

## corporate customer registration form

Kindly fill in all sections

### Company Profile

Name of Company _____	
Type of Organization (Company, Sacco, Church, etc) _____	Industry (tourism, education, etc) _____
Physical Location _____	
Office Phone No(s) _____	Fax Number _____
Company Email Address _____	Period of Existence _____
Company PIN _____	VAT No. _____
Name of Contact Person _____	Telephone No. of Contact Person _____

### Nature of Service Required (please tick and provide reason)

Merchant / Cash Collection <input type="checkbox"/>	Reason for Requirement _____	MSISDN _____
Batch / Payment of Funds <input type="checkbox"/>	_____	Preferred nickname _____
Other <input type="checkbox"/>	_____	

### Service Usage Information

Frequency of Usage (Daily, Weekly, Monthly, etc) _____	Total No. of Transactions Expected _____
Average Value Per Transaction (Kshs) _____	

### Company Bank Account Information (fill in if applying for Cash Collection Service)

Name of Bank _____	
Branch _____	Account Number _____
Account Name _____	

### Description of System Currently Used

#### How are the services currently delivered (cheque, cash, etc)?

Cash ☐ Cheque ☐

Other(specify) \_\_\_\_\_

Current transaction cost of delivery mechanisim \_\_\_\_\_

#### Who pays for this cost?

Customer ☐ Company ☐ Both ☐

#### Main challenges faced when using the current delivery system?

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

### Business Partner Expectations

#### Please let us know what you expect from the Airtel Money Service(s) selected

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

Signature \_\_\_\_\_

Stamp \_\_\_\_\_

**This Application Form and all mandatory documentation (see documentation list) are to be returned to:**

The M-Commerce Department. Airtel Networks Kenya Limited. P.O. Box 73146 - 00200 Nairobi. Email: airtelmoney@ke.airtel.com

**Note:** Information provided on this form will be used to set-up a Cash Collection / Batch Payment Account on the Airtel Money System and is subject to Batch/Cash Collection, Contract Signature and Customer Terms & Conditions for using the service.



Terms and Conditions

1.

ACCOUNT APPLICATION & REGISTRATION
- 1.1

The Airtel Money services are available to any Mobile Phone user connected to the airtel Network in Kenya with an Active SIM Card.
- 1.2

You may apply for registration of only one account.
- 1.3

You may register for the Airtel Money services with any Dealer in Kenya by completing, signing and submitting to the Dealer the Registration Form.
- 1.4

At the time of submitting the Registration Form, for an individual you will be required to provide your Mobile Phone number (MSISDN), your ID Number and either your original National Identity Card or Passport and, for if you are a corporate entity a corporate entity, a certified copies of your Certificate of Incorporation or Certificate of Registration of Business Name, at least two directors' IDs, PIN Certificate, VAT Certificate, lease or title document in respect of the premises from which you operate or the premises at which your registered office is located and Plot LR number certified copies of at least Two (2) of your Directors' National Identity Cards or Passports (the "Identification Documents").
- 1.5

All information provided must be complete and accurate in all respects.
- 1.6

The Dealer will review your application including the Registration Form to ensure that all mandatory fields are completed and will verify your ID Number and other details against the Identification Documents and take photocopies of the relevant Identification Documents submitted.
- 1.7

We may decline your application at our sole discretion.
- 1.8

We may refuse to open an account for you if we are not satisfied with proof of your identity.
- 1.9

Upon registering with a dealer for an account the dealer will issue you with a new SIM Card (if required) and Airtel Money will provide you with a default PIN.
- 1.10

Upon registration with Airtel Money you will receive a welcome SMS confirming successful creation of your account.
- 1.11

Upon registration with Airtel Money you will be required to change the Default PIN to a PIN in order to activate your account choose new after which you will be entitled to use the Airtel Money services by effecting a credit transaction.
2.

Airtel Money SERVICES
- 2.1

The Airtel Money services are made available to you subject to these Terms of Use and the following conditions:-
- 2.1.1

While airtel will try to ensure that you are able to use the airtel network to access the Airtel Money services within the coverage area, we do not guarantee that the Airtel Money services will be available at all times and we will not be held responsible or liable in any way for any loss whatsoever or howsoever arising as a consequence of any non-availability of the Airtel Money services. By accepting these Terms of Use you acknowledge that the Airtel Money services are not fault free and that there are certain circumstances and factors including (but not limited to) acts of God, geographical topography, weather conditions, maintenance or rectification work on the airtel network which may interfere adversely with the quality and provision of the Airtel Money services.
- 2.1.2

The SIM Card will at all times remain the property of airtel and is issued to you subject to these Terms of Use and airtel's General Terms and Conditions. In the event of damage to or loss or theft of your SIM Card, you are obliged to inform us immediately of such damage, loss or theft by calling the Customer Care Centre. We will then disable such damaged, lost or stolen SIM Card in order to prevent further use of the Airtel Money services until such time as the same has been replaced or repaired. A replacement or repair fee may be applicable and payable by you prior to such replacement or repair being effected. You will be held responsible for all fees and airtel transactions effected up to the time of receipt by us of your notification of the damage, loss or theft and you hereby indemnify us against any claims made in respect of any Airtel Money transactions effected using your Mobile Phone and/or SIM Card prior to such notification being received by us.
- 2.1.3

The confidentiality of your communications via the airtel network is not guaranteed. You are advised that for reasons beyond our control, there is a risk that your communications may be unlawfully intercepted or accessed by individuals other than the intended recipient. We cannot and will not accept any liability for any loss, injury or damage whether direct or consequential arising out of any such compromise of confidentiality.
- 2.1.4

You accept and confirm that we may disclose or receive personal information or documents about you:-
- 2.1.4.1

To and from any local and international law enforcement or any competent regulatory or governmental agencies to assist in the prevention, detection or prosecution of criminal activities or fraud;
- 2.1.4.2

to and from our service providers, dealers, agents, or any other company that may be or become our subsidiary, parent company or partner, for reasonable commercial purposes connected to your use of the mobile service or airtel money services, such as marketing and research related purposes;
- 2.1.4.3

to facilitate our ability to carry out any activity in connection with a legal, governmental or regulatory requirement;
- 2.1.4.4

to our lawyers, auditors or other professional advisors or to any court or arbitration in connection with any legal or audit proceedings (notwithstanding that any such proceedings may be of a public nature).
- 2.1.5

You must comply with any instructions that we may give you from time to time in connection with the Airtel Money services.
- 2.1.6

Your calls, emails or SMS's may be monitored or recorded for use in business practices such as quality control, training, ensuring effective systems operation, prevention of unauthorized use of our telecommunications system and detection and prevention of crime.
- 2.1.7

You will be required to pay for all calls, emails and SMS's made using your Mobile Phone and SIM Card in accordance with the applicable tariffs.

3.

ACCEPTANCE AND COMMENCEMENT OF TERMS OF USE
- You are deemed to have accepted these Terms of Use as may be amended from time to time and which take effect upon (a) submission of your Registration Form, or (b) initial activation of your Account.
4.

SUSPENSION, DISCONNECTION & CLOSURE OF ACCOUNT & SERVICES
- 4.1

We may suspend, bar, restrict or terminate the provision of the Airtel Money services (in part or in whole) and/or close your account without any liability whatsoever and without notification to you in the following circumstances:
- 4.1.1

If you are declared to be bankrupt or insolvent or otherwise unable to pay your debts as and when they fall due or upon the filing of any application or proceeding (whether voluntary or involuntary) for winding-up, bankruptcy, insolvency or relief from creditors;
- 4.1.2

If we are aware or have reason to believe that your Mobile Equipment, MSISDN or PIN used in connection with the Airtel Money services is/are being used in an unauthorized, unlawful, improper or fraudulent manner or for criminal activities (or has been so used previously);
- 4.1.3

If any law enforcement or other competent regulatory or governmental agency or authority initiates investigation or other regulatory or enforcement proceedings against you or for any other reason which, in the reasonable judgment of Airtel will cast doubt on the business reputation of Airtel;
- 4.1.4

If you do not comply with any of the conditions, regulations or instructions relating to the use of the Airtel Money services including these Terms of Use;
- 4.1.5

if you notify us that any of your Mobile Equipment has been lost or stolen or your PIN has been lost or disclosed to any other person; upon receipt of your request to close your account; if you do or permit to be done anything with your Mobile Equipment which we think may damage or affect the operation or security of the airtel Network or the Airtel Money services; if your SIM Card becomes Inactive.
- 4.2

Where the Airtel Money services have been suspended, disconnected or terminated or where your account has been closed, any balance standing to the credit of your account will be repaid to you in cash upon you presenting yourself at any airtel centre and only after production of satisfactory evidence of your identity.
- 4.3

We will not be responsible or liable to you in any way for any direct, indirect, consequential or special loss or damages arising from any act or omission by us or any third party for whom we are responsible, whether arising in contract, or statute, if we close or suspend your account pursuant to this clause 6.
5.

FEES
- 5.1

The Tariff Guide is available from the airtel centres, the Dealers as well as on airtel's website.
- 5.2

Transaction Fees as published from time to time are payable to airtel for each Airtel Money transaction effected from your account which will be deducted automatically from your account by Airtel Money on conclusion of each airtel money transaction and you will receive a confirmation SMS containing a summary of the Airtel Money transaction concluded and details of the new balance in your account.
- 5.3

Bank Airtel Money transactions and any Airtel Money transaction involving a redemption of E-Value from your account in exchange for a corresponding payment of cash into a bank account are subject to such additional fees or charges (the "Bank Charges") as may be specified from time to time by the relevant bank with whom the said bank account is held and such Bank Charges will be deducted in a manner similar to the Transaction Fees and paid to the said bank.
- 5.4

Transaction Fees include Value Added Tax but are subject to other applicable levies and taxes at the prevailing rates, unless the Transaction Fees are tax exempt.
- 5.5

Dealers are entitled to charge Cash-in Fees and Cash-out Fees which are payable by you to the Dealer. Airtel will publish recommended Cash-in Fees and Cash-out Fees in the Tariff Guide for the Customer's reference and guidance only.
6.

SECURITY AND UNAUTHORISED USE
- 6.1

Only one PIN can be linked to your account at any one time.
- 6.2

Only you may use your Mobile Equipment and PIN.
- 6.3

You are responsible for the safekeeping and proper use of your Mobile Equipment and for keeping your PIN secret and secure, and for all Airtel Money transaction in connection with your account using your PIN.
- 6.4

While you may be required to identify yourself using your Nick-name and Mobile Phone number, you must never disclose your PIN to any person including the staff at the Customer Care Centre and/or at the airtel centres.
7.

CUSTOMER RESPONSIBILITIES
- You will be responsible for all applicable Fees for any Airtel Money transactions effected using your PIN, including calls and other transactions made on the airtel network using the Mobile Equipment whether those calls and other transactions were made by you or by someone else with or without your authority or knowledge, and for all Cash-in Fees, Cash-out Fees and Bank Charges.
- You are solely responsible for all transmitted material and/or communication which may be classified as defamatory, illegal or in breach of any copyright and you will indemnify and keep us indemnified against all claims made against us in respect thereof and any liability or expenses incurred or suffered by us as a result thereof.
- You must not use the Airtel Money services to commit any offence.