

Terms and Conditions for the PayShap Service (Terms)

1. These Terms apply together with the latest [Digital Banking Terms](#), including the definitions, privacy and security statements and any other relevant terms and disclaimers that are incorporated by reference into these Terms.
2. If there is a conflict between these Terms and the Digital Banking Terms, or any other Standard Bank product terms and conditions, these Terms will take preference for the PayShap service.
3. You can use PayShap to send money instantly using your cheque or savings bank account. You will have to create a ShapID to receive PayShap payments, unless we let you know otherwise.
4. To create a ShapID, follow the prompts in your banking profile. You confirm that the cellphone number you link to your ShapID belongs to you. **We are not responsible if you enter the wrong cellphone number or if the cellphone number does not belong to you.**
5. **We may refuse to register the cellphone number that you choose to link to your ShapID, in our sole discretion.**
6. We may, if we have to, communicate your personal details to third parties to process the PayShap payment. This will be done in line with our privacy policy.
7. To make a PayShap payment, you have to complete all the information we ask you for. **Until we let you know otherwise, if the person you want to pay does not have a ShapID, you will not be able to send a PayShap payment to them.**
8. **Your beneficiary must also be registered for the PayShap service with their bank to receive a payment from you, and the amount of the payment must be under the limit set by us from time to time.**
9. You may be prompted for an OTP for each PayShap payment that you submit. You have to enter this OTP when asked for it, to validate your payment.

10. **Once you submit a PayShap payment, you cannot stop or take back the instruction. You cannot take back or stop the PayShap payment once you have confirmed it.**
11. **You cannot make a PayShap payment using a credit card, investment or loan account.**
12. **We will set a maximum limit for the amount of each PayShap payment that you can make. The amount of each payment cannot exceed the maximum limit that we set. We may also limit the total number of PayShap payments that you make.**
13. We will charge you a non-refundable fee each time you make a PayShap payment. This fee will be displayed before you submit your payment. **If you do not have enough money in your account to make the PayShap payment and pay the fee, we may not process the PayShap payment.**
14. You can make a PayShap payment any time of the day or night, every day of the week, unless we let you know otherwise or if anything happens that is not in our control.
15. We can decide in our discretion to deregister or suspend you from using the PayShap service or to not carry out a PayShap payment, or to stop you receiving a PayShap payment, without prior notice to you. We can do this, for example, if you are in breach of these terms or the Digital Banking terms, you are involved in any illegal or fraudulent activity or if we are required to do so in terms of law or we no longer provide the PayShap service.