

8.1 A statement and activity report in respect of your Account will be made available on Request. Requests shall be made via our e-mail address: support@ngazi.co.ke or via a contact link on the App.

8.2 The statement on the App shall provide details of the last 4 (four) transactions (or such other number of transactions as determined by Aspira) in your Account initiated from your Equipment.

8.3 Your statement will show all amounts added or taken from your Account. You must check your statement carefully and notify Aspira as soon as possible if it includes any transaction or other entry which appears to you to be wrong or not made in accordance with your instructions.

8.4 Aspira reserves the right to rectify discrepancies, add and/or alter the entries in your statements, without prior notice to you. Aspira will however inform you of any rectification, additions and or alterations effected on your statements within a reasonable time after the changes are effected.

8.5 You will be notified of all transactions on your Account by way of SMS and the charges for this service will be debited to your Account.

8.6 Save for a manifest error, a statement issued to you in respect of your Aspira Account shall be conclusive evidence of the transactions carried out on your Aspira Account for the period covered in the statement.