



Date.....

**The Manager**

.....  
.....  
.....

**INDEMNITY – TO USE VIRTUAL BRANCH SERVICES**

**Whereas I/We** the undersigned hereby apply for Virtual Branch or online services and authorise our representative/signatory/signatories of .....account number(s).....in consideration of you accepting telephone or telex or video or facsimile or e-mail enquiries or instructions from me/us to transfer funds, register for digital services or any other service accessible from the Virtual Branch and online platforms from one account to another in my/our name in your books, I/We hereby:

- a) Agree to keep you indemnified against all actions, proceedings, liability claims, losses, damages, costs and expenses in relation to or arising out of the said instruction and to pay to you on demand all payments, losses, costs and expenses suffered or incurred by you in consequences thereof or arising thereout and:
- b) Irrevocably authorise you to debit my account with all such payments, losses, costs and expenses and:
- c) Irrevocably authorise you to make any payments and comply with any demands which may be claimed from or made upon you under the said instruction without any reference to or further authority from me and agree that it shall not be incumbent upon you to enquire whether or not any such payments or demands claimed from or made upon you under the said instruction are in fact due and further agree that any payments which you shall make in accordance or purporting to be accordance with the said instructions shall be upon me and shall be accepted by me as conclusive evidence that you were liable to make such payment or comply with such demand and further that you may at any time determine the said Authority
- d) The said Virtual Branch and online services include but not limited:
  - 1. Submission of online loan applications
  - 2. ATM card applications
  - 3. Visa card applications
  - 4. Requests to block lost or stolen ATM cards
  - 5. Account and Visa Statement requests
  - 6. Loan statement requests

7. RTGS and Internal funds transfers instructions
8. DSTV payment instructions
9. ZIMRA and Bill payment instructions
10. Internet Banking and CBZ Touch registration and maintenance
11. Diaspora account opening
12. Audit certification
13. Search fees
14. Certificate of balance
15. Non-committal letters
16. Bank reports
17. Letters of comfort
18. Old statement requests
19. Product walk throughs
20. Account and loan balance confirmations
21. Proof of payment requests
22. Loan repayment schedule requests

Signed at.....on this .....day of .....20.....

Signature.....Signature.....

**Witnesses.**

1	.....	.....
	Name	Signature

2	.....	.....
	Name	Signature