

Barclays Bank Moçambique, SA
Av. 25 de Setembro, 1184
Caixa Postal 757
Maputo
Moçambique

Tel: +258 21351700/1
Fax: +258 21 323470

www.barclays.co.mz

Maputo, 20 November 2009

Dear Valued Customer

At Barclays, we constantly endeavor to provide you with the best world class services at all times.

To ensure that we continue to offer valued services to our customers, and driven by the will to improve our banking systems, we are currently launching the most recent version of the Barclays Emerging Markets Banking System which is being implemented across Barclays Africa. This new system will enhance your customer experience on our ATM, Points of Sale and Internet Banking functionalities.

We are very excited to announce the 2010 launch of our new Internet Banking service.

As a Corporate Internet Banking customer, you will be able to benefit from a number of new on-line services, these include:

- International Funds Transfer
- Documentary Credit(LC)
- Salary Payments by File upload
- Documentary collection(Bills)
- Outward Guarantee

Our new Internet Banking platform will also offer our Corporate Internet Banking customers, enhanced on-line security with the introduction of a Digital Certificate that will be used to perform Financial Transactions through Internet Banking.

How will the new security standards work?

- Customers will be provided with a new Internet banking, PIN number and URL address for use when logging onto the system
- The user will use an E-token to authorize transactions on-line. E-Tokens are portable devices that are used to authenticate customer's transactions on Internet banking. Without carrying this device, customers will not be able to transact on the internet.

How will the new security tools be communicated to you?

- The new PIN code and URL can only be communicated through a valid Email address. Please note that customers that do not have a valid email address will not be able to receive the PIN and URL as proposed in the current security solution design and they will not be



able to complete the enrolment process and obtain the Digital Certificate. This will result in the customer's inability to access their Internet Banking account.

Please complete the attached compulsory form and once you have completed the required information, please return it to your corporate branch, addressed to your personal Relationship Manager, by close of business on the **15th of February 2010**.

Once your details have been received & verified, you will be informed of the new registration process.

We look forward to providing excellent business solutions and know you will enjoy the benefits of our system upgrade.

CUSTOMER PERSONAL CONTACT DETAILS:

With Best Compliments

Paul Nice
Chief Executive Officer

Subject: Confirmation of Customer Contact Details

Tel + 258 21351700

www.barclays.co.mz

20 January 2010

CUSTOMER PERSONAL CONTACT DETAILS:

| | |
|------------------------------------|--|
| Name and Surname | |
| Internet Banking User ID | |
| Authorised Email Address | |
| Company/Individual | |
| Telephone Number | |
| Barclays Bank Relationship Manager | |

I, _____, hereby confirm that the information provided above is accurate and can be used by Barclays Bank Moçambique to communicate confidential Internet Banking log-in information to your organisation.

Acknowledgment

I understand that if no valid email address is provided/confirmed to Barclays Bank, the new log-in details and URL will not be communicated to your organisation. As a result it will not be possible to complete the enrolment process and obtain a digital certificate, effectively losing access to your Internet Banking account.

Authorised Signature: _____

IMPORTANT!

Customer to keep signed copy and send original form to Relationship Manager at your Barclays Corporate Branch. Alternatively, please send to:

*Fernanda Matsinhe
Hollard Buiding – Corporate
Av Zedequias Manganhela e Sociedade Geográfica,
T266
Tel: 21 351728/9*