

Debit Order & Recipient Switching

In order for FirstRand Bank Limited (the Bank) to successfully switch your Debit Orders and/or Salary and/or Recipients, we will need you to supply us with some detailed information.

On the below form, please fill in your details in the given fields and indicate your request by making an X in the appropriate boxes. You can cross out any non-applicable sections.

Once completed, please fax the document to 0860 566 569 or scan and e-mail the document to debitorders@fnb.co.za. Should you have any queries or questions, please call us on: 087 736 7001 (Select option 2).

Important Notice!!! Some Service Providers may refuse to accept an instruction from the Bank. In such instances, you may be required to switch your debit order/s personally. The Bank will keep you informed accordingly.

DebiCheck DebiCheck puts you in control of your money, by notifying you when a request is initiated to change banking details, so you can either approve or decline this request. DebiCheck enables you to confirm debit order details electronically when details change. When you accept a DebiCheck mandate, you are approving that it is a valid debit order from the company/service provider, the instalment amount, frequency and the date of collection. Without this agreement to the company/service provider, we are unable to proceed with your switching request.

Business Information

Business Name	
Registration Number	

We will communicate to you via SMS and/or email via your contact details that we have on your banking profile.

Switch Instructions

I hereby appoint the Bank to switch the following on my behalf (Make an X in the appropriate boxes)				
1. My Debit Orders <input type="checkbox"/>		2. My Recipients <input type="checkbox"/>		
FROM the following account				
Bank	Account Number	Account Type	Branch Name	Branch Code
To this NEW account				
Bank	Account Number	Account Type	Branch Name	Branch Code

1. Switch My Debit Orders

To enable the Bank to switch your debit orders we need you to complete Annexure 1 for all Cellphone Related Debit Orders and Annexure 2 for all Other Debit Orders. Please note that all fields are mandatory, without the completed information we are unable to process your application. Incomplete annexures will result in the application being rejected. Bank statements cannot substitute the annexures and are no longer accepted.

2. Switch My Recipients

To enable the Bank to switch your Recipients on payments we need you to complete Annexure 3 OR give us your individual recipient printouts by obtaining it from your online banking profile or from your previous bank.

Terms & Conditions

These Terms & Conditions form a legally binding agreement between yourself and the Bank. The Terms & Conditions explain both, yours and the Bank's, legal rights and duties when availing of the Debit Order & Recipient Switching Service. You must read and understand these Terms & Conditions.

Authority

I nominate and appoint **FirstRand Bank Limited** to be my agent, with power of substitution, to do all of the following on my behalf:

- Contact my Service Provider/s listed on this form and provide the necessary instruction to switch my debit order/s, into my new account as listed on this form.
- Disclose all necessary personal and account information with my Service Provider/s.
- I hereby consent that the Bank may access my credit bureau records for the purpose of switching my salary and/or debit order/s.
- I agree that this authority may only be revoked by me by providing a one month's written notice to the Bank.
- I have been given an adequate opportunity to read and understand the Terms & Conditions and I am aware of all the Terms & Conditions.

Indemnity & Waiver

- I confirm that the information supplied on this form is correct, and I acknowledge that the Bank cannot be held liable or responsible if the information supplied is incorrect or incomplete.
- I understand and accept that the Bank has no control over my Service Provider/s and therefore cannot guarantee the date and time as to when my salary or as to when my debit order/s will be processed to my new account.
- I waive any claim which I may have or acquire against the Bank and undertake to indemnify the Bank and hold it harmless from and against any direct or indirect loss, damage, claims or costs arising from the performance or non-performance of this authority.
- I hereby consent that the Bank may disclose and share my personal information contained on this form with my Employer and/or my Service Provider/s and/or my previous bank for the purpose of switching my salary and/or debit order/s.
- The Bank will only disclose and share your personal and account information to the extent required to adhere to these instructions.
- I agree to waive all claims that I may have against the Bank arising from the performance of this request.
- I understand that I need to have sufficient funds available in my previous bank account and new FNB account, until such time that I receive a confirmation from the Bank that my salary and/or debit order/s and/or recipient/s have been successfully switched.

General

- The Bank will keep you updated on the progress of this request by sending you an SMS and/or email. The Bank will confirm the date that your debit order/s and/or recipients are switched to your new account by sending you an SMS and/or email.
- The Bank is dependent on your Service Provider/s to carry out a switch request; therefore timelines to carry out the request may vary.
- This request can only be cancelled by giving the Bank a one month's written notice. However should an instruction already be sent to an Employer and/or Service Provider, the Bank will not be able to reverse this instruction/s. In such instances, you will be required to contact your Employer and/or Service Provider/s and reverse the instruction personally. The Bank will inform you accordingly.
- The Bank can assist you with the uploading of your recipients to your banking profile, please ensure that all recipient details are correct as the Bank cannot verify this information against account name, branch name or branch code.
- In most instances recipient payments to FirstRand Bank Limited Accounts will reflect on the recipient account within the same day and recipient payments to non-FirstRand Bank Limited Accounts will reflect on the recipient account within 2 business days.
- A Confirmation of Payment to a recipient does not guarantee that the recipient has received the payment or has access to the funds.
- The cost of sending a confirmation via fax, email or SMS will be debited to your account. Please refer to the applicable Pricing Guide.
- Every clause in this Terms & Conditions is severable from the other clauses in this Terms & Conditions. This means that even if a Court finds that one or more of the clauses are invalid, the remainder of the clauses will still apply.

Authorised Signatures	FIRST	SECOND	Date	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Consultant Name											
Telephone Number				Channel							

Annexure 1 – Cellphone Related Debit Orders

No.	Service Provider Name	Contract Holder Name / Business Name	Contract Holder ID Number / Registration Number	Contract Number	Cellphone Number	Date Of Debit Order	Frequency M= Monthly Q= Quarterly A= Annually	Last Known Debit Order Amount
Example 1	MTN	Mr RB Jacobs	7207170123087	A12345678	083 123 4567	1 st	M	R 250.00
Example 2	Vodacom	Mrs RB Jacobs	7702130183083	V12345678	082 765 4321	30 th	M	R 750.00
1.								
2.								
3.								
4.								
5.								
6.								
7.								
8.								
9.								
10.								

Annexure 2 – Other Debit Orders

No.	Service Provider Name	Policy Holder Name / Business Name	Policy Holder ID Number / Registration Number	Policy Number	Date Of Debit Order	Frequency M= Monthly Q= Quarterly A= Annually	Last Known Debit Order Amount
Example 1	ABC INSURANCE	Mr RB Jacobs	72071701234087	987/098/123	1 st	M	R 250.00
Example 2	FNB PERSONAL LOANS	Mrs RB Jacobs	7702130183083	PAT1234598	30 th	M	R 750.00
1.							
2.							
3.							
4.							
5.							
6.							
7.							
8.							
9.							
10.							

Annexure 3 – Recipients

No.	Recipient Name	Account Number	Bank Name	Branch Code	Account Type 1. Current 2. Savings 3. Transmission	My Reference (Max 19 Characters)	Recipient Reference (Max 19 Characters)	If you wish to send a notice when the amount is paid, please complete the required fields:	
								Fax	
Example	Mr RB Jacobs	6200 123 4567	FNB	254905	1	RB J	Rent 07/2014	Fax	011 254 1234
								SMS	082 123 4567
								eMail	name@abc.co.za
1.								Fax	
								SMS	
								eMail	
2.								Fax	
								SMS	
								eMail	
3.								Fax	
								SMS	
								eMail	
4.								Fax	
								SMS	
								eMail	
5.								Fax	
								SMS	
								eMail	
6.								Fax	
								SMS	
								eMail	