



# Mandla Money Terms of Use

**Effective Date:** 10 March 2026

These Terms of Use (“Terms”) govern your access to and use of the Mandla Money service (“Service”), operated by Mandla Money (Pty) Ltd (Registration Number: 2019/470624/07), an authorised Financial Services Provider (FSP 55523) (“Mandla Money”, “we”, “us”, or “our”).

By accessing or using the Service, you agree to be bound by these Terms.

## 1. The Service

Mandla Money provides a digital wallet that enables users to send, receive, store, and transact using digital assets, including stablecoins, via mobile and messaging platforms.

The Service may be accessible via multiple domains or platforms operated by Mandla Money, including <https://mandla.money/>.

Mandla Money is not a bank. Funds and digital assets may be held with third-party financial institutions, payment providers, or digital asset service providers.

## 2. Eligibility

To use the Service, you must:

- Be at least 18 years old
- Have the legal capacity to enter into binding agreements
- Provide accurate and complete information when requested

We may refuse access or suspend accounts at our discretion where required for legal, regulatory, or risk reasons.

### **3. Account Registration and Security**

You are responsible for:

- Maintaining the confidentiality of your account credentials, PIN, and verification codes
- All activity conducted through your account

You must immediately notify us of any unauthorised use of your account.

Mandla Money will never ask for your PIN or verification codes.

### **4. Identity Verification (KYC)**

We may require you to verify your identity in accordance with applicable laws, including the Financial Intelligence Centre Act (FICA).

Failure to provide required information may result in:

- Account restrictions
- Delays in transactions
- Suspension or termination of your account

### **5. Use of the Service**

You agree not to use the Service for:

- Any unlawful, fraudulent, or abusive activity
- Circumventing regulatory requirements
- Sending funds to or from prohibited jurisdictions or sanctioned individuals

We reserve the right to monitor transactions and take action where suspicious activity is identified.

### **6. Digital Assets and Risk**

Digital assets:

- Are not legal tender
- May fluctuate in value

- May be subject to issuer, liquidity, and counterparty risks

Blockchain transactions may be irreversible.

You acknowledge that you use the Service at your own risk. Please refer to our Risk Disclosure for more information.

## 7. Transactions

You are responsible for ensuring:

- The accuracy of recipient details (e.g. phone numbers or wallet identifiers)
- The correctness of transaction amounts

Transactions may not be reversible once processed, particularly where recorded on a blockchain.

We may assist in resolving issues where possible, but cannot guarantee recovery of funds.

We are not responsible for losses resulting from incorrect transaction details provided by you.

## 8. Fees

We may charge fees for certain transactions or services. Where applicable, fees will be disclosed to you prior to completing a transaction.

## 9. Third-Party Providers

We may rely on third-party providers, including:

- Banks
- Payment processors
- Digital asset exchanges and custodians

We take reasonable care in selecting and working with such providers, but are not responsible for their acts or omissions, including delays, errors, or service interruptions.

## 10. Service Availability

We do not guarantee uninterrupted or error-free operation of the Service.

We may suspend or limit access:

- For maintenance
- Due to technical issues
- To comply with legal or regulatory obligations

## 11. Suspension and Termination

We may suspend or terminate your access to the Service at any time, including where:

- You breach these Terms
- We are required to do so by law
- We identify risk, fraud, or suspicious activity

You may stop using the Service at any time.

## 12. Limitation of Liability

To the maximum extent permitted by law, Mandla Money shall not be liable for:

- Indirect or consequential losses
- Loss of profits, revenue, or opportunity
- Losses arising from digital asset price movements
- Losses due to third-party failures

Our liability is limited to the amount of fees paid by you for the relevant service.

## 13. Indemnity

You agree to indemnify and hold Mandla Money harmless from any claims, losses, or damages arising from:

- Your use of the Service
- Your breach of these Terms
- Your violation of any applicable law

## **14. Changes to the Terms**

We may update these Terms from time to time.

Where changes are material, we will take reasonable steps to notify you. Continued use of the Service constitutes acceptance of the updated Terms.

## **15. Governing Law**

These Terms are governed by the laws of the Republic of South Africa.

## **16. Contact**

If you have questions or complaints, you may contact us at:

Email: [complaints@mandla.money](mailto:complaints@mandla.money)

Website: <https://mandla.money/>

You may also refer to our Complaints Policy for further information on how complaints are handled.