

# FOMU YUZUZA N'ABASABA BPR MOBI NA iBANK

(URASABWA KWANDIKA MU NYUGUTI NKURU) UGOMBA KUZUZA AHANTU HOSE)

## A). GUSABA SERIVISI YA MOBI BANK

AMABWIRIZA AGENGA: *(Shyira akamenyetso ahakwiriye)*

Kwiyandikisha bwa mbere ☐ Guhindura PIN ☐ Guhindura app ya BPR ☐ SIM swap ☐ Konti z'inyongera accounts ☐

## IMYIRONDORO Y'USA N'IBIJYANYE NA KONTI

|                        |  |
|------------------------|--|
| Amazina y'usaba:       |  |
| Nomero y'irangamuntu : |  |
| Email (Si itegeko):    |  |
| Nomero ya telefone:    |  |

Kwiyandikisha muri BPR Loyalty Program? Yego ☐ Oya ☐

## SERIVISI ZO KUMENYESHA ZIJYANYE NA (Soma amategeko n'amabwiriza umenye ayishyuzwa SMS)

|                      |  |                                                                  |
|----------------------|--|------------------------------------------------------------------|
| Inguzanyo ntarengwa: |  | (Kumenyeshwa mu gihe hashyizweho inguzanyo irenze iyo ugenewe)   |
| Umubare ntarengwa:   |  | (Kumenyeshwa mu gihe hakoreshejwe amafaranga arenze ayo ugenewe) |

## NOMERO ZA KONTI Z'INYONGERA(Niba zihari):

|    |  |
|----|--|
| 1. |  |
| 2. |  |
| 3. |  |
| 4. |  |

## IBYEMEJWE N'USABA

Nsabye guhabwa serivisi za BPR Mobi Bank na/cyangwa iBank muri BPR Bank.

## B. GUSABA INTERNET BANKING

### KONTI WIFUZA GUKORESHEA

*(Uburenganzira bo gukoresha konti bushyirwaho hakurikijwe ibyo wemeranyije na banki)*

## IBIJYANYE NA KONTI

| NOMERO YA KONTI | IZINA RYA KONTI | ISHAMI |
|-----------------|-----------------|--------|
|                 |                 |        |
|                 |                 |        |
|                 |                 |        |
|                 |                 |        |

## AHO UMUKIRIYA YEMERA AMATEGEKO N'AMABWIRIZA

Twemeje ko twahaye uyu mukiriya uburenganzira bwo gukoresha internet Banking kuri konti duhuriyeho . Turemeza ko twasomye tukanasobanukirwa amategeko n'amabwiriza bigenga serivisi za internet banking za BPR twaherewe kopi.

Umukono: .....Itariki: .....

## KONTI ZIHURIWEHO

Twemeje ko twahaye uyu mukiriya uburenganzira bwo gukoresha internet Banking kuri konti yacu duhuriyeho. Turemeza ko twasomye tukanasobanukirwa amategako n'amabwiriza bigenga serivisi za internet banking za BPR twaherewe kopi.

| No | Umukono | Itariki |
|----|---------|---------|
| 1. |         |         |
| 2. |         |         |
| 3. |         |         |
| 4. |         |         |

Ndemeza ko amakuru yatanze hejuru ari ukuri kandi yuzuye, nkaba ntanze uburenganzira bwo gukora igenzura rijyanye n'uku gusaba mu gihe byaba bikenewe. Nemeye kuzagengwa n'amabwiriza agenga imikoreshereze y'ibi. Ndemera kuzishyura amafaranga yose ajyanye n'ikoresha ry'iyi serivisi. Nemeye kwishyura Banki igihombo cyose, gishobora kubaho biturutse ku ikoresha ry'iyi serivisi. Nsobanukiwe neza ko ko Banki ifite uburenganzira bwo kwanga gusaba kwanjye nta bindi bisobanuro mpawe.

Umukono: ..... Itariki: .....  
.....

## AHAGENEWE BANKI

|                                     |                         |
|-------------------------------------|-------------------------|
| Izina ry'umukozi/ umu agent ushinze | Kode y'ubucuruzi (12X): |
| Nomero y'umukozi:                   | ishami:                 |
| Umugenzuzi w'ibijyanye n'ubucuruzi  | Kode y'ishami (DAO):    |
| Izina ry'umukozi ushinze kuranga :  | Nomero y'umukozi:       |
|                                     | Kode y'ubucuruzi (12X): |

Umukono w'uhagarariye ubucuruzi/Umu ajenti: ..... Itariki: .....

Umukono w'ukuriye ishami: ..... Itariki: .....

## TERMS AND CONDITIONS FOR BPR MOBI BANK

### Ibisobanuro

Muri iyi nyandiko amagambo ninteruro bikurikira bifite ibisobanuro byashyizwe hepfo kandi keretse iyo ibivugwamo bibigaragaza ukundi:

**“Konti”** bisobanuye BPR Mobi & i-Bank, Umukiriya yiyandikishije kugirango akoresheye kuri serivisi ya mobile banking na internet, Abakoresha cyangwa Abakiriya babihereye uburenganzira bisobanura umuntu wiyandikishije kugira ngo abone Konti abinyujije kuri serivisi ya mobile banking na Internet Banking.

**“Serivisi”** Bizisobanura Serivisi ya Mobile Banking na Internet banking, Banki ya BPR igeza ku bbakiriya, itanga amakuru ajyanye na Konti, ibisobanuro birambuye ku byakorewe kuri konti kimwe n’andi makuru na serivisi zatangwa na Banki ya BPR, kandi igahabwa abakiriya rimwe na rimwe bifashishije telefon igendanwa..

**“Numero ya telefone”** Bisobanura umubare wateganijwe n’umukiriya kuri fomu yo kwiandikisha, cyangwa binyuze mu kigo cyitumanaho, cyangwa binyuze ku rubuga rwa Banki ya BPR cyangwa binyuze mu bundi buryo ubwo ari bwo bwose kuri Banki ku izina ry’Umukoresha wemerewe kubona serivisi.

**“Amakuru yihariye”** bisobanura amakuru ajyanye cyangwa yerekeye Konti.

**“Amategako n’amabwiriza bigenga Mobile Banking na Internet Banking”** bisobanura amategako n’amabwiriza agenda imikoreshereze ya serivisi ya Mobi Bank ya BPR, uko agenda ahinduka mu bihe bitandukanye

**“Amagambo n’interuro byanditswe mu inyuguti nkuru”** yakoreshejwe ariko adasobanuwe aha ngaha azagira ibisobanuro bahawe muri aya mabwiriza n’ibisabwa kuri BPR Mobi & iBank Bank.

**“Ubutuma bumenyeshya”** bisobanuye ubutumwa bwihariye bwohereza umukiriya kuri telefone ye igendanwa mu buryo bwa SMS mu gusubiza ibyasabwe n’umukiriya.

### IYUBAHIRIZWA RY’AMATEGEKO N’AMABWIRIZA

Aya mategeko n’amabwiriza hamwe n’ibisabwa byakozwe n’umukiriya kandi byemejwe na Banki ya BPR bizaba bigize amasezerano hagati y’abakiriya na Banki ya BPR, kandi bizakomeza kugengwa n’aya mabwiriza, kuko BPR ishobora kumvikana n’abandi batanga serivisi, bafasha Banki ya BPR mu gutanga serivisi. Aya mabwiriza agomba kandi azaba agenga ibigo bishamikiye kuri Banki ya BPR. Mu gusaba no kwemerera Abakoresha iyi serivisi, ku nshuro ya mbere (na buri gihe nyuma yaho), Umukiriya aremwa (anashimangira ko yemeye) aya mabwiriza mu buryo bushoboka bwose.

### Gusaba

Abakiriya bashobora kugeza iyi serivisi (na / cyangwa impinduka zose ku mahitamo aboneka kuri Serivisi) mu gihe abantu bemerewe gukoresha iyi konti cyangwa abantu basinyira umukono ku nyandiko zitandukanye mw’izina ry’umukiriya watanze serivisi za mobile banking na internet banking basabye Banki ya BPR gutanga iyi serivisi ku babyemerewe. Gusaba bishobora gukorwa mu buryo nk’ubu bwo kuzura fomu, kwandika amabaruwa asaba n’ibindi, nkuko Banki ya BPR ishobora kubiteganya rimwe na rimwe. Ibikorwa byose biva mu gukoresha iyi serivisi bizaba bireba umukiriya.

### Kwemererwa gusaba

Numero igendanwa yandikishijwe kuri Banki ya BPR yakoreshejwe kugirango igere kuri iyi Serivisi. Serivisi ntabwo itangwa kuri numero ebyiri za telephone kuri konti imwe. Umukiriya azabash gukoresha iyi serivisi mu gihe ari ahagera umuyoboro w’ikigo cy’itumanaho cyangwa mu gice kigerwamo na serivisi ya roaming icyo kigo giha serivisi abakiriya kibagezaho serivisi ya roaming kuva ku kindi kigo gitanga serivise.

### Kuboneka kwa serivisi

Banki ya BPR izihatira guha abakiriya binyuze kuri serivisi, serivisi zitandukanye Banki ya BPR ishobora guhitamo rimwe na rimwe. Banki ya BPR ifite uburenganzira bwo guhitamo serivisi zishobora gutangwa ku bakiriya kuri konti kandi izo serivisi itanga zishobora kub zitandukanye bitewe n’abakiriya. Banki ya BPR irashobora kandi kongera / gukuramo zimwe kuri serivisi zitangwa binyuze kuri iyi serivisi ku bushake bwayo. Serivisi ihabwa abakoresha babihereye uburenganzira, ku bushake bwa Banki ya BPR kandi ishobora guhagarikwa na Banki ya BPR kuri serivisi z’abatanga serivisi zidasanzwe. Kugeza ubu Serivisi iraboneka kuri Konti ifitwe n’amashami ya Banki ya BPR mu Rwanda na konti ya BPR ya Banki ya BPR, Banki ya BPR mu bushishozi bwayo ishobora kugeza Serivisi kuri Konti nk’izi zifitwe n’amashami yayo atari mu Rwanda ariko ibyo bigakurikiza amategako akurikizwa. y’u Rwanda n’ubutabera bw’aho iyo konti iherereye.

Umukiriya yemera ko kugera kuri serivisi bizanyura gusa kuri numero ya telefone kandi ibikorwa byose biyikoreweho, cyaba cyatangijwe n’uwemerewe kuyikoresha cyangwa utabyemerewe, bizafatwa nkaho byaturutse ku muntu ubyemerewe kandi bizaba bireba kubakiriya; . Amabwiriza yakiriwe na BPR kuri numero iyo ari yo yose ya telefone igendanwa (cyangwa kuvuga ko yaturutse kuri numero iyo ari yo yose ya telefone) azashyirwa mu bikorwa nyuma yo kwemezwa nk’uko bisabwa na Banki ya BPR muri rusange cyangwa mu buryo bwihariye ku buryo ubwo ari bwo bwose bw’inyigisho, uhereye igihe ku gihe, harimo binyuze mu ijamba ryibanga ryatanze na BPR ku ubyemerewe iyo numero ya telephone ibaruyeho.

### Ukuri kw’amakuru

Umukiriya yiyemeje (kandi yiyemeza gusaba abazayikoresha babihereye uburenganzira) gutanga amakuru nyayo no gutangaza amakuru aho bikenewe hose kandi afite inshingano ku kuri kw’amakuru yatanze kuri Banki ya BPR igihe cyose harimo no gutanga serivisi.

Banki ya BPR ntabwo igomba kuryozwa ingaruka zikomoka ku makuru atariyo yatanze n’abakiriya cyangwa n’abakoresha serivisi babihereye uburenganzira. Mu gihe Banki ya BPR n’ibigo biyishamikiyeho bizafata ingamba zose zifatika kugira ngo amakuru ahabwa umukiriya, Banki ya BPR n’inshingano zayo ntizaryozwa amakosa yose yaturuka mu itangwa ry’amakuru atari yo. Umukiriya na / cyangwa uwemerewe gukoresha iyi serivisi ntibashobora kuryozwa Banki ya BPR igihombo icyo ari cyo cyose, ibyangiritse nibindi umukiriya cyangwa uwemerewe gukoresha iyi serivisi ashobora kuba yarahunze nabyo mu gihe bigaragaye ko amakuru yahawe umukiriya ko atari byo.

Iyo Banki ya BPR ibona ko amabwiriza adahuye cyangwa avuguruzanya irashobora gusaba ibisobanuro ukoresha iyo serivisi ayo mabwiriza yaturutseho mbere yo kugira icyo iyakoraho. Na none ariko BPR mubushake bwayo, ishobora kanzura kugira icyo iyakoraho mu gihe ibona ko ari ngombwa umukiriya akaba agomba kwemera ibyo Banki ya BPR yakozwe.

Banki ya BPR ifite uburenganzira bwo guhagarika serivisi, haba muri rusange cyangwa mu buryo bwihariye ku bijyanye n’uwemerewe gukoresha serivisi cyangwa umukiriya runaka, niba Banki ya BPR ifite impamvu zo kwizera ko imikorere ya serivisi ikurikiza amabwiriza ayo ari yo yose y’umukoresha wemewe ashobora kuganisha ku igihombo kiziguye cyangwa kitaziguye cyangwa gishobora gusaba indishyi kubakiriya mbere yo gukomeza gukoresha iyi serivisi.

### Gushyiraho igenamikorere rya serivisi

Kugirango agere kuri serivisi, umukiriya arashobora guhitamo no gushiraho serivisi zose cyangwa umukiriya serivisi iyo ari yo yose atanga abisabye mu buryo bwagenwe nkuko bikenewe cyangwa n’ubundi buryo ubwo aribwo bwose bugenda butangazwa na BPR mu gihe runaka. BPR ntabwo igomba kubiryoza ikosa iryo ari ryo ryose ryakozwe n’umukiriya.

Regulated by the National Bank of Rwanda

### Gushyiraho kwibutsa no kumenyeshwa

BPR ntizemera ko yakiriye amabwiriza ayo ari yo yose cyangwa ibyifuzo byo kwiandikisha. BPR ntabwo ifite inshingano zo kugenzura amabwiriza cyangwa ijamba ryibanga cyangwa nimeru ya terefone igendanwa. BPR ntishobora kuryozwa kudatanga cyangwa gutinda gutanga serivisi, ikosa, igihombo cyangwa serivisi itatanzwe neza ku bakiriya.

### Ububasha bwa BPR

Umukiriya yemerera bidasubirwaho BPR kugera kuri Konti no ku makuru yihariye mu rwego rwo kubahiriza amabwiriza no gutanga serivisi ku bakiriya, ndetse no gusesengura, gutanga inguzanyo no kwamamaza. Abemerewe gukoresha iyi serivisi bemerera ko BPR kuba yaha izindi nzego ayo makuru ajyanye n'umukiriya mu gihe byaba bikenewe bikenewe ku mpamvu iyo ari yo yose harimo kwitabira guhagarika itumanaho cyangwa imiyoboro ya elegitoronike, hubahirijwe amabwiriza yemewe, kugira ngo hasuzumwe inguzanyo na ibigo byemewe bitanga amanota, no kukumira uburiganya.

### Inyandiko

Inyandiko zose za Banki ya BPR zijyanye na Konti na / cyangwa zikomoka ku mikoreshereze ya Serivisi, harimo igihe cyanditswe cya—

### Kutemera uburyozwe

Banki ya BPR ntishobora kuryozwa kuba uwemerewe gukoresha iyi serivisi atarabashije kuyikoresha bitewe n'uko uwemerewe kuyikoresha kuba atari mu turere dukoreramo. Umukiriya yemera ko Banki ya BPR itazaryozwa ku kuba umukiriya atarenze ku masezerano n'amabwiriza yo guhagarika nimeru ya terefone igendanwa / Ikarita ya SIM. Umukiriya ntashobora kuryozwa Banki ya BPR kutaboneka kwa serivisi runaka cyangwa kudahabwa serivisi n'ababishinzwe, niba zihari, bashyizweho na Banki ya BPR cyangwa igihombo cyangwa ibyangiritse byabaye ku mukiriya biturutse ku gukoresha serivisi (harimo kwiringira ubutumwa bumenyeshya kubakiriya ku mpamvu z'ubucuruzi, ishoramari cyangwa intego zubucuruzi) ku mpamvu iyo ari yo yose. BPR ntishobora kuryozwa n'abakiriya mu buryo ubwo aribwo bwose bijyanye no gukoresha serivisi. Umukiriya yemera ko buri umenyeshya rishobora kuba rikubiyemo amakuru ya konti ajyanye n'umukiriya. Umukiriya yemerera Banki ya BPR kohereza amakuru ajyanye na Konti, nubwo atabisabwe mu buryo bwihariye, niba BPR ibona ko ari kimwe bifite akamaro.

### Garanti

Banki ya BPR, ntabwo itanga garanti kw'ibanga n'umutekano butumwabwaba ubwihariye cyangwa ubundi binyuze muri serivisi.

### Igabanyuka ry'uburyozwe

Hatabayeho kugarukira ku zindi ngingo zikubiye muri aya mategeko n'amabwiriza, Banki ya BPR, abakozi bayo, aba ajenti, cyangwa abashoramari, ntibaryozwa ibijyanye n'igihombo cyangwa ibyangiritse haba mu buryo butaziguye, butaziguye, cyangwa ingaruka zabyo, harimo ariko bitagarukiye gusa ku gihombo, umushinga, ubucuruzi, amasezerano, ubwizigame cyangwa ubushake buteganijwe, gutakaza imikoreshereze cyangwa agaciro k'ibikoreshe byose birimo software, yaba iteganijwe cyangwa itabigenewe, byatwe n'umukiriya cyangwa umuntu uwo ari we wese uko byaturuka cyangwa bijyanye no gutinda, guhagarika, kubuzwa, cyangwa kwibeshya mu gutanga amakuru cyangwa ubutumwa kubikoreshe by'itumanaho no kuva mu bikoreshe by'itumanaho byo gukoresha Serivisi mu buryo butemewe kandi butemewe n'uwemerewe gukoresha iyi serivisi cyangwa undi muntu uwo ari we wese agomba kuryozwa uwemerewe gukoresha iyi serivisi kwishyura inyishyu y'amafaranga nk'uko byemejwe na BPR na / cyangwa bikazamuviramo guhagarika Serivisi ku mukiriya. Umukiriya n'uwemerewe gukoresha iyi serivisi bashinzwe gusa kurinda ijamba ry'ibanga ryatanzwe na Banki ya BPR kugirango ikoreshe Serivisi. Banki ya BPR ntizaryozwa kuba uwemerewe gukoresha serivisi yakoreshe ijamba ry'ibanga mu buryo butemewe cyangwa nimeru ya telefone; gukora nta buryarya ku mabwiriza yose yakiriye na Banki ya BPR; ikosa, kutishyura, gutinda cyangwa

kudashobora Banki ya BPR gukora kuri byose cyangwa amabwiriza yose; no gutakaza amakuru ayo ari yo yose / amabwiriza mu kohereza. Banki ya BPR ntishobora kuryozwa kuba umukiriya yibagiwe gushakisha no kumenya serivisi n'ibicuruzwa bitangwa binyuze muri serivisi.

### Indiriyi

Hagendewe ku kuba Banki ya BPR ariyo itanga Serivisi, umukiriya yemeye gutanga indishyi no kurinda Banki ya BPR ku bikorwa byose, ibirego, ibisabwa, imanza, igihombo, ibyangiritse, ubwishyu n'ibindi byose Banki ya BPR ishobora igihe icyo ari cyo cyose gushira, gukomeza, kubazwa cyangwa kugerekwaho nk'ingaruka cyangwa biturutse ku gukora cyangwa kwanga gukora mubur kureka cyangwa kwanga gukurikiza amabwiriza ayo ari yo yose yatanze mu gukoresha Serivisi.

Banki ya BPR ifite uburenganzira bwo kwishyura ayo mafaranga mu gihe isanze ari ngombwa rimwe na rimwe na rimwe kandi ishobora ku bushake bwayo, gushyiraho igiciro gishya cyo gukoresha serivisi iyo ari yo yose cyangwa serivisi zose. Ibicuruzwa byose bikozwe mu izina ry'abakiriya, nyuma yo kubimenyeshya bisobanura ko abakiriya babimenye kandi bemeye ayo mafaranga. Umukiriya ashobora igihe icyo aricyo cyose guhagarika cyangwa kutiyandikisha muri serivisi. Umukiriya agomba kwishyurwa ama inite cyangwa andi mafaranga ashobora kwishyurwa n'ikigo cy'itumanaho ajyanye na Service kandi Banki ya BPR muri byo nta na kimwe kiyireba.

Amafaranga yishyurwa n'umukiriya ntarimo amafaranga yishyurwa ikigo cy'itumanaho kandi akurwa kuri konti y'umukiriya. Umukiriya asabwa kureba kuri gahunda y'inyishyurire yashyizweho.

### Guhagarika

Igihe icyo aricyo cyose umukiriya ashobora gusaba ko serivisi, igice cyangwa yose, yahagarikwa, akabanza guha banki ya BPR integuza yanditse byibuze y'iminsi 15. Umukiriya azakomeza kubazwa ibikorwa byose bituruka kuri nimeru ye ya telephone binyuze muri serivisi mbere yo kurangiza iminsi 15 yavuzwe haruguru. Banki ya BPR irashobora ku bushake bwayo, kumanaho by'agateganyo cyangwa guhagarika Serivisi, yose cyangwa igice, igihe icyo ari cyo cyose itabanje gutanga integuza, guhagarika Serivisi by'agateganyo igihe icyo ari cyo cyose hari imirimo yo gusana byihutirwa cyangwa ku bw'impamvu z'umutekano, bisaba guhagarika Serivisi cyangwa niba Umukiriya yarenze kuri aya mabwiriza cyangwa mu gihe Banki ya BPR ikeka ko umukiriya ashobora kutubahiriza inshingano ze ku buryo bushoboka bwose. Gufunga Konti na / cyangwa guhagarika serivisi za mobile banking na Internet Banking bikozwe n'umukiriya bizahita bihagarika serivisi.

### Amatangazo

Banki ya BPR hamwe n'abakiriya barashobora gutanga integuza hakurikijwe aya mabwiriza kuri email y'umukiriya (bizafatwa nk'inyandiko) cyangwa mu nyandiko itangwa mu ntoki cyangwa ikoherezwa mu ntoki cyangwa kubohereza ku iposita kuri aderesi ya nyuma yatanze n'umukiriya kandi bibaye ngombwa ku biro bya BPR kuri BPR Bank Rwanda Ltd, umuhanda KN67. Uretse n'ibyo kandi, BPR ishobora kandi gutanga amatangazo rusange yerekeye Serivisi, ikoresheya kubakiriya bese. Amatangazo nk'aya azafatwa nk'ayatanze kuri buri mukiriya ku giti cye.

### Itegeko ngenga

Impaka zose cyangwa ubwumvikane buke bwavuka biturutse cyangwa bifitanye isano na serivisi bigomba kugengwa n'ubutabera bw' Rwanda kandi bigengwa n'amategeko y'u Rwanda. Banki ya BPR ntiyemera uburyozwe ubwo aribwo bwose, buziguye cyangwa butaziguye bwaterwa kutubahiriza amategeko y'ibindi bihugu ibyo aribwo byose uretse u Rwanda. Kuba umukiriya ashobora kubona iyi serivisi mu kindi gihugu kitari u Rwanda ntabwo bivuze ko amategeko y'igihugu cyavuzwe agenga aya mategeko n'amabwiriza cyangwa / n'ibikorwa kuri Konti cyangwa / no gukoresha Serivisi.