



# PREMIER CARD END USER REGISTRATION

## Personal Details Of Contact Person

INDIVIDUAL DETAILS

Surname																										
First Name																										
Middle Name																										
Phone Number																										
Address																										
Gender	<input type="checkbox"/> Male	<input type="checkbox"/> Female	Date of Birth													Place of Birth										
ID Type	<input type="checkbox"/> Passport	<input type="checkbox"/> Drivers Licence	<input type="checkbox"/> National ID	<input type="checkbox"/> ID Number																						
Email Address																										
Nationality													Cell Phone No.													

### PREMIER CARD END USER TERMS AND CONDITIONS

The use of the Puma Card shall be subject to the terms and conditions set out hereunder and agreed to by PUMA ENERGY Zambia Plc (hereinafter referred to as "we", "us" and "our") and the CARDHOLDER (hereinafter referred to as "you" and "your") in connection with the Puma Card. CARDHOLDER shall include (where appropriate) any person the customer has authorized Puma Energy Zambia Plc or its authorised Agent to issue the Puma Premier Card to.

#### A. USE OF CARD

- You will be issued a Puma Premier Card to purchase or make payment for fuel at any Puma Service Station throughout the territory of Zambia. You must sign your Card on the space provided before use and change your personal Identification Number (PIN) from the default PIN. You agree that the Card shall be kept secured at all times and your Personal Identification Number (PIN) will not be disclosed to any other person including to those closest to you.
- You agree that all transactions at any Puma Service Station made on and charged to your card and with your PIN will be treated as authorized by you. Puma Energy Zambia Plc shall not accept any liability for any alleged unauthorized use of your Card.
- You must take all reasonable precautions to prevent the Card and PIN from being used fraudulently or you might be liable for any losses incurred through the unauthorized use of your card. These reasonable precautions include but are not limited to:
  - Not disclosing the PIN except when properly using the Card;
  - Not writing down or recording in any format any PIN or disclosing it to anyone else (other than to any additional Cardholder) including the police and/or Puma Energy Zambia Plc officials;
  - Not using weak PIN or PINs that can be easily guessed (e.g. 1111,0000, 1234, birthday, wedding day etc)
  - Complying with any other instruction we may advise from time to time regarding keeping the Card number and your PIN safe.
- You agree that the card will always be the property of Puma Energy Zambia Plc and is a tool made available to you for purposes specified herein and will be returned to the nearest Puma Energy Zambia Plc on expiry or whenever you no longer have use for it.

#### B. FEES AND CHARGES

- Replacement cost for lost, stolen or renewed Cards would be charged to your account, as applicable. Once you report a lost or stolen Card, we will ensure that your account is temporarily blocked in order to prevent unauthorized usage. You will be required to obtain a new Card from us or our appointed Agents for the replacement of any lost, missing, damaged or stolen Card or when PIN is forgotten.

#### C. LIMITING YOUR RIGHT OF USE OF THE CARD

- You agree that the Card shall expire on the expiry date stated on the Card.
- Puma Energy Zambia Plc will not be liable for any machine malfunction, strike, dispute or any other circumstances affecting the use of the Card.
- You agree to abide by the Know Your Customer (KYC) requirements and transacting limits based on Anti Money Laundering rules, regulations and directives prescribed by the Bank of Zambia . It is your duty as end user to acquaint yourself with these rules, regulations, directives and limits and ensure compliance at all times.

#### D. WHAT YOU MUST NOTIFY US OF

- Immediately your Card is lost or stolen or you think that the Card may be compromised, misused or if the PIN is disclosed to any unauthorized persons or suspected to have been compromised, you must report to Puma Energy Zambia Plc or to the nearest Puma Energy Zambia Plc agent or dealer.
- Immediately you change your name, phone number or address.

#### E. LIMITS OF LIABILITY

- Until you notify us that the Card is lost, stolen or at risk of being misused you will be liable for all transactions before we acknowledge the receipt of the notification.
- If someone uses your Card whether or not with your permission, you will be liable for all the transactions which take place prior to your notifying us that there is a danger of the Card being misused.
- We will not be liable to you if we cannot carry out any or all our responsibilities under this Agreement as a result of anything that we cannot reasonably control. This includes: Any machine failing to work; and industrial disputes, natural disasters or acts of God.

#### F. REFUNDS AND CLAIMS

- We will credit your account with a refund for any transaction or incorrect debit to your account which you have reported only after an independent investigation conducted by us and we are satisfied that your claims are genuine.
- You will be requested to provide us with full details of any transaction/s you want to dispute.

#### G. TERMINATION

This Agreement will come to an end upon expiry of the card issued to you.

I/We \_\_\_\_\_ being the end user/s agree to be bound by the all the Terms and Conditions of use of the PUMA PREMIER CARD.

END USER NAME: \_\_\_\_\_

END USER SIGNATURE \_\_\_\_\_ Date \_\_\_\_\_