



# Eazzy 24/7

'Benki yangu mkononi'

Name \_\_\_\_\_ Passport/ID No. \_\_\_\_\_

Mobile no. \_\_\_\_\_ Email: \_\_\_\_\_

Address \_\_\_\_\_ Postal code \_\_\_\_\_ Town \_\_\_\_\_

Primary account number: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> (This is your 13 digit account number)	Alias (Any 4 letters/numbers) <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Other accounts: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>

Please tick against the alerts you require.

<input type="checkbox"/> Salary/Remittance Alert	<input type="checkbox"/> Cheque Cleared alert	<input type="checkbox"/> On Large Debit Ksh _____
<input type="checkbox"/> CardTransaction Alert	<input type="checkbox"/> Cheque Deposit Alert	<input type="checkbox"/> On Large Credit Ksh _____
<input type="checkbox"/> Overdrawn A/c Alert		

NB: You will receive your 5 digit PIN through SMS which you will use to access Eazzy 24/7 service once your application has been processed.

### Declaration by Applicant

I confirm that the information given is true and authorize you to make any enquiries you may deem necessary in connection with this application. I have read, understood and accept to be bound by the Eazzy 24/7 terms and conditions of use as stipulated overleaf.

Date \_\_\_\_\_

Signature \_\_\_\_\_

### Card Officer's Check list:

- |  |  |
|--|--|
| <input type="checkbox"/> User guide issued to customer | <input type="checkbox"/> ID Card /Passport copies obtained |
| <input type="checkbox"/> Original ID/Passport sighted  | <input type="checkbox"/> Terms and Conditions signed       |

Access Channel:  SMS  Eazzy 24/7 Online/Download

### For bank Use Only:

Received By	<input type="text"/>	Sign	<input type="text"/>	Date	<input type="text"/>
Input By	<input type="text"/>	Sign	<input type="text"/>	Date	<input type="text"/>
Verified By	<input type="text"/>	Sign	<input type="text"/>	Date	<input type="text"/>

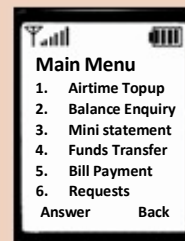
### EAZZY 24/7 USER GUIDE

Eazzy 24/7 is specifically designed to meet your payment needs and help you access your bank account comfortably and conveniently. This guide will offer advice on how to access the services available on Eazzy 24/7.

#### How to Access Eazzy 24/7

Register through the Diaspora Desk. Access Eazzy 24/7 through your preferred options:-

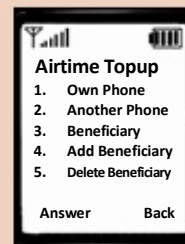
1. If your phone is internet enabled, you can access Eazzy Online on your browser through <https://m.equitybank.co.ke/wap>. Enter your customer ID and 5-digit PIN to login.
2. You can go to <https://m.equitybank.co.ke> to install Eazzy Download on your phone once. Open the application, which is saved on your phone, and load it onto the login page. Enter your customer ID and 5-digit PIN to login.



Please follow the instructions below to carry out your transactions:-

#### 1. Airtime Top-Up

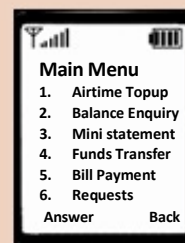
You can buy airtime for your friends in Kenya



- Select Account to purchase from
- Select mobile operator i.e. Safaricom or Zain
- Select denomination for top-up
- Reply with Confirmation

#### 2. Balance Enquiry

You can view your account balances



- Select Balance Enquiry
- Select step 2 if you have more than one account.
- Select account you want to view.

### 3. Funds Transfer

You can transfer funds to any account within Equity bank.



- Select Account to transfer from
- Enter account or Mobile No. to transfer to.
- Enter transfer amount.
- Reply with confirmation.

### 4. Bills Payment

You can pay for your relatives bills such as electricity, water, HELB, TV etc.



- Select Account to pay from
- Select biller
- Enter Amount to pay
- Enter cents
- Reply with Confirmation

### 5. Requests and Alerts

To access Requests, Issue Instructions and access information, follow the following prompts.

Go to Main menu and Reply with 5 for 'Others'.

These services include:

- Mini Statement request
- Full statement request
- Cheque Book Request
- Stop a Card
- Stop Cheque
- Pin Change
- Fx Rates
- Language change
- Investment Services
- Insurance Services
- Credit Services

**NB: Operator charges apply.**



Contact your Diaspora Desk for any assistance or further questions.

Call us on  
020-2736620/2737334/2711440 or 0723786736  
or 0735 999012.

Our Address is **P.O Box 75104, 00200 Nairobi.**  
[info@equitybank.co.ke](mailto:info@equitybank.co.ke)  
[www.equitybank.co.ke](http://www.equitybank.co.ke)

## Eazzy 24/7 Terms and Conditions

### Definitions

In these terms and conditions the reference to “we” shall mean Equity Bank and the reference to “you” shall mean you the customer

### Terms and Conditions

1. The use of Eazzy 24/7 made available by Equity Bank to its customers shall at all times be governed by the following terms and conditions.
2. In these terms, reference to “we” “us” “our” shall mean Equity Bank and the reference to “you” “your” shall mean you the customer
3. You accept responsibility for making sure that you understand how to use the Eazzy 24/7 service. We shall not be responsible to you for any losses caused by your failure to properly use the service.
4. We reserve the right to determine the services that will be offered on Eazzy 24/7 and will from time to time determine or specify at our discretion the scope and features of the Eazzy 24/7 and are entitled to modify, expand or reduce the same at any time without notice to you. By making an application to use Eazzy 24/7 you will be bound by any future modifications, expansions enhancements deletions or reductions made by us.
5. You can register only one mobile phone number for multiple accounts but cannot register multiple mobile numbers for one account number. You hereby confirm, declare and acknowledge that the phone number provided to us is owned by you or in your control and that any communication from and to the said phone is and shall be with the knowledge of and within your control. You shall in all circumstances accept full responsibility for any and all instructions sent to us from the phone number and you hereby authorize us to act on the instructions and process any and all transactions. You agree and acknowledge that we shall in no way be held responsible or liable if you incur loss as a result of carrying out the instructions of you pursuant to your access of the Eazzy 24/7.
6. The Eazzy 24/7 may, without prior notice to you, be suspended or terminated by us for any reason whatsoever, including, without limitation, invalid data, closure of related account (s), breakdown, maintenance, modification, expansion and/or enhancement work caused or initiated by the telecommunications company (s) concerned in relation to their network or by any service provider in respect of the Eazzy 24/7. We will not assume any liability or responsibility for any such suspension or termination.
7. The Eazzy 24/7 may be terminated at any time by notice from you to us in the form of an application form (available at any of our branches). Any such termination shall be effective within (2) days of receipt of the termination notice by us.
8. You acknowledge that any information received by you under the Eazzy 24/7 is for information only, and shall not be taken as conclusive evidence of the matter to which it relates. You understand that the date and time on the information advises best the date and time of Equity Bank's main computer.
9. You shall use only the mobile phone number that has been informed to us stated in the application form. You shall promptly notify us, by filing out a change request form, of any changes to information provided to us by you relating to or for the purposes of the Eazzy 24/7 including the details of your designated mobile phone number and the telecommunications company providing or servicing it. In addition, you shall promptly inform us of any loss or theft of your mobile phone by calling our Help Desk at Card Center on telephone numbers provided from time to time. We shall not be liable for any loss or claim resulting from the relaying of any information to the designated mobile phone number prior to receipt of any notification of loss or theft.  
Following receipt of notification of loss or theft, the bank shall deactivate the subscription until further instructions are received.
10. You shall be solely responsible for all the transactions and consequences arising out of the messages emanating from the registered mobile phone instrument. We will not assume any responsibility or liability for unauthorized messages sent by any other person without authority.
11. We shall not assume any liability or responsibility for any failure or delay in transmitting information to you or any error in such information, unless this results from negligence or willful default on our part. In particular, we shall not assume any liability or responsibility for the consequences arising from any cause beyond our control including, without limitation, failure of your telecommunications equipment to receive information for whatever reason, any telecommunications breakdown, mechanical failure, path failure, malfunction, breakdown, interruption or accuracy of equipment or installation, force majeure event such as sabotage, fire, floods, explosion, acts of God, civil commotion, strikes, act of government, computer hacking, unauthorized access to computer data, computer crashes etc.
12. We shall not be liable under any circumstances for any damages whatsoever whether such interruption of business or loss of any character or nature whatsoever and whether sustained by you or by any other person. We make no representations or give no warranty with respect to the quality of the service provided by any mobile service provider.
13. We will provide you with an initial PIN at the time of availing of service. You must keep your Personal Identification Number (PIN) confidential never under any circumstances disclosing it to any one and take all reasonable care to prevent its unauthorized and fraudulent use. You acknowledge that the PIN selected acts as your authorized signature. The PIN authorizes and validates directions given by you. If you give your PIN to anyone or fail to safeguard its secrecy, you do so at your own risk and we shall not be liable for any loss arising from a shared PIN.
14. You must tell the bank immediately of any unauthorized access to the Eazzy 24/7 or any unauthorized transactions or any instructions which you know of or suspect.
15. In consideration of us agreeing to provide the Eazzy 24/7 service to you, you hereby irrevocably agree and undertake to indemnify and keep us indemnified at all times hereafter and hold us harmless against all actions, claims, demands, liabilities, losses, damages, legal fees, costs, and expenses of whatever nature that may result or which we may sustain, suffer or incur as a result of our agreeing to provide the Eazzy 24/7 to you. You further agree and confirm that this indemnity shall remain valid and subsisting and binding upon you notwithstanding withdrawal, either partially or in totality, of the Eazzy 24/7 service.
16. We shall not be liable for any losses or damage caused (a) by the disclosure of confidential information; (b) by the disclosure of information to the designated mobile phone where such designated mobile phone is in another person's possession with your consent; or (c) to your data, designated mobile phone, communications equipment or other equipment, in each case caused by your use of the Eazzy 24/7 unless such loss or damage is directly and solely caused by our willful default or negligence.
17. We reserve the right and you hereby authorize us to send you customized messages over your mobile phone for marketing or regarding the provision of other services or products or for any other purpose we deem fit unless specifically instructed otherwise by you in writing.
18. You understand and confirm that we may, at our sole discretion, record any and all information or instructions relayed from your phone to us and to you from us and collect and store the same along with all information in such form and manner as it deems necessary and appropriate. The information may be relied upon by us or any person who may reasonably require the same and or produced in any proceedings or otherwise.
19. Any notice from us to you may be in such manner and by such means of communication as we shall deem fit, including, without limitation, use of direct mailing material, advertisement, branch display, electronic communication such as e-mail or via the Eazzy 24/7. Any notice from you to us shall be in writing at the following address unless otherwise indicated in these Terms & Conditions: Card Center, Equity Bank, P. O. Box 75104-00200 Nairobi Kenya.
20. We reserve the right at all times to vary or amend the foregoing Terms & Conditions or to introduce new Terms & Conditions. Any such variations or amendments shall become effective and binding on you upon notification by us to you. If you are unwilling to accept such variations or amendments you may terminate the Eazzy 24/7 service by providing written notice thereof.
21. Operator charges apply.
22. These Terms & Conditions shall be governed by and construed in accordance with the Laws of the Republic of Kenya.
23. By registering to Eazzy 24/7 you agree to have understood, accept and abide by all the Terms & Conditions governing the Eazzy 24/7 including any subsequent variations or amendments.

Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_