Digital Services Application

Date
/ /

Section 1 – Customer Details

☐ New customer
If new today go directly to other sections

☐ Existing customer
This section MUST be completed

Person Customers (individual & joint customers)

Customer number

Given name(s)

Surname/family name

Other names known by (if any)

Date of birth
/ /
(dd/mm/yyyy)

Current residential address

Current postal address

Phone numbers (m = mobile w = work h = home) include country code

m/w/h +
m/w/h +
m/w/h +

Emails (in order of contact priority)

****

Non-Person Customers (companies, organisations)

Customer number

Name

Business address

Postal address

Registered office

Phone numbers

+ Number	Contact name	+ Number	Contact name
+ Number	Contact name	+ Number	Contact name

Emails (in order of contact priority)

^^

Action	C	S		C	S	C = CSO/Teller & S = Supervisor/Manager
ID checked	☐	☐	BankNet checked/changed	☐	☐	

Section 2 – IsiKad

Note:
**** Person customers only (individual or joint)***
**** to be completed for new/replacement cards & maintenance***

Select the reason:

☐ New ☐ Damaged ☐ Lost/Stolen ☐ Change linked accounts

☐ PIN ☐ Expired ☐ Cancel ☐ Remove hold

Old/current card number

last 4 digits only

Add

Primary account (Default) ☐ Savings ☐ Cheque

Secondary account ☐ Cheque ☐ Savings

Remove

Primary account ☐ Savings ☐ Cheque

Secondary account ☐ Cheque ☐ Savings

New card number

last 4 digits only

Send to branch

I acknowledge that the IsiKad and PIN issued to me by NBV are governed by the NBV Electronic Banking Conditions of Use, information printed on the PIN mailer and any other related documents produced from time to time. Use of this card and its PIN means that I have accepted the NBV card use conditions.

Customer signature

^^^

Action:	C	S		C	S		C	S
Verify customer	☐	☐	Method of Op	☐		Link acct to card		☐
Link cust to card	☐	☐	Destroy card	☐	☐	Activate/Deactivate		☐
Collect fee	☐	☐	Input hold code	☐		Remove hold		☐

Section 3 – IsiMobile

Note: * must be signed in accordance with operating authority

Customer number

Select reason

☐ New ☐ Change ☐ Cancel

Person Customers *(individual & joint customers)*

Note: *value transactions permitted only where method of operation is "either to sign", "any one to sign", "single" otherwise "view only"*

Email

Phone No +

Country code+ number

The use of IsiMobile is governed by the NBV Electronic Banking Conditions of Use, IsiMobile Terms & Conditions and any other related documents produced from time to time. Use of IsiMobile means that I have accepted the conditions of use.

Customer signature

****

Non-Person Customers (companies, organisations

Note: * view only access to accounts – no value transactions

Email

Phone No +

Country code+ number

The use of IsiMobile is governed by the NBV Electronic Banking Conditions of Use, IsiMobile Terms & Conditions and any other related documents produced from time to time. Use of IsiMobile means that I have accepted the conditions of use.

Customer signature(s)

^^

Action:	C	S		C	S		C	S
Web Admin Portal add	☐	☐	Web Admin Portal edit	☐	☐	Web Admin Portal delete	☐	☐

Section 4 – IsiMS

Note:
**** available to all types of customers***
**** must be signed in accordance with operating authority***
**** only for vatu accounts***

IsiMS is available to all customers (Care: request must be signed in accordance with operating authority)

☐ New
Complete all parts

☐ Change
Complete phone #, accounts

☐ Cancel
Signature only

Phone No

(Digicel or TVL only)

(Vanuatu only)

Fee type

☐ Standard ☐ Staff ☐ Business ☐ Special

Accounts

	☐	Withdrawals	☐	Account balance		☐	Statement		
	☐	Deposits	☐	D	☐ W	☐	D	☐	W
			☐	M	☐ Y	☐	M	☐	Y
	☐	Withdrawals	☐	Account balance		☐	Statement		
	☐	Deposits	☐	D	☐ W	☐	D	☐	W
			☐	M	☐ Y	☐	M	☐	Y
	☐	Withdrawals	☐	Account balance		☐	Statement		
	☐	Deposits	☐	D	☐ W	☐	D	☐	W
			☐	M	☐ Y	☐	M	☐	Y

Customer signature(s)

^^

Action:	C	S		C	S		C	S
Sig(s) verified	☐	☐	BankNet input	☐	☐	Cancel	☐	☐

Section 5 – Bank Officers

Officers responsible

CSO

Name

Staff No

Signature

Supervisor

Name

Staff No

Signature