

First National Bank Zambia Limited (“FNBZ”) Retail Forex Terms and Conditions

These terms and conditions form the agreement which governs the purchase of foreign exchange. Once an exchange rate has been accepted, it will be taken as your acceptance of these terms and conditions.

General in respect of the discretionary allowance

1. FNB will provide you with the ability to purchase Foreign Exchange online, via www.fnbzambia.co.zm website, provided that you have a transactional account.
2. Foreign Exchange can only be bought by and for Zambian Residents. Citizens of other Monetary Areas may not use this service.
3. You are limited to having in your possession a maximum of K10 000 cash in Zambia currency when travelling outside the Common Monetary Area, however, only for use upon return to Zambia
4. No order will be processed unless the order form has been fully completed and submitted.
5. The Foreign Exchange Rate, as set out when confirming your Foreign Exchange order online, is fixed by FNB and is the rate at which you agree to purchase the Foreign Exchange, to the extent that rates are supplied.
6. You will be charged commission which may be amended from time to time.
7. Your specified account will be debited prior to you receiving your Foreign Exchange.
8. You are responsible to ensure that the personal information supplied by you is correct, and FNB Online Banking will not be responsible for incorrect information supplied on your order form.
9. All exchange rate movement costs incurred with any amendment and/or cancellation of the transaction will be for your account.
10. FNB Online Banking will not be responsible for any reversal and/or cancellation of a transaction including any costs which you may incur.

Delivery or Collection of Foreign Exchange For Travel Purposes

1. On delivery or collection of your Foreign Exchange, you will be required to complete and sign a Purchase Application Form and any Travellers Cheques as provided by the relevant FNB outlet or the person delivering the Foreign Currency.
2. A delivery fee will be levied where applicable .
3. For delivery of your foreign exchange to your office, or collection at your chosen branch, FNB need to view the following:
 - a. Passport for all beneficiaries of foreign currency.
 - b. A valid air ticket for all beneficiaries of foreign currency
 - c. In case of land travel, proof of accommodation or if no formal accommodation has been booked, then your car registration number.
 - d. Photocopies of the above in the case of deliveries.
 - e. Your Online Payment Reference Number.

4. Failure to provide a valid air ticket and, in the case of land travel, proof of accommodation or car registration number, will result in the transaction being cancelled, with all costs debited to your account.
5. In the case where you are not available to take delivery of your foreign exchange, and a second delivery is required, a special delivery fee will be levied in addition to the original fee. A maximum of two special deliveries will be made, whereafter you will be required to collect your order from one of the listed branches, or alternatively cancel your order. All cancellation costs will be for your account. A copy of your Identity Document may be required upon Collection of your Foreign Exchange.
6. FNB requires a minimum of 24 to 48 hours to arrange and prepare all deliveries and collections.
7. FNB will endeavour to meet your requirements in terms of delivery and collection times and will notify you if the requested date and time cannot be met.
8. Collection at FNB branches can be done between 09h00 to 15h30 on Mondays to Fridays and 08h30 to 11h00 on Saturdays.
9. Deliveries will take place between 10h00 to 16h00 on Mondays to Fridays.
10. Deliveries are done only to a company address within a recognised business district. A delivery fee may be levied.
11. Personal deliveries can be arranged for RMB Private Bank and FNB Private Clients customers, although a charge may be levied for this service.

12. Disclaimer:

I/We acknowledge that the Bank shall not be liable for any loss or damage that I/We may sustain as a result of any omissions, errors or delays in transaction or for misinterpretation of instruction on receipt or for any loss or damage from whatever cause, including failure to identify properly the person mentioned in the message. I/We further acknowledge that the bank may from time to time be obliged to disclose information relating to this instruction to its local or international counterparty banks for purposes of such counterparty complying with its rules, regulations or other legitimate duties and I/We agree to the Bank making such disclosure. I/We will hold the Bank harmless for such loss or damage, unless such loss or damage was caused by the Bank's intentional conduct or gross negligence. I/We will furthermore hold the Bank harmless for non-receipt of funds by any recipient hereunder, where the transmission is delayed or blocked. I/We warrant that I/We am/are aware that the enforcement or transgression of national and foreign legislation, regulations and/or policies (including without limitation those dealing with money laundering; terrorist related activities and sanctions) in relation to this transaction may cause me/us or third parties loss or damage and I/We hereby indemnify and hold the Bank harmless against any claim, demand, penalty or action against the Bank that I/We or any other party may have against the Bank as a result of such enforcement or transgression. The Bank shall under no circumstances be liable for any loss, damage, demands, claims or penalties incurred as a result of such enforcement or transgression. Any profits/loss arising from such enforcement or transgression will be for my/our own account. I/We declare that the information above is true and correct.