

11th of December 2023

Mr Donn Edwards
Email Address:

Dear Mr Edwards
Fraud Dispute on Case Reference: GFD-126181 related on Account Number:

We refer to the above and advise that we have completed our investigation and report as follows:

The background on this matter summarised as follows:

On the 09th of December 2023 22:31:33, the disputed transactions were conducted from your transactional account.

On the 09th of December 2023 at 22:49:25, upon you calling to report the fraud your transactional account was blocked to prevent further unauthorised transactions.

Outcome of the Investigation

Our Fraud Department detected those fraudulent transactions had been completed through the IB channel, A password reset was conducted before the transactions occurred.

By your own admission, your card details and Identity Number was compromised to a person pretending to be from Tyme Bank for a query raised online. Along with these details our systems show that you received an OTP (One time Pin) to your registered cell phone to reset your Password and an OTP for a Send Money transaction for the amount of R796,00, given both of these were successful we can only assume that both of these OTP's were compromised as well.

Given the conduct of the account we have offered to refund you the loss as a Goodwill gesture. Should you accept a Full and Final settlement letter is attached for your signature.

The Bank does not accept any wrongdoing as a password Reset was performed using an OTP to authenticate which is sent your registered contact number.

General

We take all cases of unauthorised transactions very seriously and we carefully investigate each case based on the principles of the Code of Banking Practice, which is reinforced by the Ombudsman for Banking Services.

When a bank account is opened a relationship is created between us and our customer, where we both have rights and responsibilities to make sure that your money is protected. The rights and responsibilities also apply where there has been fraud or unauthorised transactions.

As a bank, where there has been fraud or unauthorised transactions, we are responsible for any funds that have been taken out of your account where you are not at fault. However, you also have a responsibility to make sure that your money is protected.

Your responsibilities include notifying us as soon as possible if any of your cards are lost or stolen, notifying us if your ID is lost or stolen, notifying us if there is unauthorised access to your accounts or are unauthorised transactions, and you have a responsibility to protect your account access details.



Your responsibilities help us to not only to provide you with banking services and protect your funds, but it also allows us to provide services and protect the funds of all our customers.

In our investigation there was a finding that indicated that you have not fulfilled your responsibility to protect your account.

If you give your access details to any third parties, including other apps or websites, your details could easily be stolen, and you agree that we will not be liable to you for any loss or damage you may suffer in this situation.

We understand that this is a difficult situation to be in, and we will assist the SAPS with any information they may require. However, we cannot be held liable for losses in situations where a customer has not fulfilled their responsibility to protect their account as this would open us up to risk and misuse, which has a large negative impact on our ability to protect and service all our customers.

It is never easy to have been a victim of fraud, but we hope that we have been able to provide you with greater context and information in our continued relationship. Should you wish to take the matter further you may refer the case to the Ombudsman for Banking Services whose details are as follows:

Telephone: 011 712 1800
Email: info@obssa.co.za

Share call: 0860 800 900
Website : <http://obssa.co.za>

Yours faithfully

TymeBank Fraud

Phone +27 (0)87 286 8833

Email fraudoperations@tymedigital.com

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Client Signature:

Date: