

Tel Number: 087 730 2000

Email: fnbdigitalrecalls@fnb.co.za

Reversals Request Guidelines

This document includes the following **mandatory forms**:

A: Reversal Request Form

B: Indemnity and Waiver – Reversal of Electronic Instructions

Instructions

1. Complete this form in full.
2. Ensure that the indemnity and waiver is signed.
 - 2.1. For Online Banking Enterprise™ (OBE™) and Fintegrate: Ensure that the Indemnity is signed in terms of the Resolution.
 - 2.2. For Online Banking Enterprise™ (OBE™) and Fintegrate: Attach the resolution, where no resolution is available your FNB branch must verify the signatures on the Waiver and Indemnity.
3. Email this form to fnbdigitalrecalls@fnb.co.za
 - 3.1. You will receive an automated response with a **reference number** for the reversal request.
 - 3.2. If this reference number is not received within fifteen (15) minutes, please contact us on 087 730 2000.

Conditions

1. Reversals are **not guaranteed** and are attempted on a best effort basis.
2. Authority must be obtained from the recipient before a reversal can be attempted.
3. A Reversal attempt is charged at **R313.00 per transaction**, this charge is VAT incl. and is non-refundable.
4. Reversals can only be attempted within 30 calendar days from the date that the payment was made.
5. Reversals will be attempted within 5 working days of us receiving this form (where the recipient's bank is a major bank).
6. Reversals will be attempted within 10 working days of us receiving this form (where the recipient's bank is a smaller bank such as Ithala Bank and Citibank).
7. Feedback regarding the outcome of the reversal will be given after 5 or 10 working days as per points 5 and 6 above.
8. Reversals are **not possible** in the following circumstances:
 - 8.1. Payments made to **Public Recipients** such as Edgars, SARS and Telkom etc.
 - 8.2. Payments made to **Investment Accounts** such as 32-day notice accounts etc.
 - 8.3. Payments made to **Vehicle Finance Accounts**.
 - 8.4. Payments made to a **Credit Card Account**.
 - 8.5. eBucks Payments made to another **eBucks Account**.
 - 8.6. Payments made to a **Suspense Account**.
 - 8.7. Payments made to **Municipal and Estate Late Accounts**.
 - 8.8. Payments made to **Collections (Recovery) Accounts**.
 - 8.9. Payments made via an **ATM**.
 - 8.10. Payments made using the **Pay and Clear Now** service type.
 - 8.11. Payments made using the **Scheduled Payments** function.

8.12. Where a **Fraudulent Transaction** has taken place.

For prompt action and assistance, fraudulent transactions must be reported to our **Fraud Department** immediately; see contact details below.

8.12.1. Fraud Contact Details:

FNB Fraud 087 575 9444

8.12.2. Fraud Requirements

In the event of a Fraudulent transaction, you will be required to submit the following information/documentation to the Fraud Department:

- Account number of complainant
- Suspected fraudulent account details
- SAPS case details
- An Affidavit
- Supporting documents (Proof of Payment)

how can we help you?

A: Payment Reversal Request Form – Reversal of Electronic Payment Instructions

 Date dd/mm/yyyy

Online Banking		Online Banking Enterprise™		Fintegrate		Cell Phone Banking		FNB Banking App	
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Product code:		Company Name:	
From account number:		Contact Name:	
Tel. Number:		Fax Number:	
E-mail address: (required)			
Is this the first time that you have attempted to have this/these transaction/s reversed?	Yes / No		

Nominated Charges Account i.e. The reversal charge will be debited to this account.

Account Name	Account Number	Branch Code

Reason for Reversal Request

Payee Account i.e. The recipient's account details.

Account Number	Branch Code	Amount		Transaction Date
		Rands	Cents	

Important Information:

- Reversals are **not guaranteed** and are attempted on a best effort basis.
- Each Reversal attempt is charged at **R313.00 per transaction**, this charge is VAT incl. and is non-refundable.
- Charges for reversals are levied irrespective of the result of the reversal attempt.
- Reversals are only possible within 30 calendar days from the date of the initial payment (transaction date).
- Possible reasons for unsuccessful reversals include:
 - Insufficient Funds
 - No Authority to Debit
 - Invalid Account
- Please ensure that you provide us with your email address as this is the medium we will use to communicate your reference number and the results of the reversal attempt.
- Feedback on the reversal attempt will be provided after 5 working days (where the recipient's bank is a major bank) and 10 working days (where the recipient's bank is a smaller bank such as Ithala Bank and Citibank).
- EFT Terms and Conditions apply

FOR OFFICE USE ONLY

FNB Branch contact name: _____

FNB Branch telephone number: _____

B: Indemnity and Waiver– Reversal of Electronic Instructions (Payments)

Indemnity and Waiver for Reversal of Electronic Instructions (Payments) signed by:

Client's Full Name / Client's Registered Name _____

Identity Number / Registration Number _____

Whereas:

- A:** The client requests the Bank to reverse the transaction/s specified on the reversal form (pages 1 – 3 above).
- B:** The client acknowledges that reversal attempts are not guaranteed and that the bank will use reasonable efforts to reverse the specified transaction/s.
- C:** The client acknowledges that the account holders affected by the/se reversal/s may object to it being effected, and if such objections are received, the Bank will not be able to effect the requested reversal/s.
- D:** Where the account holder (incorrect recipient/ payee) affected by the reversal/s wants to hold the Bank liable for losses and/or damages sustained as a result of the/se reversal/s, the Bank will not be liable as a result of having acted on the client's request and the objecting payee will be referred to client for resolution of the matter.
- E:** The Bank has to rely on other Banks to facilitate the reversals from accounts held at other Banks.
- F:** The client fully indemnifies and holds the Bank harmless against any loss, damage or claim, including legal fees, on an attorney and own client scale which may be sustained as a result of the Bank's action in effecting the reversals of the transaction/s and/or for instructing another Bank to reverse these transactions, which waiver and indemnity the Bank accepts acting upon the instruction referred to above and which purport to have been issued or authorised by the client.
- G:** The client, with full knowledge of the risks associated with this process, nevertheless requires the Bank to act on these instructions.
- H:** The client further authorises the bank to debit their nominated account(s) for charges associated with the reversal request.
- I:** The client further confirms that the Bank has advised them of the charges (and potential charges) relating to the reversal and accepts these charges.

Wherefore:

The client / client as represented by the person who signs this document, being duly authorised in terms of, a resolution dated of 201..... attached to this request form / **or** the client signing in accordance with the mandates held by a branch (**DELETE THE INAPPLICABLE**); hereby waives any claim which it may have or acquire against the Bank pursuant to the requested reversals / recalls based on this instruction.

Signed at (Place) _____ on this _____ day of _____ 20 yy

(Client / Client Representative
1. Name & Surname) _____ (Signature) _____

(Client / Client Representative
2. Name & Surname)) _____ (Signature) _____

As witnesses:

1. (Name & Surname) _____ (Signature) _____

2. (Name & Surname) _____ (Signature) _____