



These terms and conditions ("VbV Terms") comprise the agreement between the Bank and the Cardholder in connection with the Cardholder's Standard Bank Visa debit card VbV service. These VbV Terms must be read in conjunction with the General Terms and Conditions for Standard Bank Visa debit card (the "General Terms").

1 Interpretation

- 1.1 In these terms and conditions
- 1.1.1 "VbV" means Verified by VISA. This secure service provides online authentication of your identity when purchasing goods from VbV enabled retailers over the internet using your Standard Bank VISA debit card.
- 1.1.2 "Account" means the Account in respect of which your Standard Bank VISA debit card has been issued.
- 1.1.3 "Authentication Code" means the one-time code sent to your mobile telephone by SMS.
- 1.1.4 "Identity details" mean the personal information you provide us with when registering to use Standard Bank VbV.
- 1.1.5 "Standard Bank VbV" means the VbV service offered by us for you to use with your Standard Bank VISA debit card.
- 1.1.6 "We", "us" and "our" means Standard Bank Jersey Limited in respect of an account held in Jersey or Standard Bank Isle of Man Limited in respect of an account held in the Isle of Man.
- 1.1.7 "You" and "your" mean the person who has entered into this agreement with us.
- 1.1.8 Where a word or expression is defined in the General Terms, it shall have the same meaning in these VbV Terms.

2 Using Standard Bank VbV

- 2.1 When you use Standard Bank VbV, both these VbV Terms and the General Terms (and any other terms and conditions relevant to your Account) will apply. If there is any inconsistency between them, the relevant condition in the General Terms will apply.
- 2.2 All Standard Bank VISA debit cards are automatically enabled for use of the VbV service. You will need to register your mobile telephone or device in order to use the service.
- 2.3 When you use Standard Bank VbV to purchase from VbV enabled retailers over the Internet using your Standard Bank VISA debit card, an electronic confirmation will be presented to you at the end of the checkout process. The confirmation will include details of your current proposed purchase, such as store or retailer name, purchase amount and date. You authenticate your identity using your Authentication Code and click 'Confirm Purchase' to proceed with the purchase. Once you have done so, your online transaction will be processed.
- 2.4 Without your Authentication Code, the purchase cannot take place at participating online retailers. If the incorrect Authentication Code is entered more than 3 times you will not be able to proceed with the purchase using Standard Bank VbV. You will need to contact Standard Bank for assistance.
- 2.5 If you change your address or your mobile telephone number you must notify us immediately to ensure that our records are up to date. You will also need to register any new devices.

3 Security

- 3.1 You must not disclose your Authentication Code to any other person or allow any other person to use your mobile telephone. You must also take all reasonable steps to ensure that Authentication Codes sent to your mobile phone remain secret at all times.
- 3.2 If you think someone may be accessing your Account or using your Standard Bank VISA debit card without your authority, you must notify us immediately.
- 3.3 We can stop you using Standard Bank VbV immediately if, in our opinion;
 - (i) You or someone else is using Standard Bank VbV illegally;
 - (ii) You are not observing these conditions relating to security.

4 Instructions

- 4.1 If we have been given your Authentication Code through Standard Bank VbV, we are entitled to assume that you have authorised the online purchase and we will act on (and you will be bound by) that instruction.

5 Changing the terms and conditions

- 5.1 We may change these VbV Terms on the same basis as set out in the General Terms and Conditions applicable to you.
- 5.2 We may make changes with immediate effect if required to do so by any law or other regulatory requirement affecting us.
- 5.3 Standard Bank VbV may be modified, amended or discontinued, temporarily or permanently, without notice where the modification, amendment or discontinuation is required by Visa Europe Limited or by Evry AS, who is providing the VbV Service on our behalf.

6 Ending your Standard Bank VbV service

- 6.1 We can terminate your use of the Standard Bank VbV immediately if:
 - (i) your Account is closed or your Standard Bank VISA debit card is withdrawn;
 - (ii) in our opinion, you or someone else is using or purporting to use Standard Bank VbV or your Standard Bank VISA debit card illegally, improperly or fraudulently;
 - (iii) you are not complying with your obligations under these VbV Terms or the conditions of your Account; or
 - (iv) otherwise, in our discretion, in exceptional circumstances. If we do so, we will notify you of the termination as soon as possible. We may also suspend the VbV service or decline to act on an instruction if we think that there is a breach of security or we are uncertain if an instruction is valid (we are under no obligation to confirm if an instruction is valid) or if we are obliged to do so by any legal requirement. The VbV service may be ended without notice if required by Visa Europe Limited.

7 Your liability

You are responsible for all instructions which are authenticated through Standard Bank VbV using your Authentication Code unless you are a victim of fraud. You must contact us immediately if you believe your card may have been used fraudulently.

8 Use of your information

- 8.1 We may use your personal data you provide to us to administer the VbV process. For more information regarding how we will use your personal data, please see our Privacy Statement located on our website at www.international.standardbank.com/privacystatement.
- 8.2 We may pass on your information to Evry AS, who is providing Standard Bank VbV on our behalf. We will require that Evry AS holds all such information as strictly confidential and uses it only for the purposes of providing the Standard Bank VbV service or as we may otherwise authorise.

9 Governing law

Where the Account is held with Standard Bank Isle of Man Limited, these terms and conditions shall be governed and construed in accordance with Isle of Man law and the Cardholder irrevocably agrees to submit to the non-exclusive jurisdiction of the courts of the Isle of Man in connection herewith. Where the Account is held with Standard Bank Jersey Limited, these terms and conditions shall be governed by and construed in accordance with Jersey law and the Cardholder irrevocably agrees to submit to the non-exclusive jurisdiction of the courts of Jersey in connection herewith.

www.standardbank.com/international

Important information

Standard Bank Jersey Limited is regulated by the Jersey Financial Services Commission. Standard Bank House, 47 - 49 La Motte Street, St. Helier, Jersey, JE2 4SZ.

Registered in Jersey No 12999.

Standard Bank Isle of Man Limited is licensed by the Isle of Man Financial Services Authority. Standard Bank House, One Circular Road, Douglas, Isle of Man, IM1 1SB.

Registered in the Isle of Man No. 4713C.

Standard Bank Offshore Services (RSA), operates under the license of The Standard Bank of South Africa Limited ("SBSA"), an authorised Financial Services Provider ("FSP") number 11287. We are authorised to provide financial services for the following products: Long-Term Insurance A, B1, B2 and C; Short-Term Insurance: Personal Lines and Commercial Lines; Retail Pension Benefits; Securities and Instruments: shares, money market, debentures and securitised debt, warrants, bonds, and derivative instruments; Collective Investment Schemes; and long and short-term deposits. The compliance department can be contacted on (011) 636 1781 or by email at Groupfaiscomplianceofficer@standardbank.co.za.

SBSA holds professional indemnity insurance cover.

SBSA is authorised by Standard Bank Isle of Man Limited to sell its products in South Africa and other African countries. Other local Standard Bank Group entities are similarly authorised within their own countries.

All transactions to the account must be in line with current Exchange Control legislative requirements applicable to the country in which you are resident or working.

Telephone calls may be recorded.