

**BANK ONE LIMITED**  
**SMS TOP UP REGISTRATION FORM**

BRN C07040612

**Personal Details**

Title \_\_\_\_\_

First Name \_\_\_\_\_

Last Name \_\_\_\_\_

Maiden Name \_\_\_\_\_

NIC Number \_\_\_\_\_

**Contact Details**

Home Phone Number \_\_\_\_\_ Mobile Number \_\_\_\_\_

Email address \_\_\_\_\_

Postal address \_\_\_\_\_

**Account Details**

Please specify Account Number to be debited for SMS Top Up \_\_\_\_\_

**Mobile Details**

Mobile number from which Top up request will be initiated:

**Orange** \_\_\_\_\_ **Emtel** \_\_\_\_\_

You may also specify other prepaid mobile phone numbers for **Orange** and /or **Emtel**, which you can Top Up through the above specified phone number.

**Additional Mobiles**

**Service Providers** (Tick where appropriate)

\_\_\_\_\_

Orange / Emtel

\_\_\_\_\_

Orange / Emtel

\_\_\_\_\_

Orange / Emtel

\_\_\_\_\_

Orange / Emtel

\_\_\_\_\_

Orange / Emtel

**Declaration and Signature**

I confirm that the information provided above is true and correct. I have read the attached terms and conditions of SMS TOP UP service and wish to register for the service.

Customer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**FOR OFFICE USE ONLY**

**Branch:**

Name of staff \_\_\_\_\_

Signature \_\_\_\_\_

Name of Manager/officer \_\_\_\_\_

Signature \_\_\_\_\_

**Branch Seal**



**Card Department:**

Input by \_\_\_\_\_

Date input \_\_\_\_\_

Verified by \_\_\_\_\_

**TERMS AND CONDITIONS BETWEEN CUSTOMER AND BANK ONE LTD FOR SMS TOP UP SERVICE**

**1. DEFINITIONS**

In this agreement unless the context otherwise require:

- 1.1 “User” refers to the registered customer.
- 1.2 “SMS Top Up Service” means a service that is provided to all mobile phone users having a valid savings/current account with BANK ONE LTD which will be debited when topping up through SMS.

**2. TERMS AND CONDITIONS**

- 2.1 The SMS Top Up service is available to mobile users who have registered for the service with BANK ONE LTD.
- 2.2 By registering to use the SMS Top Up service, the user accepts the terms of the SMS Top Up service contained herein, and agrees to be bound by them.
- 2.3 In the event of SIM card is returned to mobile service providers or when the mobile service providers are performing reallocation, user must inform BANK ONE, who will not be liable for any Top Up credits granted prior to such notification received at the Bank.
- 2.4 Users must provide a valid mobile phone number (prepaid or post paid) from which SMS Top Up requests will be initiated.
- 2.5 Users can nominate any prepaid mobile phone numbers irrespective of registered mobile operator
- 2.6 No other mobile numbers apart from the ones registered by the user can be topped up through the SMS Top Up service.
- 2.7 The request to change nominated prepaid mobile phone numbers can be made either on the Bank’s prescribed form or by a letter signed by User and sent to BANK ONE LTD.
- 2.8 The use of the SMS Top-up Service will be initiated by users sending an SMS from their registered cell phone number to the SMS Top-up Service where such number will be used as identification and validation.
- 2.9 Users can start sending their Top Up request through SMS within a maximum of 2 working days as from the date the registration form has been received by the Bank.
- 2.10 Users may choose to change nominated prepaid mobile phone numbers subject to clause 2.7 above. New number/s nominated will take effect **within 2 working days after request has been received by the Bank.**
- 2.11 Customers will be registered upon proper identification / confirmation of their signature. BANK ONE LTD reserves the right to request further identification documents/ fresh signatures at its sole discretion
- 2.12 BANK ONE LTD will be entitled to debit the customer’s account, the details of which have been provided upon registration to the SMS Top-up Service, with the amount of any SMS Top-up (VAT Inclusive) requests originating from their registered mobile number.
- 2.13 The Top Up amount requested through SMS will be credited subject to sufficient corresponding balance being available in customer’s account.
- 2.14 Users will be responsible and liable for all use of the SMS Top Up request originating from their registered cell phone number and will notify BANK ONE LTD in writing in case of a change in the initiating mobile phone number for any reason whatsoever.
- 2.15 Any dispute regarding SMS Top Up requests must be made in writing to BANK ONE LTD , Card department 16 Sir William Newton Street Port Louis within 10 days as from the date the Top Up request has been sent.
- 2.16 In the event that a phone is stolen the registered user must inform their service provider immediately in order that the mobile number may be barred. BANK ONE LTD will not be liable for any Top Up credits granted prior to such notification received at the Bank.
- 2.17 BANK ONE LTD is not responsible for Top Up credits being effected to the wrong mobile phone number due to the wrong phone number being provided by users and improper commands performed by users.
- 2.18 Once Top Up credits have been effected, BANK ONE LTD is not responsible for the use of these credits.
- 2.19 Once Top Up credits have been effected the mobile operators’ normal terms and conditions for usage apply. For details of the terms and conditions of usage of prepaid mobile phone credits, Customers should contact the mobile operators directly.
- 2.20 BANK ONE LTD will not be liable for transactions being declined for reason beyond its control e.g. insufficient funds, unavailability of network etc.
- 2.21 BANK ONE LTD reserves the right to amend part or whole, or completely withdraw the SMS Top Up service at any time within 30 days’ notice posted in our Service Units, at its sole discretion and without incurring any responsibility or liability for resulting consequences to users or others. At such a time that the SMS Top Up service is withdrawn all SMS Top Up requests pending will be cancelled.

I agree to abide by the above terms and conditions \_\_\_\_\_  
Signature of customer

To refill your mobile, kindly follow the instructions below:

**Orange**  
**Topup<Space>Phone Number<Space>Amount (50-125-250-500-1000) to send on 8110**

**Emtel**  
**Topup<Space>Phone Number<Space>Amount (50-100-200-360-480-500- 1000) to send on 8380**