



FNB Prepaid Data Bundles – Terms and Conditions

1. Introduction

These Terms and Conditions govern the purchase and use of prepaid data bundles (“Data Bundles”) offered by First National Bank of Botswana Limited (“FNB”, “the Bank”, “we”, “us”, or “our”). By purchasing or using the Data Bundles through FNB’s digital or physical channels, you agree to be bound by these Terms and Conditions.

2. Eligibility

- 2.1. The service is available to FNB clients with active transactional accounts.
- 2.2. Clients must be registered for FNB Digital Banking (including Online Banking, Mobile App, USSD, eWallet or eWallet Plus).
- 2.3. The mobile number to which the Data Bundle is allocated must be valid and active.

3. Purchase Channels

- 3.1. Data Bundles can be purchased through FNB-approved channels, including but not limited to:
 - 3.1.1. FNB App
 - 3.1.2. Online Banking
 - 3.1.3. USSD (*103*321# or *130*321#)
 - 3.1.4. eWallet or eWallet Plus

4. Transaction Authorisation

- 4.1. To authorise a transaction, the client must log in to an FNB-approved digital channel (such as the FNB App, Online Banking, Cellphone Banking, eWallet or eWallet Plus) and complete the transaction. Some clients will use applicable login credentials, including, PIN, password, or biometric verification where applicable.
- 4.2. By completing a transaction, you authorise FNB to debit your selected account for the full Prepaid Data Bundles purchase amount.

5. Pricing and Fees

- 5.1. Data Bundle prices are displayed at the point of purchase and may vary depending on the Mobile Network Operator (MNO).
- 5.2. FNB reserves the right to amend pricing at any time.
- 5.3. Standard banking or transaction fees may apply.

6. Provisioning of Data Bundles

- 6.1. Upon successful payment, the Data Bundle will be provisioned to the selected mobile number via integration with the relevant MNO.



- 6.2. While provisioning is typically immediate, delays may occur due to network or system issues.
- 6.3. FNB does not guarantee uninterrupted or error-free service from MNOs.
- 7. Validity and Expiry
 - 7.1. Each Data Bundle is subject to a validity period as defined by the MNO.
 - 7.2. Unused data will expire at the end of the validity period and will not be carried over unless explicitly stated by the MNO.
- 8. Refunds and Reversals
 - 8.1. Purchases are final and non-refundable once successfully processed.
 - 8.2. In the event of a failed transaction where funds are debited but no Data Bundle is delivered, FNB will investigate and process a reversal in line with its standard processes and timelines.
- 9. Clients Responsibilities
 - 9.1. The client is responsible for ensuring that the correct mobile number is entered at the time of purchase.
 - 9.2. FNB will not be liable for Data Bundles sent to an incorrect number due to client error.
 - 9.3. Clients are responsible for ensuring the security of their banking credentials and devices at all times.
- 10. Fraud and Security
 - 10.1. Clients must report any suspicious or unauthorised transactions immediately.
 - 10.2. FNB will not be held liable for losses arising from compromised credentials due to client negligence.
 - 10.3. Transactions may be declined if suspected fraudulent activity is detected.
- 11. Service Availability
 - 11.1. The Data Bundle service may be unavailable from time to time due to maintenance, upgrades, or technical issues.
 - 11.2. FNB will make reasonable efforts to restore service as soon as possible.
- 12. Limitation of Liability
 - 12.1. FNB shall not be liable for any loss or damage arising from:
 - 12.1.1. Network failures or delays from MNOs.
 - 12.1.2. Incorrect mobile number input by the client.
 - 12.1.3. Service interruptions beyond FNB's control.
 - 12.1.4. Liability is limited to the value of the Data Bundle purchased.
- 13. Amendments
 - 13.1. FNB reserves the right to amend these Terms and Conditions at any time.



13.2. Updated Terms and Conditions will be communicated via FNB's official website.

14. Client Support

14.1. Clients may contact FNB via logging a query on FNB App, Call Centre, or Branch for assistance.

14.1.1. You may contact us at +267 395 9881 should you have any queries or support relating to your prepaid data transactions. Standard network rates will apply or call a toll-free number 0800302302.

14.1.2. Visit FNB Botswana website www.fnbbotswana.co.bw to access and download these Terms & Conditions.

14.2. All disputes must be logged within 7 days from the transaction date.

15. Governing Law

15.1. These Terms and Conditions are governed by the laws of the Republic of Botswana.