

RMB Private Bank Fusion Account rules

TERMS AND CONDITIONS



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This important document sets out your and our rights and duties to each other. Read this document carefully. Keep this document for your records.

You must contact RMB Private Bank if you do not understand any part of this document or if you are not sure which parts of this document apply to you.

CONTENTS

1. RMB PRIVATE BANK FUSION ACCOUNT RULES	2
2. GENERAL RULES FOR RMB PRIVATE BANK FUSION ACCOUNT	4
3. RMB PRIVATE BANK FUSION CREDIT CARD RULES	7
4. RULES FOR CREDIT CARDS	7
5. GENERAL	11
6. CONTACTLESS CHIP AND PIN CARD	11
7. RMB VIRTUAL CARD TERMS AND CONDITIONS	12
8. RMB PRIVATE BANK FUSION PETROL CARD RULES	12
9. RMB PRIVATE BANK FAMILY BANKING SPOUSAL OFFER - TERMS AND CONDITIONS	13
10. RMB SAVINGS ACCOUNT RULES	14

PRIVATE BANKING

5 Merchant Place
9 Fredman Drive
Sandton 2196

PO Box 7856111
Sandton 2146
South Africa

Suite
Website

+27 87 575 9411
rmbprivatebank.com

RMB PRIVATE BANK a division of FirstRand Bank Limited FSP 624 and NCRCP20. Reg. No. 1929/001225/06.



1. RMB PRIVATE BANK FUSION ACCOUNT RULES

1.1 Who qualifies for this account?

In these rules the words “you” or “your” means the account holder and any person the account holder allows to operate the account.

“RMB Private Bank” means RMB Private Bank, a division of FirstRand Bank Limited.

RMB Private Bank has available different product offerings for its RMB Private Bank Fusion Account (“Fusion Account”).

Each product offering contains its own features, benefits and qualifying criteria determined by RMB Private Bank and amended from time to time.

To qualify for a product offering, you will be required to meet the qualifying criteria of such product offering, which may be determined on the following factors, but not limited to; income earned, age, level of education, account utilisation and/or eBucks Rewards level. Visit for more information to ensure that you meet the requirements and/or qualifying criteria (where applicable) of a particular product offering.

If you no longer qualify for the product offering or Fusion Account you have due to your failure to maintain/meet the qualifying criteria, you agree that RMB Private Bank can do any of the following:

- 1.1.1. Automatically transfer you to another suitable RMB Private Bank account; or
- 1.1.2. Close your Fusion account. Before RMB Private Bank does this it will give you reasonable notice if the law allows.

1.2 Required monthly income deposit

Different pricing options are applicable to each product offering on RMB Private Bank Fusion Bank Accounts (“account(s)"). Please see our pricing guide

on the RMB Private Bank website for information on the minimum balances that are required to qualify for the different pricing options on the accounts.

You must deposit your regular monthly income into this Fusion Account ((or where applicable, hold a minimum monthly investment amount). You must do this within thirty (30) calendar days of opening the account. In the event that you fail to deposit your monthly income (or where applicable, hold a minimum investment amount) into the Fusion Account and fail to remedy such breach after reasonable notice is provided to you to do so, we may cancel this agreement and close your Fusion Account.

1.3 Fees you must pay

Fees apply on this account. Refer to our latest pricing guide for more information. These are available on the RMB Private Bank website.

1.4. Interest you will earn

Please contact RMB Private Bank by email or telephonically for information about the interest (if any) you will earn on your account. RMB Private Bank quotes interest rates on an annual basis and calculates interest on your account’s daily ledger balance. RMB Private Bank can change the interest rate daily and give you notice of the change thereafter. RMB Private Bank will pay you interest on the next business day if the date for paying interest falls on a Sunday or a public holiday. If you have a linked savings pocket (linked savings account) account you will earn interest on that account.



1.5. Payment devices/instruments

You can apply for credit cards which includes RMB Private Bank Credit Cards and RMB Private Bank Temporary Credit Cards. You can also apply to link a Petrol card to this account. Please refer to General Rules for RMB Private Bank Fusion Credit Cards.

1.6 Banking channels

You may subscribe to any of our Banking Channels which include Online Banking, RMB Private Bank Banking App, RMB Private Bank DotMobi or Cellphone Banking. Account Opening is also available to certain self-service banking channels i.e. Online Banking, RMB Private Bank App and RMB Private Bank DotMobi. Visit the RMB Private Bank website for more information or contact us. Terms & Conditions apply.
Refer to our latest pricing guide for information on fees and charges.

1.7 Credit Facility

A Credit Facility is mandatory on this account. RMB Private Bank reserves the right to close this account if you fail to provide RMB Private Bank with the necessary documentation within ten (10) calendar days to complete the validation process for the Credit Facility; or in the event that you fail the affordability assessment conducted for the Credit Facility; or in the event that you no longer require the Credit Facility. You agree that RMB Private Bank can then open another bank account which you qualify for and provide you with the applicable terms and conditions. Terms & Conditions of the Credit Facility will apply to you once RMB Private Bank grants you the Credit Facility even if you don't use the Credit Facility.

1.8 Good standing

This means that none of your RMB Private Bank and FirstRand Bank accounts and credit agreements should be overdrawn, or be in arrears, or be in default, or be subject to any legal process with RMB Private Bank or FirstRand Bank. Legal process means any legal proceedings in any court of law involving you and RMB Private Bank or FirstRand Bank, including but not limited to: business rescue, collections, liquidation, administration and sequestration proceedings. Legal process excludes debt review as provided for in S86 of the National Credit Act.

1.9. eBucks

You may register to earn eBucks provided you meet the eBucks qualifying criteria for this account. Visit www.eBucks.com for more information and terms, conditions, and rules.

1.10. Value added benefits and services

Value added benefits and services are offered on this account. To view the value added benefits and service and applicable terms and conditions please visit the RMB Private Bank website.

1.11. Statements of account

We will give you a statement every month by making it available on our platform and it may be accessed for free by using one or more of the following channels: Online, App, ADT, ATM, Cellphone banking. You may ask for extra statements for which you may be charged.



2. GENERAL RULES FOR RMB PRIVATE BANK FUSION ACCOUNT

In these rules the words “you” or “your” means the account holder and any person the account holder allows to operate the account.

“RMB Private Bank” means RMB Private Bank, a division of FirstRand Bank Limited.

The specific account rules and the following rules apply to the RMB Private Bank Fusion Bank Accounts (“account(s)”).

The RMB Private Bank General Terms & Conditions, which are available on the RMB Private Bank website also apply to you. You must read all these rules and terms & conditions carefully. They contain important information about your and RMB Private Bank’s rights and duties to each other.

You must contact RMB Private Bank if you do not understand any part of the terms & conditions.

2.1. Your payment instructions must not be more than the available balance in your account

You may only instruct us to carry out payment instructions (such as debit orders; scheduled payments or debit card purchases) if you have sufficient funds in your transactional account. For the purposes of this agreement, this means your credit balance must be sufficient taking into account the required amount of uncleared funds deposited into that account and the amount of funds in the account that are reserved for other purposes. NOTE: Any funds reserved for point-of-sale transactions will only be deducted from your transactional account when the merchant successfully banks the transaction with its bank. Until this happens it is your responsibility to monitor your transactional account, and not to use those reserved funds. Take note that the available balance in your transactional account does not include the funds available in linked accounts like the FNB Savings Account.

You may not request or apply for credit by instructing us to process a payment instruction where there is no available balance or insufficient funds in your transactional account.

We will not carry out payment instructions if there is no available balance or insufficient funds in the transactional account. However, if we for whatever reason carry out your payment instructions if there is no available balance or insufficient funds in the transactional account, you agree that you will be liable to immediately repay the unauthorised overdrawn amount to us. Should we honour your instruction to make the payment in these circumstances, we will do so because we, as a bank, will perform a professional service to you and this will not be an extension of credit or a temporary increase of an agreed credit limit and the unauthorised overdrawn amount is immediately re-payable. We will charge you a service fee for each payment instruction we carry out in these circumstances, called an honouring fee.

The unauthorised overdrawn amount on your transactional account is immediately due and payable and, without any further notice, if you do not make payment of this amount immediately you agree that we may charge you default or mora interest in accordance with the Prescribed Rate of Interest Act, 1975, as amended. We may also take immediate steps to recover the unauthorised overdrawn amount.

The decision whether or not to charge interest at all or to charge mora interest will reflect on the statements made available to you from time to time. We reserve the right to correct any entry made in error on your statement relating to interest on any unauthorised overdrawn amount to reflect whether interest is charged or not and if so, the interest rate charged.



2.2. Interest you may earn

Please contact RMB Private Bank by email or telephonically for information about the interest (if any) you will earn on your account. RMB Private Bank quotes interest rates on an annual basis and calculates interest on your account's daily ledger balance.

RMB Private Bank can change the interest rate daily and give you notice of the change thereafter. RMB Private Bank will pay you interest on the next business day if the date for paying interest falls on a Sunday or a public holiday. If your account has a credit balance, you may earn interest on the credit balance which includes your credit card purchases (transactions where the credit card is used at payment terminals and websites) made within the account billing cycle, on condition that your account is in good standing.

2.3. Interest-free period (Rules that will apply where the credit facility is utilised.)

If your account is in good standing and you have not exceeded your credit limit, you will not be charged interest on your credit card purchases (transactions where the credit card is used at payment terminals and websites) made within the account billing cycle.

2.4. Transactions that will always attract debit interest immediately

Interest will be charged immediately from the transaction date for the following transactions, if the Credit facility is utilised to make these transactions (including but not limited to):

- Cash withdrawals;
- Travellers cheque purchases made with the Credit Card and certain Foreign Exchange transactions;
- Electronic funds transfers which result in a debit balance on your Credit Facility;
- Fuel or fuel-related transactions on the RMB Private Bank Fusion Petrol Card; and

- Any transaction where the Credit Card is not used at a payment terminal or website and is considered to be a cash transaction.
- Debit orders and scheduled payments.

2.5. Ending this agreement

We reserve our right to terminate our relationship with you in line with the RMB Private Bank General Terms and Conditions. Should we choose to do so, we will end this agreement and close your account. RMB Private Bank reserves the right to close this account if you fail to provide RMB Private Bank with the necessary documentation within ten (10) calendar days to complete the validation process for the Credit Facility; or in the event that you fail the affordability assessment conducted for the Credit Facility; or in the event that you no longer require the Credit Facility.

You agree that RMB Private Bank can then open another bank account which you qualify for and provide you with the applicable terms and conditions.

You can end this agreement by giving RMB Private Bank notice in writing.

If this agreement ends the following rules apply:

- You must still pay RMB Private Bank the full amount you owe RMB Private Bank for all transactions subject to any arrangements you have with RMB Private Bank on your account.
- You must return all cards (credit cards, petrol cards and additional cards, which are linked to your RMB Private Bank Fusion bank account) RMB Private Bank gave you.
- You must not withdraw funds from your account until RMB Private Bank has processed all outstanding transactions.
- To cover what you may owe RMB Private Bank after the agreement ends, you agree that RMB



Private Bank can keep sufficient funds in the account.

2.6. Dormant (inactive) accounts

- 2.6.1 If you don't use your account for a certain period of time or if your account balance is less than the amount as advised by RMB Private Bank from time to time, RMB Private Bank can close your account. RMB Private Bank will notify you before RMB Private Bank closes your account.
- 2.6.2 An inactive account is defined as an account which contains a positive or nil balance, and which has not been used for a period of time as determined by us and notified to you from time to time. If you continue to not use your account within the inactive status, and upon expiry of the inactive period, your account will be deemed dormant and we reserve the right to close your account.
- 2.6.3 We will notify you on the contact details provided by you, before your account is deemed dormant. When your account is deemed dormant any credit facility, cards or service linked to your account which are not in arrears will also be regarded as dormant.
- 2.6.4 We will charge a monthly fee on your account during the time it is deemed inactive or dormant.
- 2.6.5 Should you fail to respond to our notice and upon the account containing a nil balance we will close your dormant account. We will notify you before we close your dormant account. From the time your account is closed, you will not earn any interest on a credit balance (if applicable).
- 2.6.6 You have the right to claim any credit balance in your dormant account. In the event that the account is closed, you have a period of sixty (60) years from the date on which the account was closed to claim funds still in the account at time of closure of the account (if applicable). To do this you must provide us with proof of identity and entitlement to the funds. To claim funds, please see the "Unclaimed funds" procedure on our website.

2.7. Notification services

Please refer to the separate inContact Terms and Conditions which apply to inContact notification services.

2.8 Customer Due Diligence (CDD)

Under the Financial Intelligence Centre Act (FICA) of 2001, RMB Private Bank may not establish a relationship with you unless you have provided RMB Private Bank with acceptable documents to prove your identity and residential address. An account is considered to not comply with FICA if any of the required Customer Due Diligence ("CDD") documentation (Identity document and proof of address) are not on record or invalid. Under FICA and industry practice, all FICA noncompliant accounts will be frozen (you will not be able to transact).

Before freezing an account, RMB Private Bank will try to contact you to obtain the correct CDD documentation. If RMB Private Bank cannot obtain the documents your account(s) will be frozen.

2.9 Fair use policy

This product is meant for transacting in your personal capacity and must not be used for any other purpose.

2.10 Statements of account

We will give you a statement every month by making it available on our platform and it may be accessed for free by using one or more of the following channels: Online, App, ADT, ATM or Cellphone banking. You may ask for extra statements for which you may be charged. Should you have a dispute in respect of the monthly account statement, you must advise RMB Private Bank in writing within thirty (30) calendar days of the statement date. Unless you let RMB Private



Bank know Your monthly account statement will show your transactions for the month, advise you of any deposits you have made, all amounts charged to your RMB Private Bank know in writing that there is an error on the monthly account statement, the statement will be final and binding.

Should you not be able to retrieve your monthly account statement from our channels, you must bring this to the attention of RMB Private Bank, failing which RMB Private Bank will regard it as being received. On the Credit facility, interest will accrue in the normal course on the transaction amount unless it is established that it was correctly disputed. When this agreement ends, you will no longer be able to retrieve your statement from our channels.

3. RMB PRIVATE BANK FUSION CREDIT CARD RULES

In these terms & conditions (“rules”) “you” or “your” means the account holder and all cardholders and “RMB Private Bank” means RMB Private Bank, a division of FirstRand Bank Limited.

These rules apply to your use of the RMB Private Bank Fusion credit cards (“card(s)”) linked to your RMB Private Bank Fusion Bank Accounts (“account(s)”), issued by RMB Private Bank. These rules will apply to you from the time you apply for or use the card, whichever happens first.

These rules form an agreement between the account holder (“the customer”), the cardholder (user of the card(s)), any additional cardholders and RMB Private Bank.

4. RULES FOR CREDIT CARDS

This card can be used to access your banking profile on any RMB Private Bank banking channels.

Use Restrictions:

This card (together with the PIN) may be used to do the following:

- Use any FNB ATM for available banking services.
- Withdraw cash from an ATM and selected payment terminals.
- Deposit cash at an ATM.
- Get an account balance at an ATM or a selected payment terminal.
- To pay for goods and services from merchants who accept the relevant card.
- To pay for goods or services purchased on websites or the phone or by mail order, in which instance you will be asked for certain card related information before you may use these channels to transact.
- To pay for subscriptions and membership fees using repeat payments (it is your responsibility to inform the merchant/ service provider if the card number or expiry date changes).
- To purchase fuel at retailers that accept the card(s).
- To register for any digital channels such as Online Banking.

4.1. Steps you must take to safeguard the card and pin

To prevent unauthorised transactions on your account, you agree to take all reasonable steps to safeguard the card and any personal identification number (PIN) that is associated with the card. You must do the following:

- Comply with all security requirements and recommendations from RMB Private Bank from time to time.
- You may change any PIN RMB Private Bank issues to you immediately. You must not share your PIN with anyone.
- You must keep the PIN secret and separate from the card.

- When you receive the card, you must immediately sign the back of the card with a ballpoint pen.
- Only the person named as the authorised cardholder may use the card. You may not transfer the card to any other person or allow any other person to use the card.
- The card may not be used for any illegal transactions. You alone are responsible for ensuring that a transaction is lawful.
- You must use the PIN and/or sign a transaction slip as required by the supplier of any goods or services.
- When a card has expired, you must destroy the card by cutting through the magnetic strip and/ or chip.
- You must notify RMB Private Bank immediately if any of the following happens or if you think they might have happened:
 - The card is lost or stolen.
 - Someone has obtained the PIN.
 - Unauthorised transactions on the account.
 - Only the account holder/cardholder may set and change limits that apply to the card.

Be aware that merchants may not process the transaction on the date of the transaction.

- This can result in exchange rate differences, which you will be responsible for. RMB Private Bank may be required to report any transactions that occur outside the CMA to the South African Reserve Bank, the South African Revenue Service and/or the Financial Intelligence Centre.
- You warrant to RMB Private Bank that the use of the card will not in any way contravene the Exchange Control Regulations or any similar laws that apply from time to time and that you will comply with all relevant Exchange Control requirements. In addition, you are reminded that Exchange Control Regulations currently allow cardholders in whose names one or more bank credit and/or debit cards have been issued to make certain foreign exchange payments for small transactions, e.g. imports over the Internet, by means of such credit and/or debit cards. Payments are limited to R50,000.00 for each transaction. This dispensation does not free you from the duty to pay any taxes and/or custom duties for the value of goods imported, or from complying with the requirements imposed by Customs.

4.2. You must comply with exchange control regulations if you use the card (excluding petrol cards) outside the common monetary area

- If you use the card outside of the Common Monetary Area (“CMA”) you must comply with the applicable exchange control regulations. The CMA consists of the Republic of South Africa, Lesotho, Namibia and Swaziland. Any transaction or payment made in a currency other than South African Rands (“Rand”) will be converted to South African Rands at the Visa or MasterCard (as applicable) rate of exchange that applies on the date of processing the transaction to your account.
- The transaction will be shown on the account holder’s monthly account statement in South African Rands. A currency conversion fee will be charged for this service and will be added to the transaction amount.

4.3 Replacement and expiry of the card

The card is valid until the last day of the month of the expiry date shown on the card as valid date. The cardholder may only use the card during this period. The account holder or the cardholder may request RMB Private Bank to issue a replacement card if the account holder’s agreement with RMB Private Bank still applies and the card is lost, stolen or damaged.

The account holder or the cardholder may request RMB Private Bank to issue a renewal card if the account holder’s agreement with RMB Private Bank still applies and the card expires. In certain cases RMB Private Bank will issue the renewal card automatically. The same limits and functionality will

apply to the renewal card. Should you upgrade or downgrade your account, new card limits will apply to your newly issued card. It is your responsibility to confirm or change your new card limits by utilising the digital channels such as Online Banking.

RMB Private Bank may deliver the card to you once RMB Private Bank has verified your identity.

4.4. RMB Private Bank's right to debit the account or decline transactions

The cardholder will be held legally responsible for all transactions done with their card which include, but are not limited to:

- Transactions at Automated Teller Machines (ATM's).
 - Transactions at payment terminals.
 - Recurring Payments where the cardholder has authorised the Merchant to collect payments from the account.
 - Transactions done via electronic methods which include, but are not limited to websites or telephone.
 - All transactions for purchases, services or cash withdrawals will be debited (charged) to the account. Each time the card or the card number (and PIN, where applicable) is used in a transaction; RMB Private Bank can debit (charge) the account with the transaction amount even if no transaction slip or cash withdrawal voucher was signed. If there are insufficient funds in the account, RMB Private Bank can decline a request to authorise a transaction. Your card must not be used to participate in online gambling activities and for the purchase of foreign lottery tickets. RMB Private Bank is required to decline any card transactions in South Africa that relates to foreign lotteries or any online gambling activities.

4.5. Disputes with suppliers

A dispute between you and any supplier of goods/ services will not affect RMB Private Bank's right to debit (charge) the account and/or receive payment of the transaction amount from you. You do not have the right to:

- instruct RMB Private Bank to refuse to pay the supplier; or
- request a charge-back of payment already made to the supplier, for goods purchased or services obtained with the card, or
- have any claim, or institute any counter claim against RMB Private Bank, or to apply set-off against RMB Private Bank.
- Any payment that RMB Private Bank has made to a supplier for any transaction is final and irreversible, unless:
 - allowed by the VISA or MasterCard (as applicable) rules and regulations, as published by VISA or MasterCard (as applicable) from time to time, or
 - there was duplication in payment due to human and/or technical error by the supplier.
 - you can provide proof that you attempted to resolve the dispute with the supplier according to the agreement between you and the supplier.
- You must raise any card-related disputes within thirty (30) days after the transaction date. Disputes must be raised by completing the relevant dispute forms.

4.6. Charge, fees and other costs

- RMB Private Bank may charge you a card issuing fee for new cards.
- RMB Private Bank may charge a card delivery fee.
- RMB Private Bank may charge you a card replacement fee if the card is lost, stolen or damaged.



- RMB Private Bank may charge the following fees:
 - a fee for each transaction (where applicable) made through the use of the card, as advised by RMB Private Bank from time to time,
 - government levies (charges and taxes) where applicable,
 - a dispute fee, if you raise a dispute against a supplier for any purchase/transaction, and the purchase/transaction is proved to be correct, and
 - a voucher fee for any request made to RMB Private Bank to obtain a duplicate voucher from a supplier (if available).
- RMB Private Bank's fees are set out in the RMB Private Bank pricing guide which is available on the RMB Private Bank website. RMB Private Bank may at any time amend or introduce new fees and charges for the use of the card.
RMB Private Bank will give you reasonable notice of this.

4.7. Cardholder and customer are jointly and severally liable for all transactions

The account holder may ask RMB Private Bank to issue additional cards and PIN's, if required, to additional cardholders.

You agree that once the additional cardholder has been issued with an additional card and PIN, that person will have unlimited access to the funds in the account(s) linked to the additional card.

You accept liability (legal responsibility) for all transactions performed by the cardholder using the card. If the account holder does not pay RMB Private Bank in full for the transactions, the cardholder will be jointly and severally liable to RMB Private Bank as co-principal debtor for all amounts and any other obligations arising out of these rules.

All amounts include interest which may be levied (charged) on the transaction amount(s) and applicable

fees/charges, owing to RMB Private Bank on the account through the use of the card.

4.8. Your liability

You will be legally responsible (liable) for:

- **all card-based transactions until RMB Private Bank have been notified of the loss or theft of the card;**
- **any transaction that has been debited (charged) to the account by any person other than the cardholder using the PIN, unless the cardholder can prove that such person did not obtain the PIN because of the cardholder's negligence.**
- **any transaction that has been debited (charged) to the account by any person other than the cardholder using the card for purchases/transactions made on websites, by mail order, telephone / or electronically, unless the cardholder can prove that such person did not obtain the card or card number because of the cardholder's negligence.**
- **RMB Private Bank is not responsible for any loss the account holder and/or cardholder may suffer because of a failure, temporary breakdown or malfunction of any ATM or payment terminal or other card payment device where applicable, resulting from circumstances beyond RMB Private Bank's reasonable control.**

4.9. Lost card protection

- Lost card Protection is available for certain cards. It protects you against unauthorised and fraudulent use of the card, except for PIN-based transactions, from the time of the loss or theft of the card until you have notified RMB Private Bank of the loss or theft.
- If either the account holder or the cardholder is negligent in safeguarding the card or reporting the theft or loss of the card, you will not have any Lost card Protection.



- Any delay in reporting the loss or theft of the card to RMB Private Bank, will be regarded as negligence and the account holder and the cardholder will have to prove that they were not negligent.
- Report lost/stolen cards to the following number:
Local: 087 575 9406
International: +27 11 369 1189

4.10 Termination

We reserve our right to terminate our relationship with you in line with the RMB Private Bank General Terms and Conditions. Should we choose to do so, we will end this agreement and close your account RMB Private Bank reserves the right to end this agreement and cardholder's right to use the card with immediate effect in any of the following circumstances:

- if the cardholder has not used the card for a reasonable period; and
- if it is necessary to protect RMB Private Bank's interests.

The account holder and/or the cardholder may end the agreement if all outstanding amounts, including interest and fees due to RMB Private Bank are paid in full.

The account holder has the right to claim possession of the card from the additional cardholder on demand, but the account holder is not entitled at any time to any knowledge or access to the cardholder's PIN, if issued or to use the card.

The cardholder must notify RMB Private Bank of possession of the card in writing.

If this agreement is terminated, the account holders and the cardholder's full indebtedness to RMB Private Bank for all card transactions remains due and payable, subject to the arrangements in place on the account.

If the account holder requests RMB Private Bank to close the account, the card must be returned to RMB Private Bank immediately. A seven (7) day period will apply before the account is closed to allow for settlement

of any outstanding transactions made by the cardholder but not yet processed by a supplier.

5. GENERAL

- The card remains RMB Private Bank's property and must be returned to RMB Private Bank immediately at RMB Private Bank's request.
- If you are a minor (under the age of 18) then these terms & conditions will also apply to your parent or legal guardian (with the appropriate amendments).
- The card is VISA or MasterCard branded, issued by RMB Private Bank under license of VISA or MasterCard as the case may be.
- RMB Private Bank may from time to time amend these rules, by notifying the customer of the changes on 20 (twenty) days notice. If you are not happy with the changes, you have the right to end the agreement prior to the expiry of 20 (twenty) days after notification of the changes has been sent to you. The changes will be binding on you and will form part of the agreement upon expiry of the 20 (twenty) day period.
- You consent to RMB Private Bank sharing your personal information with RMB Private Bank's Couriers for the purposes of delivery of your RMB Private Bank Card.

6. CONTACTLESS CHIP AND PIN CARD

- You must read the Mobile Payments terms and conditions available on the RMB Private Bank website together with these terms and conditions. A "Contactless Chip & PIN" card is a bank card with an embedded chip and antenna. When you are issued with a contactless Chip & PIN card you may be required to merely scan your card within the wireless range of the payment terminal depending on the value of the transaction.



- Some merchants may require you to sign a slip.
- Certain transactions may require you to dip or swipe your card at the payment terminal and may require you to enter your PIN. The contactless functionality will only be available at selected merchants on transactions up to a limit based on your individual profile, which RMB Private Bank may change at its discretion. If you have more than one contactless card, please ensure you present one card for payment, to avoid collision transactions, which is when both cards are debited for the same transaction.

7. RMB VIRTUAL CARD TERMS AND CONDITIONS

By applying for or using the Virtual Card, whichever occurs first, you agree to and are bound by the Virtual Card Terms and Conditions which must be read together with these rules, as well as the Remote Banking Terms and Conditions.

Please refer to the separate Virtual Card Terms and Conditions found on the RMB Private Bank website.

8. RMB PRIVATE BANK FUSION PETROL CARD RULES

In these terms & conditions (“rules”) “you” or “your” means the account holder and all cardholders and “RMB Private Bank” means RMB Private Bank, a division of FirstRand

Bank Limited. These rules apply to your use of the RMB Private Bank Fusion Petrol Cards linked to your RMB Private Bank Fusion Bank Account (“account(s)”) issued by RMB Private Bank. These rules will apply to you from the time you apply for or use the card, whichever happens first. These rules form an agreement between the account holder (“the customer”), the cardholder (user of the card(s)), any additional cardholders and RMB Private Bank. These rules must be read with all the other terms & conditions that apply to your relationship with us, including the General Rules that apply to all RMB Private Bank Fusion Credit Cards.

8.1. Linking the card

The RMB Private Bank Fusion Petrol Card can only be linked to the RMB Private Bank Fusion Bank account. Purchase limits can only be enforced if the purchase exceeds the merchant’s floor limit.

8.2. Use restrictions

The RMB Private Bank Fusion Petrol Card may only be used at outlets in the Republic of South Africa, including but not limited to service stations, which have contracted with RMB Private Bank to accept the card, for the following:

- South Africa Toll fees;
- fuel, oil, lubricants, additives and related products;
- motor vehicle spares, parts and accessories; and
- motor vehicle maintenance and related services.
- This card may not be used:
 - to withdraw cash;
 - to obtain the balance on the account;
 - to make deposits into the account;
 - to purchase or transact by mail order, telephone, the internet, or electronically;
 - as a reference for recurring payments, including debit orders, subscription fees and membership fees, and
 - at any merchants specifically excluded.

8.3. Report lost/stolen cards to the following number:

Local: 087 575 9406

International: +27 11 369 1189



9. RMB PRIVATE BANK FAMILY BANKING

SPOUSAL OFFER - TERMS AND CONDITIONS

A Spouse/Partner is defined as an individual who is in a relationship with the Primary Family Member, be it married or in a life partnership, and who holds, or is eligible for a Qualifying Transactional Account.

- Primary Family Member is defined as the individual that is the highest income earner in the relationship or the individual who holds or is eligible for the highest Qualifying Transactional Account.
- Qualifying Transactional Account for a Primary Family Member is defined as an RMB Private Bank Current Account, RMB Private Bank Fusion Account or RMB Private Bank Single Facility which is in Good Standing and is active, to the extent that the Primary Family Member already banks with RMB Private Bank. A Qualifying Transactional Account for a Spouse/Partner is defined as an RMB Private Bank Current Account or RMB Private Bank Fusion Account which is in Good Standing.
- Good Standing means that none of your RMB Private Bank and/or FirstRand Bank Limited accounts and credit agreements should be overdrawn, or be in arrears, or be in default, or be subject to any legal process with RMB Private Bank or FirstRand Bank Limited. Legal process means any legal proceedings in any court of law involving you and RMB Private Bank or FirstRand Bank Limited, including but not limited to: business rescue, collections, liquidation, administration and sequestration proceedings.
- Legal process excludes debt review as provided for in S86 of the National Credit Act.
- These Terms and Conditions will apply if you have taken up RMB Private Bank's Spousal Offer and must be read together with the terms and conditions for RMB Private Bank Transactional Bank Accounts, RMB Private Bank Credit Card Account and Credit Facility, General rules that apply to all RMB Private Bank debit cards, the Remote Banking Agreement should you make use of RMB Private Bank's digital channels. Please note that separate product terms, conditions and rules may apply to

the Spousal Offer qualifying accounts. RMB Private Bank reserves the right to change the features of any product or facility at any time. By accepting the Spousal Offer, you confirm that you have provided us with accurate information regarding your relationship.

- The Spousal Offer allows a Spouse/Partner to benefit from having the same transactional account as the Primary Family Member, regardless of the Spouse/Partner's income and to benefit from a discounted monthly account fee, which includes the Credit Card monthly account fee and service facility fee.
- The Primary Family Member may only nominate one Spouse/Partner for purposes of benefiting from the Spousal Offer. Should the Primary Family Member and the Spouse/ Partner fail to confirm their relationship via the RMB Private Bank Banking App, the Spouse/ Partner will not qualify for the Spousal Offer.
- Should the Primary Family Member and the Spouse/Partner fail to confirm their relationship via the RMB Private Bank Banking App, the Spouse/Partner will not qualify for the Spousal Offer.
- If the parties become separated, the Spouse/ Partner will no longer qualify for the Spousal Offer. The parties agree to notify RMB Private Bank should they become separated.
- If the Primary Family Member and/or Spouse/ Partner's Qualifying Transactional Accounts are no longer in Good Standing, the Spouse/Partner will no longer qualify for the Spousal Offer.
- If the Primary Family Member no longer holds a Qualifying Transactional Account, the Spouse/Partner will no longer qualify for the Spousal Offer.
- If the Spouse/Partner no longer holds a Qualifying Transactional Account with RMB Private Bank as that of the Primary Family Member, the Spouse/Partner will no longer qualify for the Spousal Offer.



- If the Spouse/Partner no longer qualifies for the Spousal Offer, the account opened for the Spouse/Partner at the time the Spousal Offer was taken up will be maintained, however RMB Private Bank may, on reasonable notice, change the pricing applicable to the Spouse/ Partner's account, in accordance with RMB Private Bank's pricing guide which can be viewed on our website. Should a Spouse/ Partner wish to change to a different account or product, they must contact RMB Private Bank to discuss available options.

10. RMB SAVINGS ACCOUNT RULES

A Spouse/Partner is defined as an individual who is in a relationship with the Primary Family Member, be it married or in a life partnership, and who holds, or is eligible for a Qualifying Transactional Account.

10.1. What do you need to qualify for a Savings Account?

- The Savings Account is not a standalone account and is linked to your RMB Private Bank Primary Transactional Account. If your RMB Primary Transactional Account is closed, your Savings Account will also be closed. If there is any money in your Savings Account, this will first be transferred to your linked RMB Primary Transactional Account before RMB Private Bank closes the Primary Transactional Account.
- Your account may not fall below this balance; if it does you will not earn interest. R1 (one rand)
- Minimum balance for your account to remain active You are required to maintain a minimum account balance of R100 (One Hundred Rand) for your account to remain active. Should your account fall below this minimum balance and you do not make any deposits (this does not include Bank Your Change) for a period of 3 months and longer, your account status will be changed to inactive.

10.2 What interest will you earn, how and when is it calculated and paid?

RMB Private Bank calculates interest on the daily balance in your Savings Account and will pay your interest into the Savings Account every month. RMB reserves the right to change the interest rate at any time without giving you notice of this. Updated interest rates will be made available on the RMB Private Bank website.

10.3 Can you deposit money into the account at any time?

The types of transactions allowed on a Savings Account are limited. You will only be allowed to do transfers (ad-hoc or scheduled) from your Primary Transactional Account into your Savings Account. Please note that transferring funds between your Primary Transactional Account and Savings Account can take up to 2 (two) business days to reflect. You cannot deposit cash directly into your Savings Account.

10.4 When can you withdraw money from the account?

You can withdraw from your Savings Account at any time by transferring funds to your Primary Transactional Account from your Savings Account. You cannot use your Savings Account to make payments or withdraw cash from your Savings Account. The Savings Account may not be overdrawn. This means you may not transfer more money than the available balance in your Savings Account. You may not transfer more funds to your Primary Transactional Account than you have available in the Savings Account.

10.5 Fees you must pay us

There are no fees applicable on this account.

10.6 How does Bank Your Change work?

- If you have selected RMB Bank Your Change®, you will automatically be defaulted to a Top Up of R2 (Two Rand). This means that RMB Private Bank will



round up the amount charged on each successful point of sale transaction swipe you perform on your debit card to the nearest rand and an additional R2 top up will then be added to the rounded- up amount. The total amount will then be transferred to your Savings Account on a weekly basis.

- RMB Private Bank will check the available balance on your linked RMB Current Account every week if there are sufficient funds for RMB Private Bank Your Change® transfer to be processed, (i.e. the total Bank Your Change® amount must be equal to or less than the available balance in your bank account). If the amount is available, RMB Private Bank Your Change® amount will be transferred to your Savings Account. If the amount is not available, the transfer will not be processed and will not be carried over to the next week or any other time if and when the funds are available. The savings amount will only earn interest once it has been transferred into your Savings Account (Linked Savings Account).

10.7 What do you need to qualify for Bank Your Change?

- Bank Your Change” will automatically be closed if your RMB Private Bank Account is not in good standing. Good standing” means that your RMB Private Bank account is not overdrawn, or in arrears, or in default, or subject to any legal process with RMB. Legal process means any legal proceedings in any court of law involving you and RMB Private Bank. Legal process includes, but is not limited to collection, liquidation and sequestration proceedings. Legal process does not include debt reviews allowed under S86 of the National Credit Act 2005.
- You may reapply for “Bank Your Change” when your RMB Private Bank account returns to good standing.

10.8 The RMB Savings & Cash Investment Account General Terms & Conditions also apply to you. A copy of these terms & conditions is available on the RMB Private Bank website or from our call centre.