

1. What documents do I need to submit to fulfill CDD/KYC requirements?

Ajman Bank will be in touch with you from time to time to inform you regarding CDD/KYC document(s) requirements. Based on the communication you receive from the bank, you may need to submit, some or all of the following documents according to your profile, i.e. Emirates ID, Passport, Proof of Residential Address (Ejari, Utility bill etc.), FATCA self-declaration Form, Individual Tax Residency Self Certification Form

2. How can I submit these documents to the bank?

You have the following options available to submit the required documents as per your convenience.

- ✓ Visit our nearest branch and submit documents
- ✓ Contact your Relationship Manager & submit documents to them
- ✓ Login to Ajman Bank Online Banking / Mobile Banking and upload your Legal IDs documents

3. What will happen if I do not provide the required KYC documents to the Bank?

As a bank, we endeavor to provide you with the best of services at all times. However, we will be constrained to place restrictions, followed by potential discontinuation of services, or even a possible closure of your accounts, in the absence of KYC information / documents. It is to be noted that as per Central Bank regulations, all banks are required to maintain valid identity documents/ information of their customers, at all times.

4. How to Reinstate Services

Once the documents have been submitted, processing will be completed within 5 working days. For further queries & to track the status of the update request, please feel free to call 800 22

Keeping your records and KYC (Know Your Customer) information up-to-date is crucial for a variety of reasons. Here are some of the most important reasons **why you should make sure your records and KYC information are accurate and current:**

1- Compliance with Regulations:-As per the regulations set by Central bank of the UAE, all banks need to maintain valid identity documents / information for their customers, at all times. This helps the banks know / understand their customers and their financial dealings to be able to serve them better and manage risks prudently.

2- Fraud Prevention: By keeping your records and KYC information up-to-date, you can help prevent fraud. Financial institutions use your personal information to verify your identity and ensure that you are who you say you are. If your records and KYC information are out of date or inaccurate, it could make it easier for fraudsters to impersonate you or use your information to commit fraud.

3- Faster and Easier Transactions: If your records and KYC information are up-to-date, it can make it faster and easier for you to conduct transactions with your financial institution. For example, if you need to apply for finance or credit card, having accurate records and KYC information can speed up the application process. Similarly, if you need to make a large withdrawal or transfer, having up-to-date records and KYC information can help prevent delays.

3- Better Customer Service: Financial institutions use your records and KYC information to better understand your needs and preferences. This information can help them offer you products and services that are better suited to your individual needs. If your records and KYC information are out of date or inaccurate, it could make it harder for your financial institution to provide you with the best possible customer service.

In conclusion, keeping your records and KYC information up-to-date is essential for compliance with regulations, fraud prevention, faster and easier transactions, and better customer service. By taking the time to ensure that your records and KYC information are accurate and current, you can help protect yourself and make your interactions with financial institutions more efficient and effective.