

Personal Details Update Form

Important information for completing this form:

- Each account holder should fully complete all parts of the form using **black ink** and **block capitals** and complete the declaration and signing instructions

Privacy Statement

We are committed to protecting your privacy and handling your data in an open and transparent manner. For the purposes of this Privacy Statement, the following definitions apply:

"Cynergy Bank Group" means Cynergy Bank plc and its group entities;

"Bank of Cyprus Group" means Bank of Cyprus Public Company Limited and its group entities.

Please read the statement below to understand how we collect, process and store your personal information:

- We collect the information within this form for the purpose of processing your application
- We collect information from all applicants in the case of joint or business applications
- We carry out credit checks and identity checks when you apply for services for you or your business and we will share your personal information with Credit Reference Agencies to help us with this
- We will continue to share your personal data with Credit Reference Agencies as long as you are a customer
- When we ask Credit Reference Agencies about you or your business, they will note it on your file
- You can find out more about Credit Reference Agencies on their website as listed in our Privacy Policy
- We will share your personal information with Fraud Prevention Agencies who will use it to prevent fraud and money-laundering and to verify your identity. If fraud is detected, you could be refused certain services, finance, or employment. Further details of how your information will be used by us and these fraud prevention agencies, and your data protection rights, can be found in our Privacy Policy
- We process personal data in order to perform banking transactions and offer financial services based on contracts with our customer but also to complete our acceptance procedure so as to enter into a contract with prospective customers
- We process personal data to comply with our legal obligations and statutory requirements
- We process personal data so as to safeguard the legitimate interests pursued by us or a third party.
- We process personal data if you have given us your specific consent for processing (for instance, consent to be contacted for marketing or promotional activity)
- In the course of performing our obligations your personal data may be provided to various departments within the Bank but also within the Cynergy Bank Group; and the Bank of Cyprus Group where we have a contractual requirement to do so following our separation from the Bank of Cyprus Group. We may also share your data with various other recipients so that we may perform our obligations, including service providers, suppliers, regulatory and public authorities. More information can be found in our Privacy Policy
- We will keep your personal data for as long as we have a business relationship with you as an individual. Once this relationship has ended we generally keep your data for up to ten (10) years but please see our Privacy Policy for more details. We keep prospective customer data for twelve (12) months from the date of notification of rejection
- You have a number of rights including, the right to receive access, the right to request correction, the right to request erasure and the right to object to processing of your personal data

The Privacy Policy is available on our website at <http://www.cynergybank.co.uk/privacy-policy/> and we will provide you with a full copy in response to your application for products and services.

Please tick this box to confirm all applicants have read the Cynergy Bank privacy statement above.

Internal use only

1a. Account holder 1

Title Mr Mrs Miss Other

First name

Middle name

Surname

Previous surname

Date of birth DD / MM / YY YY

Mother's maiden name

Town of birth

Country of birth

Passport number (or Identity card number for EU Nationals except UK)

Country of issue

Expiry DD / MM / YY YY

Contact information

Home telephone

Mobile number

Work telephone

Email address

Employment information

Employed Self-employed Retired

Occupation (If retired, please state occupation prior to retirement)

Activities/trading sector of Employer/Business

Marketing Preferences

Cynergy Bank would like to keep you informed about our latest offers, products and services that we believe may be of interest to you. If you are happy to receive this information please tick how you wish to receive it. You can tick more than one box, as not all promotions will be available through each channel. We can only ever contact you with details of new offers and products if you have provided your consent. We will not share your information with third parties.

All Email Telephone Post Text

If, at any time, you want to update or amend your marketing preferences please contact Customer Service by phone on 0345 850 5555 (+44 20 3375 6422 from outside the UK) or secure message on Online Banking. Calls will be recorded for monitoring and training.

Tax information

Jurisdiction(s) in which you are resident for tax purposes

Primary jurisdiction

Additional jurisdiction

Additional jurisdiction

Reason(s) for not being able to provide TIN(s)

Permanent residence address

Property number

Street name

Town

County

Postcode

Date moved to this address DD / MM / YY YY

Residential status

Home owner Living with parents

Tenant Other

Previous residence address (if changed in the past 3 years)

Property number

Street name

Town

County

Postcode

Account activity

Annual income £

Expected total annual cash deposits to the account(s)

£

Expected total annual credits to the account(s)

£

Which country will funds be sent/received from?

Purpose of account

Please tick all the boxes that apply for the type(s) of income anticipated to be received into your account(s). If you tick single deposit or other, please provide details of this income e.g. inheritance, bonus.

Salary payment Rental income

Investment Pension payment

Single deposit

Other

Are you a US person* Yes No

National Insurance/Tax Identification Number (TIN)

TIN

TIN

TIN

Internal use only

1a. Account holder 2

Title Mr Mrs Miss Other

First name

Middle name

Surname

Previous surname

Date of birth DD / MM / YYYY

Mother's maiden name

Town of birth

Country of birth

Passport number (or Identity card number for EU Nationals except UK)

Country of issue

Expiry DD / MM / YYYY

Contact information

Home telephone

Mobile number

Work telephone

Email address

Employment information

Employed Self-employed Retired

Occupation (If retired, please state occupation prior to retirement)

Activities/trading sector of Employer/Business

Tax information

Jurisdiction(s) in which you are resident for tax purposes

Primary jurisdiction

Additional jurisdiction

Additional jurisdiction

Reason(s) for not being able to provide TIN(s)

Are you a US person* Yes No

National Insurance/Tax Identification Number (TIN)

TIN

TIN

TIN

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Postcode

Date moved to this address DD / MM / YYYY

Residential status

Home owner Living with parents

Tenant Other

Previous residence address (if changed in the past 3 years)

Property number

Street name

Town

County

Postcode

Account activity

Annual income £

Please tick all the boxes that apply for the type(s) of income anticipated to be received into your account(s). If you tick single deposit or other, please provide details of this income e.g. inheritance, bonus.

Salary payment Rental income

Investment Pension payment

Single deposit

Other

Internal use only

1a. Account holder 3

Title Mr Mrs Miss Other

First name

Middle name

Surname

Previous surname

Date of birth DD / MM / YYYY

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Investment Pension payment

Single deposit

Other

Internal use only

1a. Account holder 4

Title Mr Mrs Miss Other

First name

Middle name

Surname

Previous surname

Date of birth DD / MM / YYYY

Mother's maiden name

Town of birth

Country of birth

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Tax information

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Primary jurisdiction

Additional jurisdiction

Additional jurisdiction

Reason(s) for not being able to provide TIN(s)

Are you a US person* Yes No

National Insurance/Tax Identification Number (TIN)

TIN

TIN

TIN

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Other

2. Declaration

By signing below you:

- i) confirm that all details you have supplied are true and complete;
- ii) authorise us to make enquiries by electronic means or otherwise about the individual(s) set out in section 1, including enquiries at credit reference and fraud prevention agencies;
- iii) authorise us to disclose to credit reference and fraud prevention agencies details we hold about any individuals set out in section 1;
- iv) acknowledge that if false or inaccurate information is provided and fraud is identified, details will be passed to fraud prevention agencies to prevent fraud and money laundering. If you would like further information on how fraud prevention agencies use information please write to us;
- v) acknowledge having read and accepted the relevant conditions relating to your account(s), the FSCS Information Sheet and Exclusions List and the Privacy Policy, and agree these conditions apply to your account(s). These documents (conditions for your account(s), the FSCS Information Sheet and Exclusions List and the Privacy Policy) can be found on our website;
- vi) nominate the individuals listed in section 3 as authorised individuals and confirm that we are authorised to act on instructions given by these authorised individuals;
- vii) agree that these instructions replace any previous signing instructions you may have provided;
- viii) agree to inform us within 30 days of any changes in the information provided including any change in circumstances that would affect your tax residency;
- ix) agree we can share your account details with the relevant tax authorities in accordance with statutory requirements.

If you are not able to make this declaration please tick here and we will contact you

| | | |
|-----------|-------------------------------|----------------------------------|
| X | | <input type="text" value="/ /"/> |
| Signature | Print name - Account holder 1 | Date (dd/mm/yyyy) |

| | | |
|-----------|-------------------------------|----------------------------------|
| X | | <input type="text" value="/ /"/> |
| Signature | Print name - Account holder 2 | Date (dd/mm/yyyy) |

| | | |
|-----------|-------------------------------|----------------------------------|
| X | | <input type="text" value="/ /"/> |
| Signature | Print name - Account holder 3 | Date (dd/mm/yyyy) |

| | | |
|-----------|-------------------------------|----------------------------------|
| X | | <input type="text" value="/ /"/> |
| Signature | Print name - Account holder 4 | Date (dd/mm/yyyy) |

3. Signing instructions

Please list the names of all individuals who will be authorised to sign on the account(s), listed below under the accounts section, who must be account holders and provide a specimen signature in the appropriate box. This list will replace any earlier signing instructions you have given us. Please contact us if you want to vary signing instructions between account(s).

| Print name | Specimen signature |
|------------|--------------------|
| | |
| | |
| | |
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| | |
| | |

Signing instruction (please tick or specify accordingly)

Any one of the above Any two of the above All of the above

Date (dd/mm/yyyy) / /

We will endeavour to ensure that all transactions are in accordance with these signing instructions. However, it is vital that you check your statements and ensure that you are satisfied that each transaction was properly made. Where you hold a joint account it is important that each of you carries out such checks. You must inform us immediately if you wish to make any changes to these signing instructions.

Accounts section - for office use only

Enter all account numbers for this customer number

| | | | |
|------------------|---|------------------|---|
| Account number 1 | <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> | Account number 2 | <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> |
| Account number 3 | <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> | Account number 4 | <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> |
| Account number 5 | <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> | Account number 6 | <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> |

Guidance notes

The guidance notes explain some of the terms used in this form. For the avoidance of doubt, the guidance notes are for reference purposes only and do not constitute tax advice. If you require further guidance then you should seek professional assistance or contact HMRC.

Tax Residency

Please specify in this form ALL jurisdictions in which you are resident for the purposes of income tax. If you have more than one jurisdiction of residency please list each one.

TIN: This is the tax identification number that your country of residence for tax purposes has issued you. This would include, for example a National Insurance Number (UK, Guernsey, Jersey and Isle of Man) or an Individual Tax Identification Number (USA).

TIN unavailable: Please provide the reason(s) why you cannot provide a TIN you have been issued or confirm if your country of residence does not provide such numbers.

US Person: A US Person for the purpose of the Foreign Account Tax Compliance provisions (commonly known as FATCA) includes US citizens (even if residing outside the USA) or resident individuals – please confirm whether this applies to you. A resident individual could include, but is not limited to, Green Card holders and individuals that meet relevant substantial presence tests. If you require guidance on the substantial presence test please visit the HMRC website or seek professional assistance. We may contact you, now or in the future, for additional information if you are a US person.

Documentation for individuals

UK residents:

- We will make electronic enquiries to verify the details for each individual who is part of the application.
- We may also require some or all of the documentation listed below before opening the account. We will contact you to advise if these or any other supporting documents are required.

International residents:

We will require the following documentation from each individual who is part of the application:

- **Photo identification** eg passport or photo card driving licence issued by an EU state.
- **Proof of permanent residence address dated within the last 6 months** eg utility bill or UK or EU bank statement. PO Box addresses are not acceptable. Mobile phone bills and printed online statements are not acceptable.

Certification Requirements

Documentation supporting the application must be the original(s) or copies certified as true copies of the original(s) by a UK or EU bank, a UK or EU accountant, a UK or EU solicitor or UK post office. For applicants residing outside the EU, we will accept documents certified by an equivalent professional. All documentation and certification submitted must be in English.

The professional certifying the documents must be clearly identifiable and thus all relevant official stamps must be used, ie name of individual certifying, professional registration reference (if applicable), company name, address, email address, business telephone number and date.