

Terms and Conditions for PosoMoney Services

1. DEFINITIONS

1.1 In this Agreement, unless the context otherwise requires, the following words and expressions shall have the following meanings:

"Account" means the Customer's PosoMoney account, in which the Customer shall hold his E-Money in and use for purposes of carrying out all PosoMoney transactions;

"Application Form" means the registration form containing the Customer's data;

"Bank-to-Wallet Transaction" means the transfer of E-Money by a Customer from his Bank Account to his PosoMoney Account;

"BotswanaPost website" means www.botspost.co.bw;

"Cash Deposit" means money paid to an Agent by the Customer for purposes of crediting the Customer's PosoMoney Account with an equivalent amount of E-Money sums;

"Cash Withdrawal" means the exchange of E-Money for cash by a Customer and/ or Designated Payee;

"Conditions of Use" means these terms and conditions, registration forms and any other PosoMoney forms as may be varied by BotswanaPost from time to time;

"Credit Balance" means the amount of E-Money available in the Customer's PosoMoney Account;

"Credit Transaction" means any transaction which results in your account being credited with E-Money;

"Customer" or **"PosoMoney Customer"** means any person in whose name an account for the PosoMoney services is registered;

"Debit Balance" means the amount of E-Money withdrawn from your account;

"Debit Transaction" means any transaction that results in your account being debited of E-Money;

"Designated Payee" means any person who is designated by the Customer through SMS, to be the recipient of E-Money from the Customer's Account;

"E-Money" means the electronic value (E-value) available in the PosoMoney Account;

"Goods and Services" means such products as may be purchased from the Merchants using PosoMoney;

"ID Number" means the number associated with the form of identification provided;

"Mobile Equipment" means your Mobile Phone, SIM skin and SIM Card or other equipment which when used together allows access to PosoMoney services and, in each case, is approved for use within the Republic of Botswana by the relevant authority;

"Money Laundering" means the engagement of a person or persons, directly or indirectly in conversion, transfer, concealment, disguising, use or acquisition of money or property known to be of illicit origin and in which such engagement intends to avoid the legal consequence of such action;

"Network Service Provider" means the network provider of the Customer's mobile phone, being Orange, Mascom and/ or BeMobile;

"Outlet" means any shop, unit or other retail premises operated by an Agent;

"Outlet Operator" means the person(s) stationed at an Outlet for purposes of providing assistance to a Customer;

"Personal information" means information which identifies a Customer as an individual, including but not limited to, your age, race, contact details, mobile phone number, any identifying number assigned to the Customer and any information relating to transactions in which the Customer has been involved;

"Person-to-Person Transaction" means the transfer of E-Money by a Customer from his PosoMoney Account to a designated payee;

"PIN" means your personal identification number being the secret code you use to access and operate your PosoMoney account;

"PosoMoney" means the mobile money service which is marketed, managed, and operated exclusively by BotswanaPost in the Republic of Botswana.

"PosoMoney Agent" or **"Agent(s)"** means person(s) registered by BotswanaPost to provide PosoMoney services, details of which may be obtained from BotswanaPost;

"PosoMoney Merchant or Merchant" means a seller of goods and services who accepts PosoMoney E-Money transactions in lieu of payment of goods and services;

"PosoMoney Services" means the services provided by PosoMoney for the issue and redemption of E-Money and the transfer of E-Money between customers, agents and/ or Merchant on the basis of Transfer Instructions including the recording of all Transactions, verifying and confirming all Transactions concluded and updating customer account records;

"PosoMoney website" means www.posomoney.co.bw;



Botswana Post
Khama Crescent
Plot 53952
P O Box 100
Gaborone, Botswana



Telephone:
(+267) 391 1473 / 393 0629 /
0800 33 55 77
WhatsApp & SMS Line:
(+267) 77 537 517



enquiries@botswanapost.co.bw
www.botspost.co.bw