

This document contains the General Terms and Conditions of use for the eBanking Service between Standard Bank of Angola, SA, taxpayer no.5417093386, with head office at Belas Business Park, S / N, Cuando Cubango building, 8th floor, Talatona, Luanda , Angola registered at the Commercial Registry Office of Luanda no. 631-10, hereinafter referred to as "Bank", and its Customer hereinafter referred to as "Customer", whose execution, maintenance and termination are subject to the following terms and conditions, the applicable banking legislation and banking practices in general and, in the alternative, the General Conditions of Account opening.

## General Terms and Conditions

### 1. CONDITIONS OF USE

1.1 The present terms and conditions has the objective of allowing the Bank to provide services via the internet or other forms of remote access that may be created related to the account holder(s) by Bank Customers (the "eBanking Service").

1.2 Customer's access to the Standard Bank Net & Standard Bank Mobile Services is processed through an Access Code made available by the Bank at the time of subscription, sent by email or SMS to the Customer and which will have to be changed by the Customer upon first access to the Services.

1.3 The Bank may at any time require Customers to provide the data included in a Security Code in order to be able to carry out Standard Bank Net & Standard Bank Mobile Services transactions. The Security Code shall also be sent by the Bank to the Customers.

1.4 Without prejudice to the provisions in 1.1, 1.2 and 1.3 above, certain types of transactions or transactions of a certain amount may sometimes be subject to additional credentials as may be determined by the Bank.

1.5 The Access Code, the Security Code and any other codes or Customer credentials to access the Services are strictly personal and not transferable.

1.6 The same operating conditions as established when the account was opened shall apply to each account, and the orders conveyed by the Customer shall be executed subject to the conditions applicable to the type of service requested.

1.7 As regards each account, all users required may intervene subject to their respective operating conditions identified on the subscription form. Users must agree to the clauses of this Agreement and comply with their obligations. The form also contains the authorized transactions and their thresholds, if any.

1.8 The Customer is tasked with taking all security measures regarding the Access Codes and the Security Code, notably refraining from providing them to third parties in any way whatsoever, and further undertakes to keep and use them in a way that effectively prevents access, viewing or improper use by any person or entity other than the Customer.

1.9 Access, instructions or transactions issued or carried out with a valid Access Code and Security Code shall be deemed made or authorized by the Customer.

1.10 The Customer undertakes to notify the Bank immediately if he or she detects or becomes aware of any

actual or threatened loss, theft, reproduction of its Access Code and Security Code. Notice must also be given of any suspect or unauthorized operation of its account(s).

1.11 The Customer is solely liable and responsible and shall bear all losses arising from wrongful third-party use of the Standard Bank Net, Standard Bank Mobile Services & Standard Bank Client Call Centre Services.

### 2. ORDERS AND PROCESSING

2.1 Any orders and/or instructions issued by the Customer and executed through the Standard Bank Net & Standard Bank Mobile Services shall be fully effective, and the Customer is barred from claiming lack of signature or defective statement of intention to enter into a contract to justify any breach of the obligations it undertook as a result of the instruction issued.

2.2 The Bank may, whenever deemed convenient, record phone calls on the Standard Bank's client call center service, and the respective tape recordings shall be proof of the transactions executed.

2.3 The Customer hereby authorizes the Bank to complete and validate all documents required for the effective performance and settlement of any transactions instructed through the Standard Bank Net & Standard Bank Mobile Services.

2.4 The Bank may fully or partially refuse to execute any transaction ordered by the Customer where:

- a) Customer's credentials are not correctly provided;
- b) Customer's identification/validation procedures have reached the maximum of 3 failed attempts as defined by the Bank;
- c) There is reasonable doubt regarding the identity of the originator or regarding the nature and elements of the transaction requested;
- d) The Bank demands that the Customer issue instructions in writing for transactions above a certain amount;
- e) When the amounts in connection with the relevant transaction are to be settled by charging any of the accounts, the respective execution order is issued in breach of the account's operating and ownership conditions; or
- f) The Bank, at its discretion, considers that it is necessary or advisable not to execute the transaction as it may be deemed to violate any applicable legal or regulatory rules or it could give rise to criminal liability, administrative liability



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or civil liability of the Bank or any of its officials, staff or service providers.

2.5 The Customer undertakes to keep sufficient funds in any accounts it may hold in the Bank to ensure settlement of any transactions carried out to execute any orders issued by Customer to the Bank through these Services.

2.6 The Bank reserves the right to refuse the execution of any orders and/or instructions whose characteristics and amounts warrant any suspicion or doubt, or of any orders and/or instructions that are not sufficiently clear or precise, or alternatively to request the Customer to confirm or clarify any order and/or instruction prior to or after their execution by any means the Bank may deem necessary, notably in writing.

2.7 The Bank may, at its discretion, bar or limit the execution of a given type of transaction through the Standard Bank Net & Standard Bank Mobile Services, where imposed by or advisable in light of applicable legal provisions or good management practices regarding account access services via internet, mobile phones or landlines, or for commercial reasons.

2.8 Account(s) balances provided by the Standard Bank Net & Standard Bank Mobile Services and any other information may, as appropriate, reflect the updated situation, the situation on the previous business day, or may be temporarily out-of-date due to ongoing transactions.

### 3. PRICE

3.1 Subscription of the Standard Bank Net & Standard Bank Mobile Services is free.

3.2 Notwithstanding the provisions in clause 3.1, commissions shall be payable in accordance with the price table in effect at the Bank for each type of transaction carried out through the Standard Bank Net & Standard Bank Mobile Services, which shall be deducted by debiting the account used by the Customer to execute the transaction. If this account does not have enough funds, the Customer hereby authorizes the Bank to debit any other account it may hold in the Bank.

3.3 The Bank may at any time set a price for the provision of the Standard Bank Net & Standard Bank Mobile Services, which shall be notified to the Customer or published in the Bank's price list at any of its branches or on the Bank's website no less than 30 (thirty) days prior to its entry into force. If the Customer disagrees, he or she may choose to terminate this Agreement within the deadline and subject to the Opening Account Conditions.

### 4. CONFIRMATION OF TRANSACTIONS

4.1 The performance of transactions through Standard Bank Net & Standard Bank Mobile Services may be confirmed by the Bank by means of a supporting document to that effect, namely account statement(s).

4.2 The Customer may request a specific supporting document for a transaction. The Bank reserves the right to

charge a corresponding commission, in accordance with the applicable price list.

4.3 Without prejudice to the foregoing, the Customer and the Bank agree that the computer record of transactions made herein under is sufficient proof of the Customer's orders and may be used as legal evidence.

### 5. SERVICE SUSPENSION

5.1. The Bank reserves the right to suspend the Standard Bank Net & Standard Bank Mobile Services whenever:

- a) An event provided for in Clause 2.4 of this Agreement occurs;
- b) Warranted by security reasons;
- c) The Customer does not use the Standard Bank Net & Standard Bank Mobile Services within 90 (ninety) days following subscription;
- d) On the debit date of any fee or commission payable by the Customer, the account(s) held by the latter do not have sufficient funds, and this situation persists for more than 15 (fifteen) days as from the Bank's written notice thereof;

5.2 Where access to Standard Bank Net & Standard Bank Mobile Services is suspended pursuant to Clause 5.1(d), the Customer may request reactivation by means of written application addressed to the Bank.

5.3 The Standard Bank Net & Standard Bank Mobile Services may also be temporarily suspended for the time strictly necessary when it is not possible to predict the system's downtime, in particular by maintenance operations, improvement of the Service or infrastructure. In the case of maintenance, improvement of Services or infrastructure operations, which are previously foreseen by the Bank, the Bank shall send to the Customer, at least 30 (thirty) days in advance, a communication with the start date and time and the end of it.

### 6. CONFIDENTIALITY, DATA PROTECTION AND AUTHORIZATIONS

6.1 The Bank undertakes to keep confidential all information provided by the Customer, as well as to ensure bank secrecy in accordance with the law.

6.2 The Customer is solely liable for any data omitted or inaccurate data provided.

6.3 The Customer shall have a right to be informed of data, and to have data rectified, added or erased by contacting a Bank's branch personally or in writing.

### 7. CHANGES TO PERSONAL INFORMATION

7.1 The Customer undertakes to inform the Bank of any changes to the address, e-mail, telephone number or any other previously transmitted data.

### 8. RESPONSIBILITIES

8.1 The Bank shall under no circumstances be liable for any damages, harm and/or losses suffered by the Customer and/or third parties due to unforeseeable circumstances and/or force majeure events, in particular



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any delay, interruption, error and communication cuts, as well as any other drawback beyond its control, in particular any deficiencies or failures caused by the telecommunications network, computer system, electric power or the Internet, except where these anomalies are demonstrably attributable to the Bank's wilful misconduct or negligence.

8.2 The Customer expressly represents that it is aware and agrees that Internet and telephone access are part of a public network and as such, the Bank shall not be held liable for damages arising from their use, notably in the event of changes to the content of any orders due to non-authorized third-party intervention.

8.3 For his or her own protection, the Customer shall ensure that the computer, mobile phone, landline or any other electronic device used for the purpose of accessing the Standard Bank Net & Standard Bank Mobile services comply with minimum security requirements.

### 9. INFORMATION PROVIDED

9.1 Any information provided through Standard Bank Net & Standard Bank Mobile Services is for general knowledge and does not replace expert advice where required. The Bank shall not be held liable for any losses arising from improper use of the information. The Customer agrees that any quotation, index, assessment, estimate, projection, news, study, opinion and other information on the Bank's website are for private disclosure only, and shall under no circumstances be deemed as service requests. Furthermore, they are not recommendations or advices and do not preclude consultation of the relevant mandatory legal documents prior to the execution of transactions by users, or replace the Customer's own assessment.

9.2 The information provided through the Standard Bank Net & Standard Bank Mobile Services, in particular any quotation, index, news, study or other financial and/or legal information obtained from other credible and reliable entities shall be the responsibility of those entities. The Bank shall under no circumstance be held liable for any inaccurate or outdated data, or for misperception, misinterpretation or misuse of the information provided.

9.3 Intellectual property rights over all contents provided through the Standard Bank Net & Standard Bank Mobile Service, which are not provided by third parties, shall belong to the Bank. Full or partial reproduction or disclosure of any content provided through these Services shall not be permitted.

### 10. LEGAL EFFICACY

10.1 The relationship between the Customer and the Bank shall be governed by this Agreement and by the particular conditions of each product or operation and, in the alternative, by the contractual conditions of the respective account(s).

10.2 The Bank reserves the right, at any time, to make changes to the present conditions of the Standard Bank Net & Standard Bank Mobile Service, which will be

communicated to the Customer at least 30 (thirty) days prior to its implementation. In this case, the Customer may choose to terminate this Agreement in writing within a maximum period of 5 (five) business days after the date of the communication, or within a period shorter than indicated by the Bank in its communication.

### 11. DURATION

11.1 This Agreement is concluded for an indefinite period, however, either party may terminate it by giving written notice to the other party at least 30 (thirty) days in advance.

### 12. STATEMENTS AND WARRANTIES

12.1 The Client declares that he or she has been duly and fully informed by the Bank of all documents required at the time of signature of the contract and confirms that he or she has taken cognizance of and accepts all costs, obligations and other contractual provisions and all the conditions necessary to qualify for the Standard Bank Net & Standard Bank Mobile Service available from the Bank.

### 13. FINAL DISPOSITIONS

This Agreement is governed by Angolan law. For the resolution of any litigation arising from this Agreement, the Forum of the Provincial Court that is territorially competent is stipulated.