

## PRIMEMOBI PIN REGENERATION/ACCOUNT ADD REQUEST FORM

The Branch Manager,  
Prime Bank Ltd,

----- Branch

Date -----

I/We hereby request you to reset the log in and transaction PIN/ token PIN for my/our PrimeNet Internet Banking.  
Details of the account/s are furnished herein below:

### GENERAL DETAILS

<b>Customer Name:</b>			
<b>Date of Birth</b>		<b>ID/Passport Number:</b>	
<b>Postal Address:</b>			
<b>CIF ID:</b> <i>To be filled by Branch</i>		<b>Mobile Number:</b>	

### ACCOUNT DETAILS

<b>Branch:</b>	
<b>Account Number:</b>	
<b>Account Name:</b>	
<b>Mobile Number:</b> <i>Please provide the one used at the time of registration</i>	
<b>Email address:</b> <i>Please provide the one used at the time of registration</i>	

### PIN REGENERATION/PHONE CHANGE RESET REQUEST: *Please Cross if not Applicable*

I/We request you to regenerate the following PIN and send to my registered mobile number. Reset requested for \_\_\_\_\_  
(Please write appropriate PIN for reset: MPIN/TPIN/PHONE CHANGE RESET)  
Please mention the reason for reset request (tick appropriate box)

- ☐ I have changed my phonet

☐ I have been disabled

☐ I have forgotten my PIN
- ☐ I have not received the PIN till date

☐ The PIN received is illegible

\*I/We understand that there may be a charge for Regeneration of PIN, which I /We authorize the Bank to debit from my/our above account as applicable

### ADD ACCOUNT REQUEST: *Please Cross if not Applicable*

Further to our previous application, I/We request you to add my/our following accounts to our PrimeMobi Application

### GENERAL DETAILS

S.No	Branch	Account Number	Account Title	Mode of Operation

\*I/We are authorized to operate the Account in accordance with the mandate given to the Bank for the respective account(s)

## TERMS AND CONDITIONS

Completed 'PIN REGISTRATION/ACCOUNT ADD REQUEST' forms should be handed over to the branch where the account is held.

1. User is aware that Prime Bank will never ask for any Login ID/User ID, MPIN, TPIN or Passwords and the Bank's Staff members are not authorized to ask for the same either orally or written. User is aware that the Bank Record regarding Address, Phone/Mobile Numbers, e-Mail address should remain updated and the customer will inform the Bank upon any change. Bank is not responsible for maintaining the same if the customer has not advised the Bank through the Change Request Form.
2. On receipt of the PIN Regeneration request, Prime Bank can seek any clarification from the customer in order to process the request. In case the user wishes to change/update the email id, please send a letter to your Branch. We will be unable to act on the request if an email id is not available on the records of Prime Bank.
3. In the event that user instruction/s cannot be carried out owing to any discrepancy or otherwise, Prime Bank may inform the user by e-mail, provided the users e-mail id has been provided to Prime Bank. The bank is not responsible for non-receipt of such e-mail on account of any incorrect e-mail id or system error or non-acceptance by the customer's email server for the Prime Bank domain.
4. User agrees that he/she shall be solely responsible for the details given in the PIN Regeneration Request Form and shall indemnify Prime Bank for any loss or damage suffered by the customer consequent to the bank acting on such information.

### Data Privacy Statement

"Personal data received by Prime Bank Ltd is confidential, we shall ensure that only the designated employees and other persons authorized to act on our behalf who have a need to know and are under confidentiality obligations with respect to the personal data have access to the personal data in line with all applicable national and international data protection laws. Prime Bank warrants that it shall maintain and continue to maintain privacy through appropriate and sufficient technical and organizational measures to protect personal data against accident loss, destruction, damage, alteration, unauthorized disclosure or access in particular where the process involves the transmission of data over a network and against all other unlawful forms of processing". "For more information on data protection and privacy please read the PrimeNet terms and conditions clause no..... on the Bank's website [www.primebank.co.ke](http://www.primebank.co.ke)".

## CUSTOMER ACCEPTANCE OF THE TERMS AND CONDITIONS

I/We have read and understood the Terms and Conditions of the PIN Regeneration/Account Add Request Form and the Mobile Banking Application Form submitted earlier, and undertake to abide by them. I/We also accept that any instruction sent through Mobile banking Channel will be deemed to be made by authorized Account signatories as per Account mandate.

Name:

ID/Passport Number:

Signature:

Name:

ID/Passport Number:

Signature:

Name:

ID/Passport Number:

Signature:

Name:

ID/Passport Number:

Signature:

### FOR BANK USE:

Branch

1. We have verified the details furnished in the application and confirm that the Signatures and the details furnished are as per the mandate and recommend regeneration of Mobile Banking MPIN I TPIN as requested by the Customer.

2. We have verified the details furnished in the application and confirm that the Signatures and the details furnished are as per the mandate and recommend addition of above accounts to PrimeMobi as requested by the Customer.

### Assistant Manager

Name:

Date:

Signature:

### Branch Manager

Name:

Date:

Signature:

### FOR m-BANKING TEAM USE ONLY

Application Received On:

MPIN Regenerated On:

Regenerated by:

Signature

TPIN Regenerated On:

Regeneration Authorized by:

Signature:

Date: