

Date (YYYY-MM-DD) _____

Client / Remitter details
Only transactions processed within 40 (forty) calendar days may be recalled

User ID/Company code

Name

Account number

Identity number/registration number

Contact name

Contact telephone number

Charges account number

Beneficiary and transaction details

Beneficiary name

Beneficiary bank

Beneficiary bank account number

Transaction amount

Transaction reference number

Branch code

Date of transaction (YYYY-MM-DD)

Reason for recall

Instruction Waiver and Indemnity

I/We the undersigned _____ request that the aforementioned transaction be recalled.

I/We acknowledge, understand and agree that:

- 1 successful recall is not guaranteed under this arrangement;
- 2 Standard Bank will take reasonable action to recall the transaction specified above;
- 3 Standard Bank will not recall transactions, included but not limited to immediate payments and PayShap payments
- 4 Standard Bank will not be liable for any and all errors or delays associated with this recall instruction;
- 5 the beneficiary of the transaction has to consent to the recall request and may refuse to grant debit authority to Standard Bank or the beneficiary's bank for the recall of the transaction; and
- 6 if the beneficiary's account is held with another bank, Standard Bank will process a recall request to the beneficiary's bank consequent to this recall instruction, whereafter the beneficiary's bank may or may not facilitate the recall.

I/We indemnify and hold Standard Bank harmless against any actions, claims, costs, losses, harm or demands of whatsoever nature that any third party (including, without limitation, the beneficiary or any third party account holder) may bring against Standard Bank arising from or in connection with the recall instruction.

Standard Bank endeavours to respond to queries and recall instructions within 2 (two) business days if the beneficiary account is held with Standard Bank. If the beneficiary account is held with another local bank, it may take 5 (five) business days.

***Recall charges apply.**
Authorised Signatory 1

Name

Date (YYYY-MM-DD)

Designation

Signature

Authorised Signatory 2

Name

Date (YYYY-MM-DD)

Designation

Signature