



If a PIN is forgotten the Cardholder shall return their SaccoLink card to the Sacco where a replacement card will be ordered at a fee.

**LOST/STOLEN SACCOLINK CARD**

1. If the SaccoLink Card is lost or stolen or misplaced the Cardholder must notify the Sacco or call the number on the reverse side of the SaccoLink Service Point. Verbal notification must be confirmed in writing immediately; and a lost/stolen letter of indemnity shall be signed by the Card holder.
2. A Lost or stolen card notice shall indicate the particulars of the cardholder including name, address, Branch that issued the Card, account number, card number, and date of reporting. Once the notice is received the particulars of the Lost/stolen SaccoLink Card will then be input on the Hot Cards list.
3. In case of dispute over effective date and time of reporting loss or theft, in relation to 1 above, the time and date of receipt of the written confirmation shall be regarded as the date of notification to the Bank.
4. The Cardholder shall be liable in respect of any transaction instructions affecting the Sacco account that is given with a valid PIN.
5. The Cardholder shall give to the Bank or any person acting on Bank's behalf all necessary assistance in any investigations, avail all information as to the circumstances of the loss or theft of the SaccoLink Card, and take all reasonable steps to assist recovery of the SaccoLink Card.
6. A lost card that is recovered by the Cardholder should be returned to the nearest branch of the Sacco. The Sacco or Bank has discretion on approving continued use of such a card.
7. If the report of a loss or theft of card is communicated by someone other than the cardholder, the Sacco/Bank shall not be held liable for any damages thereto.

**SIGNATURE**

The cardholder should sign on the panel provided on the reverse of the card on receiving the card. The signature should be similar to that on the National ID otherwise the card maybe rejected by merchants

**24 HR SERVICE HOTLINE**

The card 24 hr hotline number is found on the reverse side of the SaccoLink card. Cardholders should keep the 24 hour hotline number in their mobile number or frequently used telephone book.

**REPLACEMENT OF CARDS**

The Sacco shall replace lost or damaged cards within 2 weeks. The cardholder will be expected to pay for the replacement of the card at a rate that may change from time to time.

**FORGOTTEN PIN**

**Declaration by the Card Applicant:**

I authorise the Daima Sacco to issue an ATM card to my account and warrant that the information given above is the true and complete. I authorize you to make any enquiries necessary in connection with the application. I accept and agree to be bound by the conditions of use, detailed overleaf (as amended from time to time). I agree that I am liable for all charges incurred through the use of this card. I understand that My application can be declined by Daima Sacco without giving reasons to the extent permitted by law.

**Applicants Signature (s):** \_\_\_\_\_

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

**For Official Use:**

**Recruiting Officer:** \_\_\_\_\_

**Verified by (Branch Manager):** \_\_\_\_\_

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

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

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

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

**Registered by (IT Officer):** \_\_\_\_\_

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

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

**CANCELLATION, STOPPAGE OF SACCOLINK CARDS AND PAYMENT**

1. The Cardholder may at any time cancel his/her SaccoLink Card by returning it to the point of issue. If the return is made by mail the card must be cut into two.
2. Payments made by means of the SaccoLink debit card are irrevocable.
3. In case of a problem the Bank/Sacco may at any time cancel and/or stop a card without notice or assigning any reason and without incurring any liability to the Cardholder until a solution is found.
4. On closing of the account on which the SaccoLink Card is operated, it shall be the duty of the Cardholder to return the Card immediately to the point of issue.

**CHARGES**

The Sacco shall levy charges for the use of the service which may change from time to time. The Cardholder shall be informed of such changes by notice in Sacco's Branches.

**LIABILITY OF A CARDHOLDER**

Subject to above condition, Cardholders 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 industrial disputes, fire explosion earthquake and or other seismic activity, acts of God, flood drought or bad weather, the unavailability or other media 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 Cardholder. The Cardholder will be informed of such amendment by notice at Sacco's branches. Any such amendments shall be deemed to be effective and binding to the Cardholder upon publication of the notice.