



## **TERMS OF USE**

Please read carefully the information contained below prior to using our On-line Account Services. First Trustees Nigeria Limited will be referred to as FTNL in this document from here onwards

### **SECURITY**

FTNL is committed to maintaining the confidentiality of "Client Information". You can only access the On-Line Investment facilities offered by FTNL where you provide your User Name and Password. You are also required to use a secure internet browser. FTNL will only assign User Names to existing Clients. If you do not have an existing account but would like to establish an account with FTNL or learn more about our other products and services please visit our HOME PAGE.

We would ask that you observe the following procedures to protect against fraud:

- Do not give unauthorized person your Access Codes.
- Keep your Access Codes in safe place that is not generally accessible.
- Do not send privileged Access Codes via any public or general E-Mail System.
- Do not leave your PC unattended or placed in a position where it can be easily seen/compromised by third parties while you are running the Customer Online Service

### **Service Charges & Fees**

Please note that certain activities performed using our Online Account Services may ultimately result in charges being debited to your account(s). All charges made to your account as a result of your online activities will be reflected in the Account Statement prepared and mailed to you.

### **E Mail:**

The security of E-Mail transmission created outside of our online site cannot be guaranteed. We would therefore ask that you do not send us sensitive information such as account numbers or financial information via any general or public E-Mail System. If you wish to contact FTNL electronically please use the request forms provided on our Online Account Access site to securely effect the following enquires:

- Reports of Unauthorised Transactions
- Contacts in relation to concerns of confidential nature.

### **Virus Protection:**

FTNL is not responsible for and will not under any circumstances accept responsibility for any electronic virus you may encounter while using or trying to access our Interactive Investment service. An undetected or untreated virus may corrupt and / or destroy your programmes, files and even your hardware. Where there is a virus in your system you may unintentionally transmit that virus to every other operating system with which you come in contact. We would therefore recommend that you ensure that, at all times, you have installed on your system an anti- virus protection package, which should be updated, regularly to ensure that it is able to effectively screen all current viruses.

Please note that your password is personal to you and that under no circumstances will any FTNL employee ask that you reveal your password to him/her via the internet or by any other means. If you receive a request of this type, even if the issuer of such request claims to represent or is an identifiable employee of FTNL or any of its subsidiaries do not respond to the request.

### **FTNL Online Account Access Agreement**

This Agreement contains the terms and conditions for FTNL's Online Account Services and is an addition to any other agreements with FTNL including the terms and conditions that govern your (various) account(s) with the institution as well as for any asset backed investment facilitated by FTNL. If there is a conflict between the terms of this Agreement and such other agreements the terms of this Agreement will prevail.

In this Agreement the words "FTNL", "We" and "Us" refer to First Trustees Nigeria Limited, its successors-in-title and assigns. The word "you" or "your" as used in this Agreement means each person who has an interest in an account or other transaction which is accessible through FTNL's Customer Online Service and any and all persons who you have authorized to effect such access.



“FTNL’s Customer Online Service” or “the Services” means the information communications and transactions provided to you by us through our website. The services which our Interactive Investment Services provide include but are not limited to Access Codes, fund transfers statement/transaction enquiries, Buy/ Sell orders and downloads for account(s) established with our institution.

When you use our Services or permit a third party to use our Services you agree that you and that party are bound by the terms and conditions of this agreement and any instructional material which we provide in relation to our Service. Your access and use of the services require the use of your Access Codes. Once an electronic communication includes the required Access Codes it will be deemed valid and authentic. You also confirm that you intend and agree that such electronic communications will have and be given the same legal effect as written and signed paper communication. You also confirm and agree that electronic copies of communication are valid and that in the absence of proof that the data in such communication has been altered or tampered with you will not contend the validity of the original or the copies.

1. **ACCOUNT ACCESS** – To obtain access to the Services you must be an authorized user of the Software you select for use with the Equipment. Accounts which are linked must however have a common owner and signatory. Accounts that require two or more signatures to make withdrawals will not qualify as Eligible Accounts for this purpose as any signatory to the account acting singly must be authorized to access a linked account. Any non-linked Account will not be accessible through the service.
2. **ACCESS CODES** – To use the Services you will be required to enter your Access Codes which consists of:
  - a. User Name
  - b. Password

The use of the Access Code is the agreed security procedure for accessing the online services. You agree to keep the Access Code and its components confidential and to use every effort to prevent unauthorized access to your account and unauthorized use of the services.

3. **AVAILABLE SERVICES:** By entering your Access Code and based on the Equipment and features selected you may obtain access to the following Services:

- i. **Access Codes:** This may provide account balances information on uncleared effects and details of cleared transactions.
- ii. **Internal Transfers & Payments:** You may request that the funds be transferred to and from certain FTNL Accounts. These transfers will be subject to any restrictions that would normally apply to transfers of this type that are effected via any other medium.

4. **E-MAIL** - Through the use of certain equipment and Software you can use electronic means to make inquiries or resolve problems. However E-mail is not a secure method of communications over the internet and you agree not send confidential information by E Mail. If you are looking for a secure method for electronically communicating messages please use the Request section on our Online Account Access Site. You also agree that FTNL would not be liable for any loss or access to your account by unauthorised person where you do not use the request form on our Online Account Access site to communicate messages to us.

5. **UNATHOURIZED TRANSACTIONS** - Where you believe an unauthorized transaction has or may have been conducted in relation to any of your Eligible Accounts without your permission please call FTNL on 01-4702621 or fax us on 4622672. You also hereby agree that FTNL shall be formally notified upon receipt of a message on the request section of the Online Account Access System or by letter delivered to it by hand or by courier.

6. **STATEMENTS** – You will be mailed periodic statements in respect of your Eligible Accounts with the regularity specified in the agreements governing such accounts. These statements will in addition to reflecting other account activity also include any transfers authorized by you using the service.



**7. BUSINESS DAYS AND HOURS OF OPERATION** - Our business days are Monday through Friday except any day which is declared a holiday by the Federal Republic of Nigeria while our Business Hours are 8.00A.M to 5.00 P.M . You can use your Equipment to access our institution 24hours a day seven days a week except during any special maintenance periods.

**8. YOUR OBLIGATIONS** – You are responsible for any and all transfers you authorize using the services. You are also responsible for any transfer initiated by another person whom you have permitted to use the services or your Access Code. If you believe that a third party has either accessed your account or has taken your Account codes without your authorization please immediately notify FTNL accordingly in the manner stipulated in clause 5 above as this could reduce any potential losses you may incur.

Please note that a failure to make such report could expose you to substantial losses as in the absence of negligence on our part it is hereby agreed that we shall not be held responsible for any liability that arises from the unauthorized access to your Accounts.

**9. OUR OBLIGATIONS** - We are responsible for completing fund transfers on time according to your properly entered and transmitted instructions.

However we shall not be liable:

- If the credit balance in the account from which the transfer is to be made is not sufficient to effect such transfer or if the account has been closed;
- If you have not complied with the software or service instructions on how to effect a transfer;
- If you have not given complete, correct and current instructions and consequently we are unable to effect a transfer;
- If withdrawals from any Eligible Account have been prohibited by a subsisting court order;
- If we or our agent have reasonable grounds for believing that the transaction may be unauthorized and consequently do not complete the transaction;
- If your Equipment or the software is not working properly and you should have been aware of this problem at the time you attempted to authorize a transfer;
- If due to circumstance beyond our control and after taking reasonable precautions we are unable to make a transfer or payment. These circumstances will include but are not limited to computer failure, telecommunication disruptions, postal strikes, labour unrest, delays caused by floods, fires, and other natural disasters.

**10. ELECTRONIC FUND TRANSFER ERROR RESOLUTION** - If you believe your statement is incorrect or you require more information in relation to a transaction reflected on your statement you must contact FTNL within **20** days of your receipt of the first statement on which the disputed item or the item being questioned is reflected. In reporting this error you should provide the following information:

- Your name and account number(s)
- The nature of the suspected error or problem or the information required
- The monetary value of the suspected error.

Where an oral report is made we may request that the complaint/question is sent to us in a written format within 10 business days of our receipt of your oral complaint. The matter will be investigated and we will revert to you within 10 business days. If an error is discovered it will be immediately corrected. In correcting the error we will take such other measures, as we deem appropriate in the circumstances.



11. **LIABILITY FOR LOSS OR ERRONEOUS DATA** – You and/or FTNL are respectively liable and bear the risk of any error or loss of data information transactions or other losses that may arise from failure of your / our respective computer systems or third party communications provider on which you / we each rely. FTNL shall not be liable to you for any damage or other losses direct or consequential that may arise by reason of your use of your computer system.

12. **CHANGES / INTERRUPTIONS IN SERVICES** - We may on a regular basis undertake maintenance services on our equipment or systems, which could cause interruptions or errors in the Services. We are also at liberty to amend, alter or change the scope of our services from time to time. While we will attempt to provide prior notice of such interruptions or changes, we cannot guarantee that such notice will be provided.

13. **PRIVACY** - You agree that we may release or assist in the release of credit and other Access Codes to a third party where such information is validly required by law or to process a transaction or resolve dispute. We are also entitled to share information provided by you with our affiliates unless you notify us by E Mail or in writing that we are not authorized to do so.

14. **SECURITY** - You agree to protect the security of your access your numbers, codes, marks, signs and other means of identification as a means of reducing fraud. If we have reasonable grounds for believing that your access codes have been obtained or are being used or may be used by an unauthorized person we reserve the right to block access to the services to maintain or restore security to our site and systems.

15. **OWNERSHIP OF MATERIAL** - The contents and information provided on our web site is FTNLs' intellectual property and should not be duplicated or copied in any manner whatsoever without our prior written consent.

16. **SEVERABILITY OF PROVISIONS** - If any provision of this Agreement is void or unenforceable in any jurisdiction it shall be excised from the Agreement in relation to that jurisdiction without affecting the enforcement of the other provisions of the Agreement and the ineffectiveness or unenforceability of the provision shall not affect the enforcement of such other provisions in any other jurisdiction.

17. **VENUE OF LEGAL ACTIONS** - Any action at law, suit in equity or other judicial proceeding for the enforcement of this Agreement or any provisions thereof shall be instituted in accordance with Nigerian law only.

18. **ARBITRATION** - If either you or we have any unresolved dispute or claim in relation to the services or the interpretation of this agreement such dispute or claim shall be referred to arbitration which shall be conducted in accordance with the Arbitration and Conciliation Act Cap A18, Laws of the Federal Republic of Nigeria 2004.

19. **DEBIT OF ACCOUNT** - Where any instruction or other on-line services generate charges, you agree that we may debit the relevant Eligible Account as we may in our absolute discretion deem fit without requiring your signature in respect of such debit and without prior notice to you.

20. **AMENDMENT OF AGREEMENT** - We may amend this Agreement upon giving you at least 30 days prior written notice of such amendment unless the amendment is required by law or any applicable regulation binding FTNL. Your continued use of the service represents your agreement to the changes notified by FTNL.

21. **WAIVERS** - We may waive any term or provision of this Agreement at any time and from time to time but such waiver shall not be deemed a waiver of the term or provision in future.

22. **TERMINATION** - Either you or FTNL may terminate this Agreement at any time upon giving at least ten (10) days prior written notice of your intentions in that regard to the other party. Any transfer notices received before the termination notice will be effected unless you advise us otherwise. However transfer notices received after the date of termination or which are designed to take effect after the date of termination will not be effected. We reserve the right to terminate or discontinue our support of any software or equipment without further notice.



23. **GOVERNING LAW** - The terms and conditions of this Agreement shall be governed by and construed in accordance with the laws of the Federal Republic of Nigeria. Your existing account relationship shall continue to be governed by and construed in accordance with the laws of the Federal Republic of Nigeria.

24. **ENTIRE AGREEMENT** - This Agreement represents the entire agreement between you and FTNL and it supersedes any marketing or other similar material pertaining to the Services delivered to you in writing verbally or obtained at our site or internet Service Provider you use. I hereby agree with the above Terms & Conditions:



**ONLINE ACCOUNT ACCESS APPLICATION FORM**

**MANDATORY INFORMATION**

<b>NAME</b>		
<b>ADDRESS</b>		
<b>Email</b>		
<b>Tel:</b>		<b>Mobile:</b>

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Web access

email updates

SMS updates

I agree that I have read and understood the Terms and Conditions of this service as stated on pages 1 to 6 and my signature indicates acceptance of them.

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

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

In the presence of

Relationship Manager: \_\_\_\_\_

Signature and Date: \_\_\_\_\_