

CORPORATE INTERNET BANKING APPLICATION FORM

CONFIDENTIAL

SECTION I: COMPANY GENERAL INFORMATION PLEASE COMPLETE THIS SECTION WITH INFORMATION ABOUT YOUR ORGANISATION

COMPANY NAME		
OFFICE ADDRESS		
	STREET NAME	
	CITY/TOWN	LOCAL GOVT. AREA
	STATE, COUNTRY	
OFFICE TELEPHONE		COMPANY FAX
	COUNTRY CODENUMBER	COUNTRY CODENUMBER
COMPANY E-MAIL ADDRESS		

CONTACT INFORMATION

NAME OF PRIMARY CONTACT PERSON		NAME OF SECONDARY CONTACT PERSON	
DESIGNATION		DESIGNATION	
OFFICE TELEPHONE/ EXTENSION		OFFICE TELEPHONE/ EXTENSION	
MOBILE PHONE		MOBILE PHONE	
	COUNTRY CODENUMBER		COUNTRY CODENUMBER
EMAIL ADDRESS		EMAIL ADDRESS	

SECTION 2: BANK ACCOUNT INFORMATION

LIST ACCOUNT NUMBER (S) TO BE ACTIVATED ON CORPORATE INTERNET BANKING IN THE BOXES BELOW

INDICATE THE ACCOUNT(S) TO DEBIT FOR PAYMENT PROCESSING

INDICATE THE ACCOUNT(S) TO DEBIT FOR PAYMENT PROCESSING

DAILY TRANSACTION LIMIT	
-------------------------	----------------------

NOTE: ANY LIMIT ABOVE THE DAILY LIMIT STIPULATED BY CBN WOULD REQUIRE EXECUTION OF A WRITTEN INDEMNITY (PLEASE REFER TO TERMS AND CONDITIONS).

SECTION 3: SIGNATURE

SIGNED FOR AND ON BEHALF OF THE CUSTOMER

	DATE										
----------------------	------	----------------------	----------------------	----------------------	----------------------	----------------------	----------------------	----------------------	----------------------	----------------------	----------------------

SECTION 4: USER PRIVILEGES

INPUTTER/INITIATOR SECTION

S/N	NAME OF USER	MOBILE PHONE	EMAIL ADDRESS
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			

S/N	NAME OF USER	MOBILE PHONE	EMAIL ADDRESS
1.			
2			
.			
3			
4.			
5.			
6.			
7.			
8			
.			
9			
10.			

S/N	NAME OF USER	MOBILE PHONE	EMAIL ADDRESS	BVN
1.				
2				
.				
3				
4.				
5.				
6.				
7.				
8				
.				
9				
10.				

☐ HARDWARE TOKEN ☐ E-TOKEN ☐ VIEW ONLY ACCESS ☐ FULL ACCESS

HEREBY CERTIFY THAT THE INFORMATION PROVIDED ON THIS FORM IS TRUE AND ACCURATE . I AGREE THAT QUEST MERCHANT BANK LTD RESERVES THE RIGHT TO TAKE APPROPRIATE MEASURES INCLUDING LEGAL ACTION IF THE INFORMATION HERE IS DISCOVERED TO BE FALSE. WE HEREBY AUTHORISE YOU DO DEBIT OUR CORPORATE ACCOUNT FOR THE SUM OF BEING THE COST OF THE SECURITY TOKENS.
SIGNED FOR AND ON BEHALF OF
CUSTOMER

SIGNATORY 2 _____ DESIGNATION _____ DATE

D	D	M	M	Y	Y	Y	Y

NAME OF RELATIONSHIP MANAGER																													
TELEPHONE NUMBER:												E-MAIL ADDRESS																	
	COUNTRY CODE			NUMBER																									
SIGNATURE							DATE	<table border="1"><tr><td>D</td><td>D</td></tr><tr><td></td><td></td></tr></table>	D	D			<table border="1"><tr><td>M</td><td>M</td></tr><tr><td></td><td></td></tr></table>	M	M			<table border="1"><tr><td>Y</td><td>Y</td><td>Y</td><td>Y</td></tr><tr><td></td><td></td><td></td><td></td></tr></table>	Y	Y	Y	Y							
D	D																												
M	M																												
Y	Y	Y	Y																										

REMARK (BY CCU)

NAME OF CCU STAFF

SIGNATURE

DATE

D

D

M

M

Y

Y

Y

Y

HEAD OF CCU

SIGNATURE

DATE

D

D

M

M

Y

Y

Y

Y

HEAD OF OPERATIONS

SIGNATURE

DATE

D

D

M

M

Y

Y

Y

Y

TERMS AND CONDITIONS

This Agreement contains the terms and conditions for Quest Merchant Bank Limited's Corporate Internet Banking Service and is in addition to any other agreements with QMB including the terms and conditions that govern your (various) account(s) with QMB, as well as for any asset-backed investment facilitated by QMB. If there is a conflict between the terms of this Agreement and other such agreements, the terms of this Agreement will prevail. In this Agreement the words "QMB", "We" and "Us" "Our" refer to Quest Merchant Bank Limited, its successors-in-title and assigns. The word "Customer", "you" or "your" as used in this Agreement means each person who has an interest in an account or other transaction which is accessible through QMB's Corporate Internet Banking and any and all persons who you have authorised to effect such access. "QMB's Corporate Internet Banking or "the Services" means the information communications and transactions provided to you by us through our website. The Services which our Corporate Internet Banking are included in Annexure A to this Agreement. When You use our Services or permit a third party to use our Services you agree that you and that party are bound by the terms and conditions of this agreement and any instructional material which we provide in relation to our Service. Your access and use of the services may be effected by the use of certain numbers, code marks or signs (hereinafter called "passwords") which are designed to establish your identity and determine the acceptability to QMB of the electronic communication being generated. Once an electronic communication includes the required password, it will be deemed valid and authentic. You also confirm that you intend and agree that such electronic communications will have, and be given the same legal effect as written and signed paper communication. You also confirm and agree that electronic copies of communication are valid and that in the absence of proof that the data in such communication has been altered or tampered with, you will not contend the validity of the original or the copies.

TERMS OF USE

Please read the information contained below carefully prior to using our Online Investment Service.

1. ELIGIBILITY

- 1.1 You can apply for any one or all of Internet Banking, Mobile Banking and, if available, other Online Banking services by completing the relevant Online Banking application process through any one of the QMB's communication channels from time to time, which include, without limitation, the branch network, the call centre, email, internet banking.
- 1.2 Online Banking is only made available to a Customer who meets the criteria for Online Banking as determined by QMB and as may be published on its website from time to time.
- 1.3 For security reasons and to ensure controlled and legitimate and lawful access to and use of Online Banking, in particular Mobile Banking, the You must have a mobile phone or other smart device whose number is duly registered with QMB.
- 1.4 QMB reserves the right to refuse to offer Online Banking to any Customer for any reason at its absolute discretion and without giving any reasons for such refusal.

T2. CUSTOMER'S CONSENT

You agree that any use of any Online Banking services by You establishes unequivocally Your consent to these Terms & Conditions.

3. AVAILABILITY

- 3.1 QMB will, on a best effort basis, make available Online Banking. However, availability is also dependent on third party service providers (including telecommunications providers) and may be interrupted from time to time by routine maintenance requirements, excess demands on the system and reasons beyond the control of QMB, all or part of which may cause disruptions in the availability of the Service.
- 3.2 QMB may, at any time, suspend Online Banking or any facility available under it without any notice, where it is necessary or advisable to do so.
- 3.3 QMB may, at any time, alter, amend or replace any procedure, system or service to maintain a particular level of encryption, security and confidentiality of Online Banking.
- 3.4 QMB shall inform You of any prolonged inaccessibility to, or unforeseeable but necessary termination of, Online Banking.
- 3.5 QMB may restrict or cease Your use of Online Banking at any time and for any reason upon notice to the You.
- 3.6 In using Online Banking, You:

(a) must ensure that Your computer, mobile phone or other smart device and any other related equipment used to access Online Banking is compatible with Online Banking and is free from any computer, mobile phone or other smart device viruses and must adequately protect such equipment by installing up-to-date security, anti-virus and other software;

(b) agree that, if You access and use Online Banking through a computer, mobile phone or other smart device which You do not own or otherwise is not legally registered in Your name, You do so entirely at Your risk;

(c) agree that the internet is not a completely reliable means of communication and You communicate through such means entirely at Your own risk;

(d) irrevocably and unconditionally accepts liability for any and all Instructions without limitation;

(e) must check regularly Your statements of Account(s) and promptly notify QMB of any discrepancy; and

(f) must not interfere with or damage (or in any way attempt to) any data, software or security associated with Online Banking.
- 3.7 QMB may suspend any Online Banking service without prior notice where QMB considers it necessary or advisable to do so.

4. ACCESS

- 4.1 To access Online Banking, You must enter

(i) Your secret personal identification number, which is generally comprised of a set of digits (the "UserID");

(ii) Your unique password, which is generally comprised of a set of alphanumeric characters (the "Password"); and

(iii) Your Multifactor Authentication ("Hardware Token and E-Token") which QMB's Online Banking system may require from time to time.
- 4.2 If the UserID, Password or Multifactor Authentication is not entered correctly after the maximum number of entries permitted by the Online Banking system, Your Online Banking Account will be suspended, requiring You to contact QMB to confirm Your identity and reactivate Your Online Banking Account

5. USERID, PASSWORD AND MULTIFACTOR AUTHENTICATION FACTOR RESET

5.1 QMB's Online Banking system may require a reset of Your UserID, Password or Multifactor Authentication Factor at any time by QMB notifying You.

5.2 You may at any time change Your UserID, Password as may be permitted within the functionality of the Online Banking platform or otherwise by contacting QMB through any one of QMB's electronic communication channels from time to time.

6. TRANSACTION INSTRUCTION LIMITS

6.1 Transaction Instructions shall be subject to specific daily limits as set out in Your mandate or as per QMB's prevailing policies, procedures and regulations from time to time.

6.2 QMB will publish, from time to time and at its discretion, any generally applicable maximum aggregate daily limit per Customer for all external transfers and payments (both domestic and foreign) and any maximum daily limit for all internal transfers (including payments and transfers between Your own accounts and third party accounts with QMB).

6.3 Any daily limit increase above N10m (Ten Million Naira) would require execution of a written indemnity as required by Central Bank of Nigeria subject to a maximum of N100m (One Hundred Million Naira) for corporates.

6.4 You may also determine the limit to be maintained on Your profile provided it is in line with regulatory requirements.

7. RECORDS AND STATEMENTS

7.1 QMB will not issue a printed advice or confirmation in relation to Instructions or the Account(s).

7.2 You may check Your Account(s) statements and all records of Instructions on Online Banking.

7.3 You must check these statements and records regularly and advise QMB immediately, and in any event within sixty (60) days, in the event of any discrepancy or dispute. Any failure to notify QMB within sixty (60) days of any discrepancy or dispute will deem statements and records to be true and correct.

7.4 QMB's records of any Instruction shall, in the absence of manifest error, be conclusive evidence of such Instruction and binding on You.

7.5 Where an oral report is made, we may request that the complaint/question be sent to Us in a written format within 10 (ten) business days of our receipt of your oral complaint. The matter will be investigated and We will respond within 10 (ten) business days. If an error is discovered, it will be immediately corrected. In correcting the error, We will take such other measures as We deem appropriate under the circumstances.

8. YOUR OBLIGATIONS

8.1 You are to provide QMB with every information required to effectively make payments.

8.2 You are to ensure that the application and user forms forwarded by You is in line with Your account mandate with Us.

8.3 You are to ensure that the payment schedule of file is sent to Us by only authorised users of the system.

8.4 You are to ensure that all security details such as Hardware Tokens, E-Tokens, Passwords, PINS, username are NOT shared with anyone else other than the Authorised Users (where applicable)

8.5 You are to notify Us immediately, verbally and in writing, if:

- i. any security device or service material provided by QMB is lost or stolen
- ii. any unusual, suspicious or fraudulent activity in Your account is noticed
- iii. any unauthorised person has had, has or may have, access to any confidential information, security device or other service materials related to the internet banking service.

8.6. You are to pay the relevant fees and expenses associated with transactions, these charges are subject to review from time to time by QMB and Central Bank of Nigeria.

8.7 You are to ensure appropriate signatories are setup to approve payment in accordance with Your account mandate. This mandate shall not be subjected to telephone, email, or any other manual confirmation by Us before transactions are completed.

8.8 You are to ensure that appropriate documents are attached for every payment made in the system as QMB will not verify/ confirm the correctness of such documents

8.9 You are responsible to ensure that Your ability to use Online Banking is permitted by the law applicable to You.

8.10 For any transaction Instructions, You must ensure that there are sufficient funds or limits in the Account for QMB to authorise and execute an Instruction. If for any reason the relevant Account is overdrawn, the Instruction will not be executed and You shall be liable for any incidental charges

8.11 You responsible for payment of the applicable internet, mobile credit and other charges levied by Your third party telecommunications service provider in relation to the use of Your computer, mobile phone or other smart device in accordance with such third party's terms and conditions.

9. BANK'S RIGHTS AND OBLIGATIONS

9.1 To provide You with such services as listed in the attached document referred to as annexure A

9.2 To ensure that all payment schedules received will be processed immediately with same day value for QMB and Non QMB beneficiaries if processed through NIBSS Instant Payment Service.

9.3 To provide a report which You can view in the event of errors with the payment schedule within twenty-four hours from the time the event occurs

9.4 To ensure that all payments are executed by the effective payment dates indicated by You.

9.5 To provide You with a status report which may be by electronic means or otherwise showing details of all payment made by QMB on Your behalf.

10. SECURITY MEASURES

You are advised to visit the Bank's Online Security Center – <https://quest.com/security-center/> on QMB's official website regularly for tips on staying safe online

11. LIABILITY AND INDEMNITY

11.1 The UserID, Password and Multifactor Authentication are to be used by You only and should not be disclosed to any third party and You shall be liable for any resulting costs, losses or expenses incurred by You and QMB due to such disclosure.

11.2 You will be solely liable for:

- (a) all costs, claims, actions, damages or losses suffered or incurred by You accessing and using Online Banking or any linked platform;
- (b) for any Instructions given to the QMB;
- (c) all costs, claims, actions, damages or losses associated with reversal, revocation or cancellation of Instructions;
- (d) payment of utility bills (including any late payments);
- (e) erroneous payments to a third party in accordance with any Instruction;
- (f) all losses (including the amount of any transaction Instruction carried out without Your authority) if You have acted without reasonable care or fraudulently, so as to facilitate unauthorised transactions (for the avoidance of doubt acting without reasonable care shall be deemed to include failure to observe any of Your security obligations referred to in these Terms & Conditions);
- (g) Your reliance on information available on Online Banking;
- (h) any loss or damage to Your data, software, computer, mobile phone, other smart device, telecommunications or other equipment caused by You using Online Banking; and
- (i) any loss, damage or harm arising due to non-compatibility between QMB's Online Banking systems and applications and Your computer, mobile phone or other smart device, including any lack of security software on Your part that could result in any loss, damage or harm to Your computer, mobile phone or other smart device or Account(s).

11.3 You will indemnify QMB, its employees, agents, representatives and nominees on a full indemnity basis from and against all actions, claims, proceedings, demands, losses, damages, harms (including direct, indirect or consequential) costs, expenses, charges, taxes, penalties and legal costs and any other liabilities of whatsoever nature which QMB may incur or suffer by reason of:

- (a) Your access to and/or use of Online Banking;
- (b) Costs, losses or expenses incurred by QMB pursuant to Your input of incorrect, erroneous or fraudulent information in an Instruction;
- (c) Your acting without reasonable care or fraudulently;
- (d) Access to Your Account(s) through Online Banking by third parties;
- (e) Submission of Instructions; and

(f) QMB acting upon, delaying to act upon, or refraining from acting upon an Instruction and complying generally with its obligations or enforcing its rights under these Terms & Conditions.

12. QMB'S EXCLUDED LIABILITY

12.1 QMB makes no representations or warranties regarding the accuracy, functionality or performance of any third party software that may be used in connection with Online Banking or the applications and platforms through which Online Banking is offered.

12.2 QMB will not be liable for any losses due to the UserID, Password and Multifactor Authentication being used by any authorised or unauthorised persons.

12.3 QMB will not be responsible if You are unable to gain access to and/or use Online Banking or any services in respect of it due to reasons beyond its control, including without limitation, any computer, mobile phone, other smart device, telecommunication, electrical, technical or network failure, malfunction, maintenance, excess system demand or other non-availability.

12.4 QMB shall not be liable for any incorrect information input by You, or for the consequences, financial and otherwise, of any incorrect information input.

12.5 QMB will not be liable for any costs, losses or damages of whatsoever nature, incurred by You as a result of:

- (a) making Online Banking available;
- (b) acting on an Instruction validly submitted by You (other than an Instruction received after QMB has previously received notice of, and had a reasonable time to act on, a security or potential security breach, or a loss or change in mobile phone or other smart device);
- (c) failure to act upon an Instruction for any reason beyond QMB's control;
- (d) Online Banking being totally or partially unavailable for any reason;
- (e) authorisation and execution of Instructions being delayed or not acted upon due to reasons beyond QMB's control;
- (f) partial, incomplete, late or failed transfer or bill payment to any nominated payee due to reasons beyond QMB's control;
- (g) access by a third party to information concerning Your Account(s) (except where such access is obtained due to gross negligence, wilful default or fraud of QMB and, in such case, QMB will only be liable for direct loss or damage to You which in the ordinary course of events might reasonably be expected to result from circumstances in question);
- (h) enabling You to link to a third party's website or platform, or the contents of any other website or platform, whether one from which You may have been linked or to which You may link, or any consequence of acting upon such contents of another website or platform; or
- (i) any change, alteration, modification, addition or deletion to these Terms & Conditions, Online Banking or QMB's services and systems of operation.

12.6 QMB shall not be responsible for any delay in onward transmission of bill payment funds to any third party which may result in disruption of that third party's service due to reasons beyond its control.

12.7 Any information provided by QMB through Online Banking, such as Account information, is believed to be accurate and reliable when presented. However, QMB cannot and does not guarantee the validity and correctness of such information.

12.8 QMB shall not be liable for any reliance by You on any information provided through Online Banking. You rely on any such information at Your own risk.

12.9 QMB shall not be liable for any losses, costs, claims or damages of whatsoever nature, whether direct, indirect or consequential, suffered or incurred by You as a result of:

- (a) Online Banking or any other service linked to it being totally or partly unavailable for any reason including but not limited to any period of essential maintenance, critical change, repairs, alteration to or failure of systems or operations;
- (b) acting on, failing or delaying to act on or processing, any Instruction except to the extent caused by its gross negligence or wilful misconduct and its liability shall be limited to the payment of interest (in the case of delay, for the period of the delay);
- (c) acts, failures, delays or omissions of third party banks;
- (d) corrupt data being sent through Online Banking;
- (e) any act, error, omission, failure or delay by any third party in relation to any account held by You or an Instruction or transaction;

(f) computer, mobile phone or other smart device virus or line or system failure; or

(g) the failure of any machine, data processing system or transmission link.

(h) conditions in the event of the force majeure including but not limited to system downtime, server failure, civil commotion, strikes or lockouts, war, flood, insurrection and other acts of God where this persists for more than one month it shall be deemed that there is a voluntary termination of these Terms and Conditions PROVIDED subject to validity of pending obligations of either party

13. BANK CHARGES

13.1 From time to time QMB may, or may not, at its discretion charge a fee for the use of Online Banking, the cost and implementation of which shall be notified in advance You in writing or otherwise through any one of QMB's communication channels, such as its website.

13.2 Any applicable fees and charges will be directly debited to the relevant Account.

13.3 Fees and charges directly related to a transaction the subject of an Instruction

will be debited to the relevant Account at the time of execution of the transaction.

14. TERMINATION

14.1 You may cease use of Online Banking at any time upon written notice to QMB.

14.2 QMB may restrict or terminate Online Banking.

14.3 QMB may terminate Online Banking in the event that the Customer:

- (a) fails to comply with these Terms & Conditions;
- (b) fails to make any payment due in accordance with the Account, any financing facilities provided to You by QMB and these Terms & Conditions;
- (c) engages in any illegal activity;
- (d) is convicted of an offence under the laws of the United Arab Emirates;
- (e) ceases to be employed by his present employer;
- (f) has an expulsion or deportation order issued against him/her; or
- (g) files for bankruptcy.

14.4 QMB shall use reasonable endeavours to notify You of any termination.

14.5 Termination of the Account relationship will result in immediate and automatic termination of Online Banking.

14.6 Termination of Online Banking shall not affect completion of any Instruction submitted prior to the effective date of termination of Your use of Online Banking.

14.7 Termination of Online Banking shall not affect the accrued rights and liabilities of You prior to any such termination.

15. ANTI-MONEY LAUNDERING

All facilities and services offered by QMB are subject to all information requested being provided by You in accordance with all applicable anti-money laundering regulations of the Central Bank of Nigeria and QMB. If such information criteria are not met, QMB is under no obligation to, and has the absolute right to refuse to, offer any facilities and services to You.

16. INTELLECTUAL PROPERTY RIGHTS

16.1 Online Banking is the property of QMB and QMB retains all its intellectual property rights in any software and documentation relating to Online Banking, including any subsequent amendments, modifications or introductions.

16.2 Any trademarks including logos, trading names, service names, colour schemes, slogans and taglines displayed in respect of Online Banking are owned by or licensed to QMB. Nothing contained in Online Banking should be construed as granting any licence or right to use any such trademarks without the prior written consent of QMB.

16.3 You acknowledge and agree:

- (a) that QMB is granting You a non-exclusive, non-transferable, temporary licence to use Online Banking and this permission is restricted to authorised legitimate use of the service;
- (b) not to use property of QMB except in connection with accessing and using Online Banking;
- (c) not to make copies, sell, assign, commercially rent, sub-licence or otherwise transfer property of QMB to any third person; and
- (d) not to attempt to decompose, reverse or tamper with the system or software related to Online Banking

17. MISCELLANEOUS

17.1 These Terms & Conditions shall apply in full and in addition to all other terms and conditions applicable to You in connection with its services and facilities from QMB. The provision of all services and facilities offered by QMB is subject to Your acceptance of all related terms and conditions. Non-acceptance or breach of the Terms & Conditions shall result in the immediate withdrawal of such services or facilities.

17.2 By completing the Online Banking application process whether in a paper-based or electronic form, You confirm that all information provided is true, accurate and up-to-date and You have read, understood and agree to be bound by these Terms & Conditions. The application process is an integral part of these Terms & Conditions.

QMB may, at any time, request any additional information as reasonably necessary and You shall promptly comply with any such requests.

17.3 QMB expressly reserves the right from time to time, at its absolute discretion, to amend these Terms & Conditions and modify any information issued about Online Banking and any platform through which You accesses Online Banking. QMB may also from time to time introduce, modify or delete facilities or services within Online Banking. The introduction of new facilities or services may be subject to the Your acceptance of additional terms and conditions. Any such amendments,

modifications and introductions shall be posted on QMB's website in such a manner as QMB considers appropriate. You must periodically review these Terms & Conditions and information issued about Online Banking to inform itself about any such amendments, modifications and introductions. Your continued use of Online

Banking shall be deemed to be acceptance of these Terms & Conditions and any amendments, modifications and introductions made, unless written notice is sent by

You indicating otherwise, upon which Online Banking shall be immediately withdrawn from You.

17.4 If, at any time, any provision of these Terms & Conditions is or becomes illegal, invalid or unenforceable in any respect, neither the legality, validity or enforceability of

the remaining provisions shall in any way be affected or Impaired by the same.

17.5 Online Banking should be used in good faith and in accordance with these Terms & Conditions.

17.6 Online Banking should not be abused and should not be used to commit any kind of fraud or illegality.

17.7 Any breach of these Terms & Conditions by You may, at QMB's absolute discretion, result in the immediate cancellation of Online Banking.

17.8 Any information given by You will be deemed to be correct and QMB will be entitled to rely on it, without any obligation, to verify such information for security, administration or any other purposes. Such information will, upon submission, become QMB's property.

17.9 QMB may:

(a) change the mode of operation;

(b) add or remove or otherwise change the Online Banking services provided under any of its Online Banking platforms; and

(c) close down temporarily or permanently Online Banking.

17.10 The Online Banking platforms are not intended for distribution to, or use by, any person or entity in any other jurisdiction or country where such distribution or use

would be contrary to local laws or regulations.

17.11 Notwithstanding anything to the contrary in these Terms & Conditions, QMB shall at all times be obliged to comply with all rules and regulations of any applicable

governing authority, including but not limited to the Central Bank of Nigeria.

18. GOVERNING LAW, DISPUTE RESOLUTION AND JURISDICTION

The Online Banking application process and these Terms & Conditions shall be governed by and construed in accordance with the laws of the Federal Republic of Nigeria.

QMB and You shall use their best efforts to amicably settle all disputes arising out of or in connection with the performance or interpretation of these Terms and Conditions. Any dispute or difference arising out of the construction, interpretation or performance of the obligations created under this business relationship which cannot

be settled amicably within one (1) month after receipt by a party's request for such amicable settlement may be referred to a single arbitrator to be appointed in accordance

with the arbitration and conciliation Act. Cap. A 18, laws of federation of Nigeria 2004.

19. Data

19.1. You agree that QMB may use the information disclosed in connection or as a result of operating the Account {"Data"} for assessment and analysis and to identify

products and services (including those supplied by third parties) which may be relevant to me. We may disclose data:

(a) To credit reference agencies, any person who may assume our rights under this Agreement, a member of QUEST MERCHANT BANK.

(b) If we have a right or duty to disclose or are compelled to do so by law.

19.2. You consent to the processing of personal data in line with Quest Data Privacy Policy (<https://quest.com/quicklinks/policies/privacy-policy/>)