

**BANK'S AUTHORITY TO ACT UPON  
CUSTOMER'S EMAIL INSTRUCTIONS AND INDEMNITY**

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**A: AUTHORITY TO ACT ON INSTRUCTION**

TO: BANK OF BANK OF AFRICA – UGANDA Ltd (“the Bank”) of P.O.Box 2750 Kampala, Uganda.

FROM:

\_\_\_\_\_  
[Full Name of Customer and Address (hereinafter referred to as “I”, “We” “my” or “our”)]

I/We request and authorise the Bank to rely upon and act in accordance with any instruction or communication given by me/us to the Bank through the internet by way of email in respect of my/our below stated account(s) regardless of the circumstances prevailing at the time of an Instruction

**B. DETAILS OF ACCOUNT HOLDER(S)**

Account Holder(s) Name: \_\_\_\_\_

Customer Account Number(s) \_\_\_\_\_

Account Holder Telephone Number(s) \_\_\_\_\_

Account Holder Email Address: \_\_\_\_\_

**C: WHEREAS**

1. I am a/We are customer(s) with the Bank and have account(s) with Bank details described above;
2. I/We understand that the Instruction(s) given to the Bank via email binds me/us to the Bank;
3. I/We also understand that the Instruction(s) I/We shall give may among others relate to; debiting or crediting an account(s), change of an earlier given instruction, a new instruction relating to a transaction on my/our account or incidental to our account;
4. I/We agree that the Bank will not be liable for any losses or damages that I/We may suffer or incur if the Bank acts on any email Instruction(s) from my/our above stated email address regardless of whether the instruction was sent by me /us or any person authorized to act on my/our behalf. Therefore, the Bank shall not accept liability for any errors and omissions in the content of the email messages and/or its attachments. I/we hereby accept and unconditionally agree that all risks shall be borne by me/us and the Bank will not be liable for any losses of damages arising as a consequence on any instructions by me/us or purporting to be from me/us received by the Bank via email.
5. I/We agree that I/We will immediately notify the Bank in writing of any change to my/our email address provided above and I/We further agree that upon receipt by the Bank of such written notification, I/We may be required to complete a new Indemnity form in order to continue sending the Bank instructions via my/our email(s) and this shall supersede the earlier executed form;
6. I/We understand that email or Internet communications may be subject to interruption, distortion, non or mis - delivery and may not be confidential, secure or error free as they can be intercepted, corrupted or lost and may contain viruses within the machine/terminal used by me/us or by the Bank ;
7. This Authority shall be subject to the laws of Uganda and I/we submit to the non-exclusive jurisdiction of the Ugandan courts.

