorised by the Customer pursuant to the attached signing authority (as the same may be amended from time to time) (the "Authorised person(s)") without inquiry on the Bank's part as to the authority or identify of the Authorised person(s) making or purporting to make such notice, demand or other communication and regardless of the circumstances prevailing at the time of such notice, demand or other communication. The Bank shall be entitled to treat such notice, demand on other communication as fully authorised by and binding upon the Customer without having any obligation whatsoever to verify the genuineness or authority of the instructions or the signatures of the Authorised persons and the Bank shall be entitled (but not bound) to take such steps in connection with or in reliance upon such notice, demand or communication as the Bank may in good faith consider appropriate, whether such communication includes instructions to pay money or otherwise to debit or credit any account, or relates to the disposition of any money, securities or documents, or purports to bind the customer to any agreement or other arrangement with the Bank or with any person or to commit the customer to any other type of transaction or arrangement whatsoever, regardless of the nature of the transaction or arrangement or the amount of money involved and notwithstanding any illegibility or incompleteness in or error or misunderstanding or lack of clarity in the terms of such notice, demand on other communication. The Bank shall not be liable to the Customer or any third party for acting or refraining from acting upon any such notice, demand or other communication except in the case where the Bank shall not have acted in good faith.

Indemnity

In consideration of the Bank acting in accordance with the terms of this letter, the Customer undertakes to indemnify the Bank and to hold the Bank harmless against all losses, claims, actions, proceedings, demands, damages, costs and expenses incurred or sustained by the Bank of whatever nature and howsoever arising, out of or in connection with such notices, demands or other communications, provided only that the Bank acts in good faith.

Notice of termination

The terms of this letter shall remain in full force and effect unless and until the Bank receives and has a reasonable time to act upon, notice of termination from the Customer in writing save that such termination will not release the Customer from any liability under this letter in respect of any act performed by the Bank in accordance with the terms of this letter prior to the expiry of such time.

Authorised Persons

The Customer hereby authorises the person(s) listed in the attached Authorisation Sheet to give and issue instructions by facsimile transmission/ e-mail/telephone in the name of and/or on behalf of the Customer as aforesaid set out opposite the name(s) of the person to whom the signature(s) relate(s).

Law

This letter shall be governed by and construed in accordance with the laws of the Republic of Kenya.

Full Name	Position/title/designation	Specimen Signature	Telephone number
1.			
2.			
3.			
4.			

Yours Faithfully,

.....
Authorised Signatory

.....
Authorised Signatory

.....
Authorised Signatory

How to top up your UBA account:

1. Go to **MPESA**
2. Select **Lipa na MPESA**
3. Select **Pay Bill**
4. Enter business no. **559900**
5. **Account Number** - Enter the 14-digit card number at the front of the UBA debit card.
6. Enter Amount
7. Enter M-Pesa PIN
8. Confirm payment
9. You will receive an Alert from UBA on the top up to your Card.