

Date last amended: 12 February 2019

The Bank will provide You with Acquiring Services to enable You to accept Payment Instruments from Your Customers to pay for goods and/or services. The Recurring Payment Instructions Facility Terms and Conditions form part of Your Merchant Agreement and must be read in conjunction with the remaining Terms and Conditions of Your Merchant Agreement. It contains important information about the rights and obligations relating to You and the Bank in respect of the Acquiring Services and Products delivered by the Bank. A copy of the Terms and Conditions is available on the FNB website, can be obtained from the Merchant Services National Call Centre and can be supplied to You by post and email at Your request. It is Your duty to speak to the Bank if You do not understand any part of the Terms and Conditions prior to entering into this Merchant Agreement.

BY USING THE BANK'S ACQUIRING SERVICES AND PRODUCTS THE PARTIES AGREE AS FOLLOWS:

1. GENERAL

- 1.1 There are three ways to interact with the RPI system, they are: batch upload, direct system login and through an API.
- 1.2 Certain BINs are restricted by the Issuing Bank and do not allow RPI Transactions. In such cases the Customer must be contacted and advised that a replacement Card should be used by the Customer's bank.
- 1.3 Certain Issuing Bank's periodically expire their Cards. As such the Authorisation obtained for the collection of RPI Transactions will be terminated should the Card expire. In such cases the Customer must be contacted for new Card details and a new first Transaction must be submitted to the Issuing Bank for Authorisation.
- 1.4 The interface between You and the Bank will be by Secure File Transfer Protocol.
- 1.5 You agree that the use of the RPI facility is at Your own risk.
- 1.6 The RPI facility is provided to You "as is" and "as available" and the Bank makes no representation or warranty relating to the facility, including, without limitation to its performance and availability.

2. YOUR OBLIGATIONS

- 2.1 You need to ensure that Your business has the necessary documentary authority from the Customer to process RPI transactions on the Customer's Card for the mandated period;
- 2.2 All RPI Transactions must have a first Transaction. This Transaction indicates the beginning of a series of Recurring Payment Transactions.
- 2.3 The Merchant must obtain Authorisation for the first Transaction in the series.
- 2.4 The first Transactions must have a Card number, CVV number and expiry date.
- 2.5 The Authorisation of the first Transaction needs to be stored by You together with the original permission obtained to debit the Customer's account. The Authorisation and original permission listed above must be produced if the Customer disputes the Transactions.
- 2.6 Subsequent Authorisation requests in the recurring series must be processed as Recurring Payment Instruction Transaction and must not contain a CVV number.