

# Absa Commercial Prepaid Transit Card - Terms of Use

## Unrestricted

In these terms:

- the ( **myconnect** ) card is referred to as the 'Card';
- Absa Bank Limited is referred to as 'we/us/our';
- the person to whom the Card is issued, is referred to as 'you'; and
- (  ) is referred to as 'the Company'

### 1 How the Card works

The Company will issue you with the Card and personal identification number ("PIN"). To activate the Card you must change the PIN at the Company's kiosk, any Absa ATM, or participating store. You must store the new PIN in a safe place where you can find it if you need it. You must sign the Card on the signature panel on the reverse side of the Card before using it and you must memorise the PIN.

You must load the Card before you can use it. You load money or vouchers (e.g. travel ticket) on to the Card at our ATM's, using an electronic funds transfer directly from your Absa account and/or by using cash at participating service providers in South Africa only. The terms and conditions applicable to the vouchers must be obtained from the supplier of the vouchers.

You spend money and vouchers (where accepted) by paying for products and services in South Africa where the Card is accepted as a means of payment.

When you use the Card to make a payment you either touch the Card on a contactless point of sale reader or authorise the payment on an electronic point of sale by inserting the card and using the PIN that we give you with the Card.

The Card is not linked to any of your bank accounts.

### 2 Value limits (not applicable to vouchers)

Maximum value of a payment: R200.

Maximum Card balance: R1500. Maximum value loaded on the Card per calendar month: R3000.

You may not exceed these limits because if you do, we may suspend or cancel the Card.

### 3 Fees

The Company will provide you with the details of the fees before you buy the Card. The Company will charge a fee for distributing the Card to you and for replacing the Card.

### 4 Changing our Fees and Card Limits

We can change our fees and Card limits. We will inform the Company about the changes and they will give you reasonable notice of a change before it comes into effect.

### 5 Your Risks and Card Safety

Anyone who has the Card can spend the value on the Card by touching it on a contactless point of sale reader (money and vouchers).

Anyone who has the Card and knows your PIN can authorise payments on an electronic point of sale using your PIN (money only).

We cannot de-activate the Card if you lose it or it is stolen.

### 6 Limitations of the Card

You cannot:

- earn interest on the balance on the Card
- draw cash
- make a payment over the internet
- borrow money

### 7 Statements and viewing your balance

We will only provide you with statements (Card Transaction History) showing the transactions made on the Card, if the Company is unable to do so and within 30 days of you asking us in writing. You may also check your balance and the last five (5) transactions at any Absa ATM, the Company's kiosk or certain participating stores.

### 8 Replacement Cards and PINS

You must notify the Company at any kiosk and get a reference number if your Card is lost, stolen, damaged or if it has expired. If the Company Information centre is closed you may contact the Stop and Contact Centre on (0800 11 11 55).

If your Card is damaged you must buy a new Card and the Company will transfer any balance of money and vouchers from the damaged Card if the chip can be read and you know your PIN. If the chip cannot be read and there is a balance of money and vouchers on the damaged Card, the Company will transfer the vouchers to the new Card but we will only transfer the balance to the new Card 30 (thirty) days after the Company instructs us to do the transfer.

If your Card is lost, stolen or you have forgotten your PIN, you must buy a new Card and we will transfer any balance of money (but not vouchers) from the lost or stolen Card 30 (thirty) days after the Company instructs us to do the transfer. The Company or the supplier of the vouchers must assist you with transferring the vouchers.

You can change your PIN at the Company's kiosk, any Absa ATM or participating stores. If you forget your PIN, neither Absa nor the Company will be able to assist you by telling you what your PIN is and you will not be able to load money or vouchers onto the card. You must buy a new Card from the Company, request the Company to block your old Card and move any unused money and vouchers to your new Card.

#### **9 When the Card expires**

We will transfer any money (but not vouchers) from the old Card to the new Card. The supplier of the vouchers must assist you with transferring the vouchers. If you do not get a new Card we will charge a monthly fee against any value on the expired Card until the balance is zero.

#### **10 Limitation of Liability**

By using the Card you accept these Terms of Use. By using the card after any amendment, you accept such amendment.

We will not, unless we have acted grossly negligently, be liable for any loss arising from:

- the wrong use of the Card;
- you providing us with incorrect, inaccurate or incomplete information;
- anything that is outside of our control;
- the participating store refusing and/or being unable to accept your Card for payment.

#### **11 Disputes with suppliers of goods and services that you pay for with the Card**

You cannot involve us or the Company in disputes with suppliers of goods or services or recover from us or the Company the value of a payment made with the Card.

#### **12 Queries**

Please contact the Company for any queries regarding transactions on your Card or unavailability of funds.

#### **13 Complaints and Dispute Resolution**

If you have a complaint or a dispute with us you can:

- complain to us at (Complaints line 0800 11 11 55); or
- seek assistance from the Ombud responsible for banks on 0860 800 900 (sharecall) and 011 712 1800.

#### **14 Our rights**

We reserve the right to cancel the Card without prior notice for any lawful reason. You may claim the remaining funds on the Card from the Company. The remaining funds will be refunded only if it is lawful to do so.

#### **15 Governing Law**

These Terms are governed by South African Law. You agree that we may bring legal proceedings against you in the Magistrates Court that has the jurisdiction to hear and decide the matter (apart from the amount involved).