

## Re-issuance Form - Electronic Signature Card / Soft Token

I, \_\_\_\_\_ refer to the mashreqMATRIX

Agreement executed between \_\_\_\_\_  
(the "Customer") and the Bank ("Agreement").

Unless defined herein, capitalised terms used herein shall have their meanings as assigned to them in the Agreement. Once executed, this Re-issuance Form shall be deemed to be a part of the Agreement.

I, the User hereby, confirm that I have lost / damaged the Electronic Signature Card / Soft Token issued to me and request for the following:

- |           |                           |                          |            |                          |
|-----------|---------------------------|--------------------------|------------|--------------------------|
| 1. Block: | Electronic Signature Card | <input type="checkbox"/> | Soft Token | <input type="checkbox"/> |
| 2. Issue: | Electronic Signature Card | <input type="checkbox"/> | Soft Token | <input type="checkbox"/> |

You may debit the Customer' Account bearing number \_\_\_\_\_ to recover the cost of the Electronic Signature Card and/or Soft Token. I, the User also agree to follow the process set out in the Agreement or as advised by the Bank from time to time, in order to activate the new Electronic Signature Card and/or Soft Token.

My mashreqMATRIX profile details are as under:

User Login ID : \_\_\_\_\_

Please send the new Electronic Signature Card to the following address:-

Courier Address: \_\_\_\_\_

Contact number(s): Mobile: \_\_\_\_\_ Office: \_\_\_\_\_

To the extent there arises a liability to the Bank as a result of any loss or delay to the courier or its contents or breach of my undertakings hereunder, I shall protect, defend, hold harmless, indemnify and keep the Bank fully indemnified of, from and against any and all claims, demands, liabilities, obligations, losses, damages, penalties, actions, causes of action, costs and expenses of any kind and nature whatsoever that may be imposed on or asserted against or incurred or suffered or sustained by the Bank directly or indirectly as a result of or in consequence of the Bank's compliance with my instructions hereunder. I also fully and irrevocably waive, release, discharge and relinquish the Bank from any and all claims, obligations and rights that I may have against the Bank under the law or otherwise

In consideration of you complying with my instructions as aforesaid, we hereby agree and undertake to protect, defend, hold harmless, indemnify and keep you fully indemnified of, from and against any and all claims, demands, liabilities, obligation, losses, damages, penalties, actions, causes of actions, proceedings, judgments, suits, costs and expenses of any kind and nature whatsoever that may be imposed on or asserted against or incurred or suffered or sustained by you directly or indirectly as a result of or in consequence of your compliance with our instructions and we also fully and irrevocably waive, release, discharge and relinquish you from any and all claims, obligations and rights that we may have against you under the law or otherwise.

With effect from 1st January 2018, all fees & charges referred to in this document shall be subject to additional 5% Value Added Tax (with the exclusion of interest & currency conversion charges).

Signed by the User:

Name: \_\_\_\_\_  
Date: \_\_\_\_\_

Signature: \_\_\_\_\_