

## **Altfellowship program's Terms and Conditions (Terms) for Altfellows**

The Altfellowship program ("Program" or "Platform") is offered and developed by Alternative Bank Limited (Herein referred to as "Alternative Bank" or "Bank" or "AltBank" or "we" "our" or "us") to eligible individuals ("Altfellows" or "you" or "I" or "Your") who will serve as ambassadors of Alternative bank. These Terms and Conditions ("Terms") will govern your participation in the Program. ). By accepting, or using this Platform, you agree to be bound by these terms and conditions. By clicking "I Agree", you give consent to be bound by the terms herein.

### 1. Eligibility

To be eligible for the Program, you must:

- Be at least 18 years old;
- Be a resident and citizen of Nigeria;
- Meet the specific requirements outlined in the Program application by Alt Bank
- Be willing to have a bank account with the alternative bank; and
- Agree to comply with the Bank's internal and external policies and all applicable laws and regulations.

### 2. Program Structure

The Program will consist of:

- Altfellowship Onboarding session for successful applicants
- Onboarding on Altfellowship community group.
- Alternative Bank product and Account opening training.
- Session on Altfellow's responsibilities.
- Session on Performance-based incentives.

### 3. Obligations of Alt Fellows

As an Altfellow, you agree to:

- Participate fully in the Altfellowship Program
- Meet monthly targets and performance metrics set by Alt Bank.
- Maintain confidentiality of customers information
- Comply with all Alternative Bank's code of conduct and policies.
- Represent Alternative Bank in a professional and respectful manner.
- Adhere to all applicable laws and regulations

### 4. Altfellow's (Ambassadors) Responsibilities

As an Altfellows, you agree to:

- Promote Alternative Bank's products and services in a professional and respectful manner.
- Provide feedback and suggestions on how to improve Alternative Bank's products and services.
- Participate in Alternative Bank's marketing and promotional activities.



- Assist customer to open new accounts for Alternative Bank in accordance with the bank's policies and procedures.
- Assist customers to apply for Alternative Bank's ATM cards.
- Follow up with customers to ensure that all account opening documents and Know your customer (KYC) Forms are completed.
- Assist customers to onboard and use Alternative Bank's applications.

5. Confidentiality

You acknowledge and agree that confidential data and non-public personal information relating to the Bank, as well as the information regarding this Campaign, Bank's marketing, strategies, business operations, marketing material, and business systems (collectively, the "Confidential Information") may come into your possession in connection with this Terms. You shall maintain the confidentiality of and protect the Bank' Confidential Information in accordance with all laws, regulations, rules, and guidelines and agrees to implement, utilize, and maintain best practices to secure and protect Confidential Information from unauthorized access, destruction, use, modification, or disclosure.

6. Termination

The Bank, at its discretion, may terminate this Terms with or without written notice of the intention to terminate the terms and conditions.

In the event that the bank chooses to provide notice, it will do so by sending notification to your email address or any other contact information it has on your file, thereby terminating this Terms.

Notwithstanding, the Bank may terminate this Terms forthwith without notice to you if you: (a) have violated the terms of this Terms or any other Agreement you have with the Bank or its policies, (b) in the opinion of the Bank, you pose an unacceptable credit, reputational, or fraud risk to us; or (c) provide any false, incomplete, inaccurate, or misleading information or otherwise engage in fraudulent or illegal conduct; and/or (d) we find your conduct towards customers unacceptable, criminal, or otherwise capable of infringing the rights of customers or the Bank's intellectual property. After termination, all obligations and performance will be ceased.

7. Access Clause.

You agree that the Platform for Program may be inaccessible or inoperable from time to time for many reasons, including: equipment malfunctions, periodic maintenance procedures or repairs which may be undertaken from time to time, causes beyond our control or which are not reasonably foreseeable by us; or at other times at at our sole discretion.

We reserve the right, in our sole discretion and without notice, at any time and for any reason, to: remove or disable access to all or any portion of the Platform; or suspend user's access to or use of all or any portion of the Platform.

8. Representations/Warranties

If you register to use the Platform, then you represent and warrant that:

1. All information and data provided by you to us in connection with your use of the Platform is complete, accurate and not misleading as at the date it was provided.

2. you will not use, or misuse, the Program in any way which may impair its functionality.
3. you will not use another person's email address, identity or contact detail.
4. you will not copy, modify, translate, or otherwise create derivative works from any part of, or reverse engineer any part of the Program (or attempt to do so, or assist anyone else to do so).
5. you will not sell, transfer, or assign any rights you have in relation to the Program – this includes sharing your access or information from the Program with any other person.
6. you are solely responsible for all activities that occur using your password and login whether or not you authorize the activity.
7. you will not interfere with, or disrupt, the provision of the Program or its use by anyone else.
8. your use of the Program does not contravene the laws of the Federal Republic of Nigeria.

9. Governing Law

These Terms shall be governed by and construed in accordance with the laws of the Federal Republic of Nigeria.

10. Dispute Resolution

We will use our best efforts to resolve any issue that may arise from the use of the Platform. However, we realize that there may be rare cases where we may not be able to resolve an issue to your satisfaction. In the event we cannot resolve a dispute between us, you agree that all matters related to any use or access to the Program or the services shall be referred to Mediation at the Lagos Multi-Door Courthouse, in accordance with the Lagos State Multidoor Courthouse Rules 2007 or extant law.

11. Changes to Terms

The Alternative Bank reserves the right to modify these Terms at any time. Your continued participation in the Program constitutes your acceptance of the modified Terms.

12. Data Integrity and Storage.

**Data Integrity.** You are responsible for confirming the accuracy of any data you send to or receive from the Platform, and for maintaining a means external to the Platform, for the reconstruction of your lost data. We have procedures to assist your efforts to confirm that your Data is accurate, current, and complete.  
**Storage of Data.** The Platform will allow you to access Data you send to or receive from the Platform for a limited period of time, as may be announced by us from time to time and which may vary for specific Platform or functions. Notwithstanding the foregoing, we will not delete the transaction Data you retain on the Platform that has been stored on the Platform for less than eighteen-months, provided that your account is active and in good standing. You are solely responsible for saving all of your Data. Therefore, you should take proactive measures to store your Data within your own computers, in order to preserve the accessibility of such Data beyond the Platform retention period applicable to you.

13. Severability

If any of these terms should be determined to be illegal, invalid or otherwise unenforceable by reason of the laws of any state or country in which these terms are intended to be effective, then to the extent and within the jurisdiction which that term is illegal, invalid or unenforceable, it shall be severed and deleted and the remaining of the Terms shall survive, remain in full force and effect and continue to be binding and enforceable.

14. Non-Assignment

You may not transfer, assign, or delegate these Terms or your rights or obligations herein or your Account, in any way (by operation of law or otherwise). To the extent permitted by applicable law, we may transfer, assign, or delegate these Terms and our rights and obligations hereunder without your consent.

15. Force Majeure

To the fullest extent permitted under applicable law, we will be excused from performance under these Terms for any period that we are prevented from or delayed in performing any obligations pursuant to this Terms, in whole or in part, as a result of a Force Majeure Event. For purposes of this section, "Force Majeure Event" means an event or series of events caused by or resulting from any of the following: (a) weather conditions or other elements of nature or acts of God; (b) acts of war, acts of terrorism, insurrection, riots, civil disorders or rebellion; (c) quarantines or embargoes, (d) labour strikes; (e); (f) unauthorized access to our information technology systems by third parties; or (g) other causes beyond our reasonable control and contemplation.

16. Indemnity

You agree to unconditionally release, indemnify, defend and hold us harmless against any liability, cost, expense, loss or any damage incurred by us (including but not limited to professional advisors' or cost of legal fees) for any Claim arising from or related to: (a) you breaching this Terms and Conditions or a representation or warranty you give, (c) a third party claim against you  
This Indemnity obligations shall remain in force after you close your Account or this Terms and Conditions terminates.

17. Anti-Money Laundering

You are now subject to and will at all material times in the future comply with all applicable laws, rules and regulations concerning the detection of financial crimes, prevention of terrorism and anti-money laundering and you acknowledge that any transaction we deal with on your instructions will be covered by statutory and Regulatory requirements relating to money laundering and combating terrorist financing.

18. Involvement With Third Parties.

- I. Links to Third Party Sites. The Platform may allow access to other websites. e.g. websites of our partners. These linked sites are not under our control and we are not responsible for the contents of any linked site.
- II. Items of Third Parties. Some of our Services allow you to make or process transactions for Items ("Transactions") and may allow you to upload or route various information including but not limited to information on Items or information relating to proposed or actual Transactions

("Content"). You acknowledge that, except for Items clearly identified as being those of Alternative Bank Limited, we do not operate or control any Items listed on the Platform or processed by the Platform. Except for Alternative Bank Limited items, all transactions are solely between you and other partners and we have no responsibility whatsoever relating to the Items. "Items" means all products, services, or information posted on the Platform or Platforms belonging to our partners or third parties.

## 19. Disclaimers

- a. The Platform may be under constant upgrades, and some functions and features may not be fully operational during periods of upgrade or software maintenance.
- b. We disclaim any liability arising due to the vagaries that can occur in the electronic distribution of information.
- c. You acknowledge that third party services are available on the Platform. We may have formed partnerships or alliances with some of these third parties from time to time in order to facilitate the provision of certain services to you. However, you acknowledge and agree that at no time are we making any representation or warranty regarding any third party's services nor will we be liable to you or any third party for any consequences or claims arising from or in connection with such third party including, and not limited to, any liability or responsibility for, death, injury or impairment experienced by you or any third party. You hereby disclaim and waive any rights and claims you may have against us with respect to third party's services.
- d. We do not, in any way, endorse any information or service offered or described on the Platform. In no event shall we be liable to you or any third party for any decision made or action taken in reliance on such information.
- e. You assume all responsibility and risk with respect to your use of the Platform. The services are provided and available "as is," and "as available". You understand and agree that, to the fullest extent permitted by law, we disclaim all warranties, representations and endorsements, express or implied, with regard to the Platform, including, without limitation, implied warranties of title, merchantability, non-infringement and fitness for a particular purpose.
- f. We do not warrant use of the website will be uninterrupted or error-free or that errors will be detected or corrected. We do not assume any liability or responsibility for any computer viruses, bugs, malicious code or other harmful components, delays, inaccuracies, errors or omissions, or the accuracy, completeness, reliability or usefulness of the information disclosed or accessed through the services.
- g. In no event, under no legal or equitable theory (whether tort, contract, strict liability or otherwise), shall we or any of our

respective employees, directors, officers, agents or affiliates, be liable hereunder or otherwise for any loss or damage of any kind, direct or indirect, in connection with or arising from the use of the program/ Platform / services or our agreement with you concerning the services, including, but not limited to, (i) the use of or inability to use the site, the service, or the content, (ii) any transaction conducted through or facilitated by the site; (iii) any claim attributable to errors, omissions, or other inaccuracies in the site, the service and/or the content, (iv) unauthorized access to or alteration of your transmissions or data, or (v) any other matter relating to the site, the service, or the content, and any compensatory, direct, consequential, incidental, indirect, special or punitive damages, lost anticipated profits, loss of goodwill, loss of data, business interruption, accuracy of results, or computer failure or malfunction, even if we have been advised of or should have known of the possibility of such damages.

## 20. Licensed Use

- I. The content and works (including design, text, graphics and the selection and arrangement) on the Platform are exclusively owned by us. The duplication, processing, distribution and any kind of exploitation of the Platform's content (to the extent not permitted by copyright laws) require the prior written consent of Alternative Bank. Any use of the content not expressly permitted by these Terms of Use is a breach of these Terms of Use and may violate copyright, trademark and other laws. You must not use any part of the materials on the Platform for commercial purposes without obtaining a licence to do so from us or our licensors.
- II. You agree that anything you submit to the Platform and/or provide to us, including but not limited to, questions, reviews, comments, and suggestions (collectively, "Submissions") will become our sole and exclusive property and shall not be returned to you. In addition to the rights applicable to any Submission, when you post comments or reviews on or about the Platform/Services, you also grant us the right to use the name that you submit, in connection with such review, comment, or other content.
- III. You shall not use a false e-mail address, pretend to be someone other than yourself or otherwise mislead us or third parties as to the origin of any Submissions. We may, but shall not be obligated to, remove or edit any Submissions.
- IV. By signing up, you agree to receive promotional emails, SMS and push notifications from Sterling Alternative Finance. You may unsubscribe from promotional emails via a link provided in each email. If you would like us to remove your personal information from our database, unsubscribe from emails and/or SMS, please email Customer Service email address.

## 21. Complaints/Support

If you need help, support, need to make a complaint, or would love to talk about how we can serve you better, please reach out to us at [help@altbank.ng](mailto:help@altbank.ng). To find out more information about our service and new plans, you may visit our website [www.altbank.ng](http://www.altbank.ng).



9. Acceptance

By applying to the Program, you acknowledge that you have read, understood, and agree to be bound by these Terms.

Acknowledgement

I ....., acknowledge that I have read, understood, and agree to be bound by the Terms and Conditions of the AltFellowship program.

Signature

Date: