

Date:  (dd/mm/yyyy)

Bank One Limited  
16 Sir William Newton Street  
Port Louis

Dear Sir/Madam,

Customer Name:

In order to fulfill its risk management requirement, I/we acknowledge that Bank One Limited ("the Bank") regularly calls back its customers in order to confirm genuineness of transaction request/s or account maintenance request/s or any other instruction/s ("Request/s") received in any written form, including but not limiting to correspondence letter, mobile text message (SMS), facsimile transmission (fax), email correspondence and any other mode of electronic communication.

**Section A: Call Back Nominees**

I/We, the undersigned authorised holder/s or the authorised signatory/ies of the above mentioned entity hereby authorise the Bank to confirm genuineness of any Request/s by phoning any of the following designated person/s:

Name/s	Phone Number	Email address	NIC/Passport No.

Note: Each nominee must complete the Questionnaire for Identification of Nominees

**Section B: Request Initiation Channel**

I/We, the undersigned authorised holder/s or the authorised signatory/ies of the above mentioned entity hereby confirm that the entity will initiate Request/s through any of the above mentioned channel/s, unless otherwise stated:

**Section C: Email Confirmation**

Note: Applicable only if email channel is used to send Request/s

I/We, the undersigned authorised holder/s or the authorised signatory/ies of the above mentioned account/s hereby agree that the Bank may act upon any Request/s which is/are received from the email address/es listed below:

<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>

**Section D: Comments**

**DECLARATION**

- I/We agree that all the information provided above are good and accurate.
- I/We agree that the above instruction will remain in force unless officially revoked by me/us in writing.
- I/We agree that it is my/our sole responsibility to inform the Bank, in writing, of any change/s in relation to the above information or to the above identified person/s
- I/We understand that even if I/we may have provided the Bank with other different phone numbers, I/we agree that for the purpose of the call back procedure, the Bank will only call the designated person/s as stated above.
- I/We agree that in the case where the authorised holder/s or the authorised signatory/ies of account/s designate/s several persons for the call back procedure, the Bank will call any one of the designated persons and in no specific order unless otherwise stated above.
- I/We agree that the Bank may not act on any Request/s unless the call back procedure has been completed and is successful.
- I/We agree and accept that the call back conversation may be recorded by the Bank and shall be conclusive evidence that the call back procedure was completed and was successful.
- I/We agree to indemnify and keep the Bank harmless from and against any and all complaints, costs, damages, losses and liabilities that the Bank may incur, sustain or suffer, directly or indirectly, arising from or by reason of the Bank acting on the above information or the Bank initiating the call back procedure or the Bank not acting on any Request/s until the call back procedure is successful.

Authorised Signatory/ Chairperson

Authorised Signatory/ Chairperson