



# MAURITIUS HOUSING COMPANY

## Terms and Conditions for E-Correspondence:

1. By submitting the E-Correspondence application online, the customer authorizes the MHC Ltd to verify the information provided and to make such enquiries through call-back or any other means, appropriate for the purpose.
2. In the event, information pertaining to mobile number and email address differs from that available in MHC Ltd's records; the customer hereby consents that same be updated and discharge MHC Ltd from all liabilities.
3. The customer undertakes to inform MHC of any change in his personal and contact details such as mobile number and e-mail address.
4. All statement of accounts will be password protected and sent to the customer's registered e-mail address. In the event, the registered e-mail password has been compromised, the customer undertakes to inform MHC immediately. The e-statement service will be stopped and will only resumed upon appropriate instruction from the customer.
5. The provision of the e-statement service is at the discretion of MHC; such facilities may be modified, suspended, withdrawn, cancelled or discontinued at any time by the Company.
6. The customer acknowledges and agrees that MHC shall have the right to amend any terms and conditions of the e-statement service at any time by either notice in writing to the customer or by e-mail or otherwise or by placing prominent notices at MHC's branches or online platforms hence binding the customer to same.
7. Upon receipt of an e-statement, the customer is advised to examine transactions highlighted therein and inform MHC of any discrepancy within 30 days from the statement date.
8. The customer may withdraw his consent for electronic delivery services by sending written notice to any of MHC branches or via e-mail service. Upon withdrawal, the periodic account statement(s) will be sent in paper format to the customer's last mailing address appearing in MHC's records.
9. MHC will not be liable for any suspension, failure or interruption in the Service howsoever caused.
10. The customer certifies that he/she is the owner of the e-mail address which has been provided to us and same is password protected; the latter also acknowledges that he/she have regular access this e-mail address.
11. The customer will have the sole responsibility for maintaining security of his e-mail account. By using the e-correspondence service, the customer agrees and accepts all associated risks and discharge MHC from all liabilities which may result for example from delays, non-receipt, non-performance, unauthorized access or incompleteness resulting from any failure, defect or any other cause connected with telecommunications network, failure of equipment or any other cause whether technical or otherwise or howsoever caused.
12. By registering to the e-correspondence service, the customer also acknowledges the terms and conditions highlighted in MHC Data Protection Consent form.
13. The customer acknowledges, that by registering to the e-correspondence service, he/she is discharging MHC from all responsibilities to send paper-based correspondences to his registered address as well as liabilities that may arise thereon