



These Terms become effective when you apply for a MoneyWallet Multi-Currency Card. You must know, understand and comply with these Terms, as they form a binding agreement between you and us.

1 Definitions

We have defined some words for consistency. Singular words include the plural and the other way round.

- Account** The account linked to your Card, which is preloaded with foreign exchange.
- Activation** The activation of the Card after you have provided the minimum amount required to be loaded on the Card to enable you to use the Card.
- Importer** An importer is a person/organisation that brings goods or services into a country from abroad for sale or business purposes.
- Additional Card** An additional Card that may be purchased by you, to use as a backup for security purposes, in accordance with clause 2.7.
- Agent** An agent approved by Stanbic Bank to sell the Card on its behalf.
- ATM** An automated teller machine displaying the MasterCard acceptance mark.
- Authorisation/ Authorise** Entering your PIN to authorise payment at a point of sale and/or to perform Transactions at an ATM.
- Branch** The Stanbic Bank branch or outlet of the Agent where you applied for the Card.
- Bank of Ghana** Regulatory authority for the banking industry in Ghana.
- Customer Services Centre** The Customer Services Centre is a central point from which all your contacts with us are managed. The Customer Services Centre responds to your questions and enquiries about the MoneyWallet Multi-Currency Card product and services and handles disputes and complaints.
- Card** The MoneyWallet Multi-Currency Card (or replacement) we issue to you, which can be loaded with funds in any or all of the following currencies: Euros, US Dollars, Pounds Sterling and South African Rand or such other currencies as we may introduce from time to time.
- Dormant Card** a card has not been operated or used for a period of two years.
- Expiry Date** The Expiry Date is the later of either the expiry date displayed on: (i) the Card; or (ii) the Additional Card.
- Fees and Limits** The fees and limits applicable to the Card, details of which are set out in the User Guide.
- Currencies** The following currencies: US Dollars, Pounds Sterling, Euros and/or South African Rand or any other currencies that we may add in the future.
- IVR** Interactive Voice Response (IVR) is an automated telephone information system that speaks to the caller with a combination of fixed voice menus and data extracted from databases in real time. The caller responds by pressing digits on the telephone or speaking words or short phrases.
- MasterCard** MasterCard International Incorporated, a company incorporated in terms of the laws of the United States of America.
- Merchant** A supplier of goods or services.
- My Account** The Card management tool at www.stanbicbank.com.gh/moneywallet which gives access to your Account, using Security Details.
- PIN** The Personal Identification Number linked to your Card.
- Replacement Card** The new Card issued to replace a lost, stolen or damaged Card.
- Security Details** The information provided to us by you when applying for the Card, or during Activation, or any changes made to this information.
- Sanctioning Body** means any one or a combination of the Office of Foreign Assets Control of the Department of Treasury of the United States of America, the United Nations

Security Council, the European Union, Her Majesty's Treasury and any other sanctioning body designated by us from time to time.

- Terms** These Terms and Conditions, including Fees and Limits in the User Guide for the MoneyWallet Multi-Currency Card.
- Transaction** Any activity including but not limited to where you use your Card to load/reload, move currency from one currency purse to another, to buy goods or services, to withdraw cash from an ATM, or to cash out your Card.
- Verification** The authentication of the PIN you enter when you are performing a Transaction.
- we, us, our or Stanbic Bank** Stanbic Bank Ghana Limited (Registration Number 54/199) and its successors or assigns.
- Working Day** Any weekday from Monday to Friday, but excluding Saturdays, Sundays and Ghanaian or UK national public or bank holidays.
- Unclaimed Balances** Funds on Card Accounts that have not been assessed or claimed by the Account owner.
- Register of Dormant Cards** a separate register created in the books of the regulated financial institution to maintain and manage dormant cards.
- you, yourself or your** The person who applies for a MoneyWallet Multi-Currency Card and in whose name an Account is opened.

any reference to 'Card' also includes any Additional Card, where appropriate.

2 Applying for the Card

- 2.1 Application for the Card is subject to our approval. We reserve the right to refuse to provide you with a Card in our sole and absolute discretion.
- 2.2 You must complete the relevant application form in its entirety before we can process your application. You must make sure that all the information in your application is correct. You will be responsible for any errors resulting from your providing us with the wrong information.
- 2.3 To apply for the Card, you must be at least eighteen (18) years old. We will have the right to verify your identity and refuse to provide you with the Card if you cannot provide us with proof of your identity to our satisfaction.
- 2.4 You will be liable for all costs associated with changing or cancelling your application after we have processed it.
- 2.5 You may only use the Card in accordance with these Terms.
- 2.6 The Currencies available in respect of the Card may vary from time to time. Before you make a decision to purchase a Card, please check with the Branch or on www.stanbicbank.com.gh/moneywallet for details of available currencies. We may introduce new currencies from time to time. If we introduce a new currency, these Terms shall apply to such new currency, and unless otherwise notified to you, the Fees and Limits section in the User Guide shall be deemed amended to apply to such new currency.
- 2.7 You may request one (1) Additional Card either at the time of purchase, or when you next visit our Branch, which can be used by you as a backup. The Additional Card is linked to the same Account and only you can use it. The Additional Card must not be given to any other party to use. You may be charged a fee, as set out in the Fees and Limits section in the User Guide, for the Additional Card.

3 Issue of the Card

- 3.1 On successful approval of your application by us, you will receive your Card including a copy of these Terms and the Card User Guide.
- 3.2 You must remove the Card from the carrier as soon as you receive it and immediately sign the Card on the reverse side in permanent ink. By purchasing the Card, you acknowledge that you have read, understand and are bound by these Terms.
- 3.3 You must memorise your PIN to prevent unauthorised use of the Card.
- 3.4 We will remain the owners of the Card.
- 3.5 We may ask for the return of the Card, cancel or suspend its use and/or end this agreement if:
 - 3.5.1 we think the Card has been or is likely to be misused;
 - 3.5.2 any of the Terms are breached by you;
 - 3.5.3 we suspect any illegal use of the Card;
 - 3.5.4 you gave us false or inaccurate information when you applied for the Card.

- 4 Activation and Expiry**
- 4.1 Subject to you successfully completing our checks, we will activate your Card on issuance of the Card to you, after which the Card is ready to be used.
- 4.2 The Card expires on the date written on the front of the Card. You can use your Card only until the Expiry Date.
- 4.3 The funds on Your Account may be frozen as a result of any sanction imposed by a Sanctioning Body. We will not be liable to You for any direct or indirect loss or damage whatsoever as a result of such sanctions being imposed.
- 5 Use of the Card**
- 5.1 Only you may use the Card. You may not allow any other person to use the Card.
- 5.2 We will give you a PIN to allow Transactions. You cannot change your PIN.
- 5.3 If you require us to remind you of your PIN, please contact our Customer Services Centre to access the automated PIN read back service, at any time.
- 5.4 You will be required to provide Security Details at the time of requesting the reminder of your PIN.
- 5.5 We will suspend your Card if you use the wrong PIN three (3) times in a row. If this happens, you need to contact the Customer Services Centre to unsuspend your Card and to get a PIN reminder. You will be unable to use your Card at merchants or ATM's until you have contacted Customer Services Centre and the PIN has been unblocked in accordance with these Terms.
- 5.6 After you have successfully been authenticated by the Customer Services Centre, the Customer Services Centre will unsuspend your Card and you will receive a PIN reminder via IVR.
- 5.7 You will then need to go to the nearest ATM and transact in order to complete the reactivation of your Card. You will then be able to transact with your Card again.
- 5.8 You may use your Card at an ATM or Merchant where MasterCard is accepted. The Card may not be accepted at certain retail facilities.
- 5.9 We cannot guarantee that a Merchant will accept your Card for Transactions when you wish to pay for the goods or services partly with your Card and partly with another payment method.
- 5.10 Some Merchants may not accept your Card if it does not state your name. Please note that this Card will not state your name.
- 5.11 The use of your Card will be subject to our limits, the limits of the country of issue or use, the ATM operator's and the Merchant's limits, where applicable. Our limits are available in the User Guide or at www.stanbicbank.com.gh/moneywallet.
- 5.12 You must comply with all laws and regulations (including any exchange control regulations) when using the Card.
- 5.13 You may not use your Card for any unlawful activity or money transfer purposes.
- 5.14 You are responsible for monitoring your balance and maintaining a positive balance on the Account. If the Account balance drops below zero ("negative balance"), following any Transaction Authorised by you, you agree to repay the resulting debit balance to us within thirty (30) days of request. If the Account does go into negative balance, this does not mean that it will be allowed to go into negative balance on subsequent occasions. We reserve the right to cancel or suspend the Card, should the Account go into negative balance.
- 5.15 Further to condition 5.14, you may not spend more money than you have available in your Account. If you do, you will be responsible to pay us all amounts in excess of the Account balance (after adjustments for foreign exchange fluctuations), including interest, and fees or charges relating to your Card (as set in these Terms) on demand.
- 5.16 The Card is not a credit card and use is limited to the amount pre-loaded on the Account and any other limits referred to in these Terms.
- 6 Authorisation to debit your Account**
- 6.1 The Account will be debited with the amount of each Transaction and any associated fees and this will reduce the credit available in the Account.
- 6.2 Each Transaction will require Authorisation and Verification before completion.
- 6.3 We cannot stop a Transaction once you Authorise the use of the Card.
- 6.4 You may dispute a Transaction, but then you must prove that it was not Authorised by you. If you want to dispute a Transaction you must do so within thirty (30) days of the date of the Transaction debit date. We will investigate the dispute after we have received written confirmation from you (as a disputes form) in accordance with our procedures stating that you did not Authorise the Transaction. To raise a dispute, please contact our Customer Services Centre, using any of the numbers on the back of your Card, in the User Guide or at www.stanbicbank.com.gh/moneywallet.
- 6.5 A dispute between you and a Merchant will not affect our right to recover our fees relating to the transaction. We will not:
- 6.5.1 get involved in resolving any such disputes; nor
- 6.5.2 be responsible for any losses or costs you incur related to such a dispute.
- 7 Your Account**
- 7.1 You can access your Account at www.stanbicbank.com.gh/moneywallet in order to:
- 7.1.1 change some of your personal details;
- 7.1.2 move money between Currencies;
- 7.1.3 check your balance;
- 7.1.4 check your transaction history and statements.
- 7.2 You must comply with our authentication procedures to access your Account.
- 7.3 You must not share details of these authentication procedures and codes, or any other information that will reveal your identity and your Account details, with anyone. For example, you must not tell anyone your personal identity number, PIN or what the security question is for identifying you as the Account holder.
- 7.4 Your Account will usually show pre-authorisation amounts and the corresponding completed Transaction. If, on your return to Ghana, there is a pre-authorisation amount without a corresponding completed Transaction, the value of the Transaction will be retained to ensure that your Account does not reflect a negative balance. You may contact the Customer Services Centre to confirm whether any pre-authorisation amounts are being held against your Account.
- 7.5 If you notice any error in the Transactions on the Account, then you must notify us immediately at the Branch or via the Customer Services Centre and in any event within thirty (30) days of the Transaction debit date. We may request you to provide additional written information concerning any error.
- 7.6 You consent to us keeping a record of the activity on your Account, including whether there are any suspicious or unusual Transactions, and giving this information to the authorities or any credit reference agency.
- 8 Fees, limits and other charges**
- 8.1 For details on the fees and limits that apply to the Card, please refer to the Fees and Limits section in the User Guide or alternatively refer to www.stanbicbank.com.gh/moneywallet.
- 8.2 You agree to pay and authorise us to debit the Account for the fees set out in the Fees and Limits section in the User Guide and in these Terms. If there are insufficient funds within a Currency to pay such fees, or the local currency is not a Currency available on the Card, then we will automatically deduct funds from the other Currencies in the following order of priority: USD, GBP, EUR, ZAR.
- 8.3 There is no interest payable to you on the balance of the Account and the Account does not amount to a deposit with us.
- 9 Foreign Exchange Transactions and Exchange Control**
- 9.1 It is your responsibility to ensure that you always comply with exchange control regulations of Ghana or the country that you live in or travel to.
- 9.2 Until the expiry of the Card, you can add extra foreign exchange to your Account, subject to certain limits (including exchange control limits) and subject to a fee. You can contact your Branch when you wish to do so.
- 9.3 Foreign exchange rates are subject to variation and the rate that applies one day will not necessarily be the same on any other day.
- 9.4 The following are instances where a foreign exchange rate or fee will apply: i) initial load or reloads; ii) point of sale Transactions, where the Transactions is in a currency that is not one of the Currencies available on the Card; iii) ATM withdrawals where the local currency is not one of the Currencies available on the Card; iv) where you allocate funds from one Currency to a different Currency; v) where you allocate funds from one Currency to a different Currency, in accordance with these Terms (including any Transaction where we deduct funds due to insufficient funds); vi) where you end this agreement between us or request repayment of the balance of the Card. The method for calculating the foreign exchange rate or fee for each scenario is as set out below.
- 9.5 The foreign exchange rate used for loads and reloads in the Account through a Branch (and any commission charged by the Branch) is determined by us. Also, where you end this agreement, or request repayment of the Account balance, these funds will be converted into local currency (Cedi) through a Branch and the foreign exchange rate used (and any commissions charged by the Branch) is determined by us. The foreign exchange rate used for this is set and determined by us and varies each day.
- 9.6 If an ATM withdrawal or point of sale Transaction is made in a currency which is different to any of the available Currencies on the Card, or exceeds the relevant available Currency balance on the Card, the amount will be funded by converting the Transaction amount into the next available Currency balance on the Card in the following order of priority: USD, GBP, EUR, ZAR. The foreign exchange rate used is the rate determined by MasterCard on the day the transaction is processed by MasterCard plus the Foreign Exchange Fee (see Fees and Limits section in the user guide).
- 9.7 MasterCard determines the foreign exchange rate used for allocating

- funds from one Currency to another Currency and this varies each day. A Foreign Exchange fee also applies (see Fees and Limits section in the user guide).
- 9.8 In terms of the exchange control regulations, we are required to report foreign exchange Transactions to Bank of Ghana.
- 10 Security and lost or stolen cards**
- 10.1 You must make sure that you keep the Card, the Security Details and any PIN safe and secure from misappropriation by any third party, in particular, but without limitation, by:
- 10.1.1 never allowing anyone else to use the Card;
- 10.1.2 not giving the Card number to any unauthorised person;
- 10.1.3 not writing the PIN on the Card;
- 10.1.4 not carrying the PIN with the Card;
- 10.1.5 not recording the PIN where it may be accessed by others;
- 10.1.6 not giving your PIN to anyone else including the police, us, the Customer Services Centre or the Branch employees;
- 10.1.7 not giving any Security Details to any unauthorised person.
- 10.2 We suggest you keep receipts of all the Transactions on your Account, whether they were successful or not.
- 10.3 You must immediately notify our Customer Services Centre when you realise your Card has been lost or stolen, or if you think that someone else knows your PIN. The Customer Services Centre is open twenty-four (24) hours, seven (7) days a week. We will suspend the Card as soon as you notify us.
- 10.4 You will be required to confirm details of the loss, theft or misuse to us in writing. You must assist the police and us in any enquiries and attempts to recover a lost or stolen Card.
- 10.5 If any lost Card is subsequently found, it must not be used unless the Customer Services Centre confirms it may be used.
- 10.6 If the Card is lost, you may request for an emergency Replacement Card. We may charge you an emergency Replacement Card fee, the details of which are available from the Branch or at www.stanbicbank.com.gh/moneywallet.
- 10.7 If your Card is lost, stolen or used contrary to these Terms, you will be liable for all Transactions and losses:
- 10.7.1.1 until you notify us;
- 10.7.1.2 if the Card is misused with your consent;
- 10.7.1.3 if you have been grossly negligent (including, but not limited to, failing to look after the Security Details and/or PIN, resulting in unauthorised Transactions being made);
- 10.7.1.4 if you have acted fraudulently.
- 11 Replacement Card or cash**
- 11.1 If the Card is lost, stolen or damaged, you can request a Replacement Card by attending in person at the Branch. Prior to the issue of a Replacement Card you may be asked to produce proof of identification.
- 11.2 If you lose your Card while you are abroad, you may contact our Customer Services Centre (subject to availability and location) and we will arrange:
- 11.2.1 for a Replacement Card to be delivered to you, or
- 11.2.2 for funds, up to the available balance on the Card, to be made available from various worldwide outlets in place of a Replacement Card (subject to availability).
- 11.3 If you have requested a Replacement Card, we will transfer the balance of the Card to the Replacement Card. The Replacement Card will be in a suspended state until such time as you contact the Customer Services Centre to activate the Card. Once activated, you can transact with the Replacement Card.
- 12 Unclaimed Balances and Dormant Account Directive 2021**
- 12.1 Per Section 6c. of the above directive, a prepaid Card Account and or any other funds belonging to a customer or non-customer of Stanbic Bank that has not been assessed or operated for a period of two (2) years will be classified as Dormant and transferred to the bank's Register of Dormant Cards upon notification to the depositor at the address supplied to the bank.
- 12.2 Funds on cards transferred to the Register of Dormant Accounts can subsequently be withdrawn with the permission of two authorised officers of the bank.
- 12.3 Where a Card has been in the Register of Dormant Cards for a period of three (3) years and has been advertised as required by law, the balance on a Dormant Card shall be transferred to the Bank of Ghana in accordance with section 143(6) of the Banks and Specialised Deposit Taking Institutions Act 2016, Act 930.
- 13 Disclaimers**
- 13.1 We are neither responsible for, nor liable to you, for any losses due to:
- 13.1.1 interruption in the processing of Transactions or delay resulting from circumstances beyond our reasonable control. This includes power failure and technical faults during, and interruptions or delays in, communication with any merchant point of sale, ATM network, Internet or other system;
- 13.1.2 any of your instructions not being sufficiently clear;
- 13.1.3 any failure by you to provide correct information;
- 13.1.4 Merchants or ATMs not accepting your Card, or the way in which a Merchant processes a Transaction;
- 13.1.5 the way in which any refusal to accept the Card is communicated to you;
- 13.1.6 any indirect, special or consequential losses;
- 13.1.7 any infringement by you of any currency laws in the country where the Card was issued or used;
- 13.1.8 our taking any action required by any government, federal or state law or regulation or court order;
- 13.1.9 for anything specifically excluded or limited elsewhere in these Terms.
- 14 Privacy**
- 14.1 Your information consists of the details you and others give us during your relationship with us. It includes information from application forms, your requests and instructions, details and analysis of your Card transactions, and other information we gain from operating your Account and the services provided.
- 14.2 We will keep your information private and may share it only:
- 14.2.1 if you ask us to share it with others or you have agreed to us doing so;
- 14.2.2 with our Agents, Access Prepaid Worldwide Ltd (acting as program managers) and others who are involved in helping to manage your Account and our services to you;
- 14.2.3 to meet our obligations to any regulatory authority; or
- 14.2.4 if the law requires or permits it or it is in the public interest.
- 14.3 We will use your information to:
- 14.3.1 provide you with the Card and to update our records;
- 14.3.2 recover debts;
- 14.3.3 prevent fraud;
- 14.3.4 perform compliance and regulatory checks; and
- 14.3.5 identify other products and services which might interest you and improve our business relating to such products or services.
- 14.4 You must notify us immediately of any change to your personal details by accessing My Account (via www.stanbicbank.com.gh/moneywallet) and typing the relevant changes yourself or by contacting our Customer Services Centre or the Branch.
- 15 Addresses for notices**
- 15.1 Your physical (street) address on your application form is your chosen address for receiving any legal notices and documents. You must notify us immediately in writing if your address changes.
- 15.2 We will be entitled, but not obliged, to send any notice to the e-mail address (if any) you specified in your application.
- 15.3 You must send any legal notice to us addressed to: **The Head, Legal, Stanbic Heights, 215 South Liberation Link, Airport City, Accra, Ghana.**
- 16 General**
- 16.1 These Terms will be governed by the laws of Ghana.
- 16.2 We reserve the right to change these Terms (including bringing in new terms, changes in the fees and limits, and the services we offer) at any time.
- 16.3 These Terms may also be changed in order to comply with any government, regulation or laws governing the Card.
- 16.4 You may not vary any of these Terms.
- 16.5 The changes will be available at or from any of our Branches or online at www.stanbicbank.com.gh/moneywallet. Any amendments will not constitute a cancellation of this agreement.
- 16.6 If we give you notice and you are dissatisfied with any change, you can end the agreement and request us to close the Account and we will refund you any credit in the Account subject to any applicable fees as set out under these Terms.
- 16.7 A favour or concession we may give you will not affect any of our rights against you.
- 16.8 You must immediately notify us if you are under any form of legal disability.
- 16.9 You must pay all our expenses and other costs in recovering any outstanding amounts you owe us, including legal fees and any collection, tracing and penalty fees.
- 16.10 We may delegate or transfer legally our rights and obligations in these Terms to any party without seeking your consent.
- 16.11 You may not transfer these Terms to any other person or business.
- 17 Contact Details**
- 17.1 If you have any queries regarding the Card, please refer to www.stanbicbank.com.gh/moneywallet, Customer Services Centre, the User Guide or alternatively visit your Stanbic Bank Branch. MoneyWallet Multi-Currency Card is issued by Stanbic Bank Ghana Limited, pursuant to license by MasterCard® Asia/Pacific Pte. Ltd. MasterCard and the MasterCard Brand Mark are registered trademarks of MasterCard International Incorporated.