ZENITH BANK (SL) LTD.

PERSONAL ACCOUNTS

ACCOUNT OPENING REQUIREMENTS FOR

PERSONAL ACCOUNT

1. Account opening form duly completed.

2. Two specimen signature card duly completed by each signatory to the account

3. Two (2) independent and satisfactory references. Referees must be Corporate account holders and not officers of the company or related companies. Referees who maintain corporate account with Zenith Bank (SL) Ltd. must have done so for a minimum of six (6) months.

4. Two (2) recent clear passport size photograph of signatory to the account with name and signature on the reverse side.

5. Residence permit (where applicable).

6. Identification of signatories - International passport, driver's licence, National ID Card or National Voter's Card. (Original to be sighted).

7. Initial Deposit.

8. Public utility Receipt i.e Tax Clearance Certificate (TCC), Electricity Bills, Water Bills, or Telephone Bills (Original to be sighted) which must bear the current address of customer.

PERSONAL ACCOUNT

ACCOUNT TYPE
(Please tick as appropriate)

SAVINGS ACCOUNT ☐

CURRENT ACCOUNT ☐

TENOR DEPOSIT ACCOUNT ☐

DOMICILIARY ACCOUNT ☐

TO BE COMPLETED BY PROSPECTIVE CURRENT ACCOUNT HOLDERS ONLY

TO ZENITH BANK (SL) LIMITED

..... BRANCH Date:.....

Dear Sir,

Please open a current account in my name:.....

I request and authorize you that utill i shall give notice in writing to the contrary to honour all cheques or other standing orders /instruction which may be drawn on the said account provided such cheques, or orders comply with mandate, and I request and authorize you to debit such cheques or other standing orders to the said account with you whether such account be for the time being in credit or overdrawn or may become overdrawn in consequences of such debit in consideration of which I agree.

1. To be responsible for the repayment of any such overdraft with interest accuring thereon.
2. To assume full responsibility for the genuineness, correctness and validity of all endorsements apearing on all Cheques. Bills, notes, negotiable instruments and receipts or other documents deposited in my account.
3. To hold you free from any responsibility for any loss or damge to funds deposited with you due to any future Governement order, law, levy, tax embargo, moratorium, exchange restriction or any other cause beyond your control, and that any or all funds standing local currency as may then be in circulation.
4. That bank may debit my account for any service charges, from time to time set by management, if the account proves to be unremunerative to the bank.
5. To accept as due notification any notice of change in conditions governing the account directed to my last known address and to be bouund by such change.
6. That any notice or letter addressed to me and sent through the post to the address supplied by me shall be considered duly delivered and received by me at the time it would be delivered in the ordinary course of post.
7. That if a cheque to my individual current is returned dishonoured, the same may be transmitted to me through or outside the Bank's premises.
8. That I note that the bank will accept no liability whatsoever for funds handed to members of its staff outside banking hours outside the bank's premises.

   My attention has been drawn to the necessity of safe guarding my cheque book so that unauthorized persons are unable to gain access to it and to the fact that neglect of this precaution may be ground for any consequential loss being charge to my account.

   I understand and agree that you are under no obligation to honour any cheque(s) drawn on this account unless there are sufficient funds in the account to cover the value of the said cheque(s) and I understand and agree that any such cheque be returned unpaid.

   I agree that any disagreements with entries with entries on my Bank Statements shall be made by me within 15 days of the dispatch of the bank statement. Failing receipt by the bank of a notice of disagreement of the entries within 15 days from the date of dispatch of my bank statement, it will be assumed by the bank that the statement as rendered is correct.

   I furtherr understand that any sum standing to the debit of the current account shall be liable to interest charges at the rate fixed by the bank from time to time. You are authorized to debit from the account your usual banking charges, interest commission etc.

   I agree that in addition to any general len or similar right to which you as banker may be entitled by law, you may at any time and without notice to me combine or consolidate all or any of my accounts with you and liabilities to you and set off I or transfer any sum or sums standing to due of anyone or more of such accounts or any other credit be it cash, cheques, valuables, deposits, securities, negotiable instruments or other assets belonging to me with you in or towards satisifaction or any of my liabilities to you or any other account or in any other respect whether such liabilities be acrual or contingent, primary or collateral and several joint.

   Date:..... day of.....20.....

   .....
   SIGNATURE

ZENITH

ACCOUNT OPENING FORM - PERSONAL

This form should be completed in CAPITAL LETTERS, Characters and marks should be similar in style to the following (ABC✓)

Affix Passport Photograph here

Category of Account: (Tick as appropriate)

Individual Account ☐ Joint Account ☐

Name of Account: (for joint Account only)

(e.g Mr. Jones & Mrs Joyce Abubakar)

Account Type: (Tick as appropriate)

Current Account ☐ Savings Account ☐ Fixed Deposit Account ☐

Domiciliary Account | $ (USD) | € (EURO) | £ (GBP) |

ACCOUNT NUMBER: (for official use only)

BRANCH

1. PERSONAL INFORMATION

Surname

First Name

Other Names

Mother's maiden Name

Date of Birth D D M M Y Y Y Y

Gender: F ☐ M ☐

Title (Mr, Mrs, Dr., Chief, etc.)

Place of Birth

Marital Status: Single ☐ Married ☐ Others

Nationality (for non Sierra Leoneans)

Permit Issue Date D D M M Y Y Y Y

Permit Expiry Date D D M M Y Y Y Y

Town/ City

District

Tax ID. No. (TIN)

Religion (optional)

Purpose of Account

2. CONTACT DETAILS

Residential Address:

House Number

Street Name

House Number Stop/Landmark

City/ Town

District

Mailing Address

Phone Number 1

Phone Number 2

E-mail Address

3. VALID MEANS OF IDENTIFICATION

National ID ☐ Driver's License ☐ International Passport ☐ NEC Voter's Card ☐ *Others (Plese specify)

ID Number

ID Issue Date D D M M Y Y Y Y

ID Expiry Date D D M M Y Y Y Y

* People in peculiar circumstances - Artisans, Petty Traders, Students who may not have the prescribed IDs

4A. ACCOUNT SERVICE(S) REQUIRED (Please tick applicable option below)

Debit Card Preference(s) (Fees apply) Master Card ☐ POS ☐ Others (Please specify) ☐

Electronic Banking Preference(s): Zenith SL Mobile App ☐ Internet banking (Enquiries only) ☐ Internet banking (Funds Transfer) * Hardware token required at a fee ☐

Transaction Alert Preference(s): E-mail Alert (Free) ☐ SMS Alert (Free applies) ☐ (Please indicate preferred Phone Number for ams alert)

Statement Delivery Preference(s): E-mail ☐ Collection at branch ☐ Statement Frequency : Monthly ☐ Quarterly ☐ Bi-Annual ☐ Annual ☐

Cheque Book Requisition: (Fees apply). 20 leaves ☐ 50 leaves ☐

4B. CHEQUE CONFIRMATION / THRESHOLD

Would you like to pre-confirm your cheques? Yes ☐ No ☐

If Yes, please note that the minimum cheque confirmation amount allowed by the bank is Le. 500.000.00 in writing and submitted before cheque is presented for payment.

Please specify minimum amount to be confirmed: Le

5. EMPLOYMENT DETAILS

Employment Status: Employed ☐ Self Employed ☐ Unemployed ☐ Retired ☐ Student ☐ Student

Date of Employment (if employed D D M M Y Y Y Y

Annual Salary/Expected Annual Income:

(a) Below Le10M ☐ (b) Le10M - Le25M ☐ (C) Le25M - Le50M ☐ (d) Le50M - Below Le75M ☐

(e) Le75M - Below Le100M ☐ (f) Le100M - Below Le250M ☐ (g) Le250M and Above ☐

Employer's Name

Employer's / Employemnt Address:

House Number Street Name

Nearest Bus Stop/Landmark

City/Town District

Nature of Business/ Occupation

Office Phone No 1 Office Phone No 2

6. DETAILS OF NEXT OF KIN

Surname : First Name

Other Names Title (Mr, Mrs, Dr., Chief, etc)

Date of Birth Gender: F M Relationship

Contact Details

Phone Number 1 Phone Number 2

E-mail Address

House Number Street Name

Nearest Bus Stop/Landmark

City/Town District

ZENITH

ZENITH BANK (SL) LTD.

1. TYPE OF FOREIGN EXCHANGE TRANSACTION, (PLEASE TICK WHERE APPLICATBLE)

(a) Ordinary Domiciliary USD GBP EUR

(b) Export Domicliary USD GBP EUR

(c) Capital Importation USD GBP EUR

(d) Cheque Clearing Only USD GBP EUR

(e) Others (Please specify): _____

_____

2. SOURCE OF FUNDS: (Name & Details of the Sender/Investor) _____

_____

3. FREQUENCY AND AMOUNT OF INFLOWS: (Please tick where applicable) _____

Amount

(a) Weekly ☐ _____

(b) Forthnightly ☐ _____

(c) Monthly ☐ _____

(d) Quarterly ☐ _____

(d) Yearly ☐ _____

(f) Others (Please Specify): _____

_____

4. DISPOSAL OF FUNDS (Please tick where applicable)

(a) Exchange for Leones at Official Rate

(b) Transfer to other Sierra Leone Domiciliary Accounts ☐

(c) To Open Letters of Credit/Bills for Collection ☐

(d) Cash withdrawals ☐

(e) Transfer to other offshore account ☐

(f) Others (Please specify): _____

_____

ZENITH

ZENITH BANK (SL) LTD.

5. RULES GOVERNING FOREIGN EXCHANGE TRANSACTIONS:

1. Please note that funds will be used only for eligible transactions.
2. Return will be rendered to Bank of Sierra Leone on all funds received and utilised.
3. Conversion of foreign currency to Leones will be at the ruling official rate.
4. There is a surcharge of 1% on all transfer/withdrawals, subject to a minimum of USD 25

WE HEREBY CONFIRM THAT THE ABOVE INFORMATION ARE TRUE AND AGREE TO ABIDE BY THE RULES GOVERNING FOREIGN TRANSACTIONS AS STATED IN 18 ABOVE.

AUTHORISED SIGNATORY

AUTHORISED SIGNATORY

AUTHORISED SIGNATORY

FOR OFFICIAL USE ONLY

I/WE RECOMMEND THE ABOVE CUSTOMER FOR THE SPECIFIED TRANSACTIONS.

ACCOUNT OFFICER
(Name, Signaturee & Date)

BRANCH HEAD
(Name, Signaturee & Date)

MD/CEO
(Name, Signaturee & Date)

"CAUTION"

IT IS DANGEROUS TO INTRODUCE A PERSON WHO IS NOT WELL-KNOWN TO YOU

……..…..20……....

The Manager,

ZENITH BANK (SL) LIMITED

Dear Sir,

PROSPECTIVE ACCOUNT NAME

We understand that the above-named Company has applied to open a Current Account with you.

We have known the above named Company for ……(period) and we comment on their means and reputation as follows:

We also confirm that the applicant is an entity to whom the usual banking facilities may be extended.

We maintain current account(s) with:

NAME OF BANK/BRANCH	BANKER'S ADDRESS	ACCOUNT NUMBER
1.		
2.		

The above information is provided in confidence.

Yours faithfully,

REFEREE'S ACCOUNT NAME	
REFEREE'S ADDRESS	
REFEREE'S PHONE NUMBER	

Authorised Signatory

Authorised Signatory

"CAUTION"

IT IS DANGEROUS TO INTRODUCE A PERSON WHO IS NOT WELL-KNOWN TO YOU

……..…..20……....

The Manager,

ZENITH BANK (SL) LIMITED

Dear Sir,

PROSPECTIVE ACCOUNT NAME

We understand that the above-named Company has applied to open a Current Account with you.

We have known the above named Company for ……(period) and we comment on their means and reputation as follows:

We also confirm that the applicant is an entity to whom the usual banking facilities may be extended.

We maintain current account(s) with:

NAME OF BANK/BRANCH	BANKER'S ADDRESS	ACCOUNT NUMBER
1.		
2.		

The above information is provided in confidence.

Yours faithfully,

REFEREE'S ACCOUNT NAME	
REFEREE'S ADDRESS	
REFEREE'S PHONE NUMBER	

Authorised Signatory

Authorised Signatory

7. ADDITIONAL DETAILS

I. Name(s) of Beneficial owner(s) (if any):

II. Spoouse Name (if applicatble):

III. Spouse Date of Birth D D M M Y Y Y Y

Spouse Occupation

IV. Sources of Fund to the Account 1.

2.

V Expected Annual Income

VI Other Sources of Income (if any) 1.

2.

8. ACCOUNTS HELD WITH OTHER BANKS:

S/N	NAME AND ADDRESS OF BANK/BRANCH	ACCOUNT NAME	ACCOUNT NUMBER	STATUS: ACTIVE/DORMANT
1.				
2.				
3.				
4.				

9. DECLARATION:

I/We hereby apply for the opening of account (s) with Zenith Bank (SL) Limited. I/We understand that the information given herein and the documents supplied are the basis for opening such account (s) and I/We therefore warrant that such information is correct.

I/We further undertake to indemnify the Bank for any loss suffered as a result of any false information or error in the information provided to the Bank

1. Name.....Signature.....Date.....

2. Name.....Signature.....Date.....

10. JURAT (THIS SHOULD BE ADOPTED WHERE APPLICANT IS BLIND OR NOT LITERATE, AND FORM IS READ TO HIM BY A 3RD PARY)

I agree to abide by the content of this agreement and acknowledge that is has been truly and audibly read over and explained to me by an interpreter

MARK OF CUSTOMER/ THUMBPRINT

MAGISTRATE/ COMMISSIONER FOR OATHS

DATE D D M M Y Y Y Y

NAME OF INTERPRETER

ADDRESS OF INTERPRETER

LANGUAGE OF INTERPRETATION:

TELEPHONE NUMBER

11. TERMS AND CONDITIONS

ZENITH BANK (SL) LTD. BANKING TERMS AND TERMS AND CONDITIONS

You should read these terms and conditions carefully. You will be bound by them once you sign an application form and so you should make sure that you read them. You should retain a copy of it for future reference.

I/We ("Customer") hereby confirm and agree to the following terms and conditions in relation to all banking and other financial transactions between me/us and Zenith Bank Plc ("the Bank"). I/We further agree that where the services to be provided by the Bank are not regulated by the terms and conditions contained herein, they shall be regulated by customary banking practices in Nigeria.

1. ACCOUNT OPENING

1.1 Opening of an account with us is subject to certain restrictions. For example, you must be at least 18 years of age to open a current account with us and we will require you to place a minimum deposit with us.
Exceptions may however be created for special accounts for certain categories below 18 years.

1.2 We reserve the right to decline your account application or accept your money if you are unable to provide us with any of the information we require or for any other reason. We are not obliged to inform you of the reason why your application was declined and we will not enter into any correspondence in these circumstances.

2. E-BANKING SERVICES

2.1 Before you can be availed the bank's E-banking Services, you must have any one or a combination of the following:
(a) An account with the bank
(b) A pass code, access code, username, password or Token authenticators.
(c) A Personal Identification Number "PIN"
(d) An E-mail address
(e) GSM Number

2.2 We may issue you with Personal Identification Numbers (PINs) or other security information (for example details that allow you to access your accounts through our Internet Banking Service). You must not disclose your security information to anyone else and you must take reasonable steps to keep it secure. For example you should not choose obvious codes or passwords, write down the information in a way that is recognisable or let another person overhear or observe its use.

2.3 You understand that your Pass code, Access code/Password/E-mail is used to give instruction to the bank and accordingly undertake:
(a) That under no circumstance shall the Pass code, Access Code / Password be disclosed to anybody.
(b) Not to write the Pass code, Access Code / Password in an open place in order to avoid a third party coming across same.
(c) To instruct and authorize the bank to comply with any instruction given to the bank through the use of the service.
(d) Once the bank is instructed by means of the customer's Pass code.
(e) To immediately change your Pass code, Access code if becomes known or you suspect that it has become known to
someone else.
(f) To exempt the bank from any form of liability whatsoever for complying with any or all instruction(s) given by means of your Pass code, Access code if by any means the Pass code, Access code becomes known to a third party.
(g) Where you notify the bank of your intention to change your Pass code, Access code arising from loss of memory of same or that it has come to the notice of a third party, the bank shall, with your consent, delete same and thereafter allow you to enter a new Pass code or Access code PROVIDED that the bank shall not be responsible for any loss that occurs between the period of such loss of memory of the Pass code, Access code or knowledge of a third party and the time the report is lodged with the bank.
(h) Once your Pass code/Access code is given, it shall be sufficient confirmation of the authenticity of the instruction given.
(i) You shall be responsible for any instruction given by means of your Pass code/ Access code. Accordingly, the bank shall
not be responsible for any fraudulent, duplicate or erroneous instruction given by means of your Pass code/Access code.

2.4 Customer's responsibilities
(a) You undertake to be absolutely responsible for safe-guarding your username, access code, Pass code, PIN and password and under no circumstance shall you disclose any or all of these to any person.
(b) The bank is expressly exempted from any liability arising from unauthorized access to your account and/or date as contained in the bank's records via the service, which arises as a result of your inability and/or otherwise to safeguard your PIN Pass code/Access code and/or password and/or failure to log out of the system completely by allowing on screen display to this account information.
(c) The bank is further relieved of any liability as regards breach of duty of secrecy arising out of your inability to scrupulously observe and implement the provisions of clause 2.3 above, and/or instances of breach of such duty by hackers and other unauthorized access to your account via the service.

2.5 Under no circumstance will the bank be liable for any damages, including without limitation direct or indirect, special, incidental or consequential damages, loses or expenses arising in connection with this service or use thereof or inability to use by any party, or in connection with any failure of performance, error, omission, interruption, defect, delay on operation, transmission, computer virus or line or system failure even if the bank or its representatives therefore are advised to the possibility of such damages, losses or hyperlink to other internet resources are at your risk.

2.6 Copyright in the cards and other proprietary information relating to the service including the screens displaying the pages and in the information and material therein and agreement is owned by the bank.

2.7 The bank shall not be responsible for any electronic virus or viruses that you may encounter in the course of making use of this service.

2.8 The bank makes no warranty that:
(a) The e-banking service will meet your requirements;
(b) The e-banking service will be uninterrupted, timely, secure, or error free;
(c) The results that may be obtained from the use of the service will be accurate or reliable;
(d) The quality of any products, services, information or other material purchased or obtained from the use of the service will be accurate or reliable;
(e) The quality of any products, services, information or other material purchased or obtained from the service will meet your expectations; and
(f) Any errors in the technology will be corrected

3. LIABILITY FOR REFUNDS

3.1 Generally, if you tell us without undue delay and at least no later than 6 months after a payment is taken from your account, that a payment from your account was not authorised by you, we will carry out an investigation and, as soon as we are reasonably satisfied that you did not authorise the payment, we will refund the amount deducted and will return your account to the position it would have been in if the unauthorised payment had not taken place.

3.2 However, you will be liable for:
(a) All payments made from your account where you have acted fraudulently; and
(b) All payments on your account(s) that take place before you inform us that a payment instrument has been lost or any of your security information has become known to someone else, if the payment was made because you deliberately, negligently or very carelessly failed to keep your payment instrument safe or your secret information secret. After you have informed us you will not have any further liability for unauthorized payments, unless Condition (a) applies.

3.3 We will not be liable to you for any losses you suffer or costs you incur because:
(a) We do not act on an instruction for any reason specified in this agreement;
(b) The details contained in the instruction were not correct; or
(c) We cannot carry out our responsibilities under this agreement as a result of anything that we cannot reasonably control. This may include, among other things, any machine, electronic device, hardware or software failing to work or being down for a period, industrial disputes and complete or partial closure of any payment system.

3.4 Unless Conditions 3.2 or 3.3 apply, or a different level of liability is imposed by law, we will be liable to you for any loss, injury or damage caused to you as a result of any failure or delay in carrying out your payment instruction, but we will not be liable to you in any circumstances for: loss of business, loss of goodwill, loss of opportunity, loss of profit; or any loss to you that we could not reasonably have anticipated when you gave us an instruction under this agreement.

3.5 If we receive notice of a court order or a court judgment against you (or, if you have a joint account, any other account holder), we may refuse to allow withdrawals or transfers from your account until the legal process comes to an end. Any court order or court judgment will not prevent us from using any right of set-off we may have (using money which we hold for you, or which is due to you, to pay debts you owe us) or enforcing any other 'security interest' (a right over something which we can take if debts are not paid). You are responsible for an amount which represents a reasonable assessment of any losses, costs or expenses we have as a direct result of any dispute or legal action with yourself of someone else involving your account (including, without limitation, where we require legal advice because we are or may become concerned or involved in a dispute by reason of our relationship with you).

3. 6 You undertake to ensure that your account is sufficiently funded before you issue your cheque in favour of a third party and that you shall take all necessary steps to confirm these cheques through your relationship manager to ensure the instruments are duly processed.

3.7 You are informed that issuance of Dud Cheques is not tolerated by the bank and the bank shall not hestate to close your account where three dud cheques are issued consecutively or the occurrence of dud cheque becomes habitual on the account.

4. CLAIMS

4.1 If another person makes a claim for any of the funds in your account (for example, if someone takes legal action to recover funds they believe belong to them), or if we know or believe that there is a dispute involving someone else who owns or controls funds in the account, we may:
(a) Put a hold on your account and refuse to pay out any funds until we are satisfied that the dispute has ended
(b) Send the funds to the person who we have good reason to believe is legally entitled to them;
(c) Continue to rely on the current records we hold about you; apply for a court order; or take any other action we feel is necessary to protect us.

4.2 If we have acted reasonably, we will not be liable to you for taking any of the above steps.

5. JOINT ACCOUNTS

5.1 If you are opening an account with another person, we will ask for a specimen signature from all parties to the account.

5.2 Joint accounts are operated on the basis of the authority set out in a mandate which we will ask you to complete. Each of you can take or use everything in the joint account. All of you are together and individually responsible for any money owed to us on the joint account. We may demand repayment from all of you, any of you, and any combination of joint account holders for any money owing on the account. In legal terms this means that each joint account holder will have joint and several liability. This is generally true even if only one of you puts all the money into the joint account or if only one of you takes all the money out and spends it.

6. OVERDRAFTS AND OTHER LOANS

6.1 This agreement deals with borrowing through an overdraft. Additional terms and conditions apply to borrowing by other means such as a loan. The form of borrowing and any security required will be agreed between you and us.

6.2 We may cancel any standing orders and direct debits from your account if your account becomes overdrawn.

6.3 When borrowing is agreed, the interest rate and all other fees and charges payable will be shown in a letter to you that sets out the terms and conditions of the facility.

6.4 Unless we have agreed other terms with you in writing, overdrafts will always be repayable on demand.

6.5 You will have to pay all costs and fees incurred or charged by us in connection with the negotiation, preparation, investigation, administration, supervision or enforcement of your borrowing. These will include expenses, fees (e.g. legal, security and valuation fees), stamp duty, taxes and other charges. These costs and fees will be debited to your account.

6.6 We reserve the right to decline a request from you to borrow.

7. SET-OFF

7.1 If any accounts you hold with us are in credit, we may use them to repay any amounts you owe us including but not limited to sums due on any other accounts you hold with us either in the same name(s) or in the case of corporate accounts, its affiliate, subsidiary or sister company's accounts (whether or not in the same name), even if the accounts are in different currencies.

7.2 Where any of you also has an account with us in your sole name, and that account has a credit balance, we can set-off these monies against any money owing to us on the joint account even if the accounts are in different currencies.

8.0 BANK CHARGES

8.1 We will levy charges for the operation of the account in accordance with our Standard Tariff. We reserve the right to levy any reasonable charges for additional services in relation to managing your account in addition to those stated in the Standard Tariff or for providing you with more frequent information regarding the operation of your account.

8.2 We may take any charges or interest you owe us from any account you hold with us.

8.3 We may vary these charges from time to time in accordance with Condition 14.

9. STATEMENTS

9.1 We will make a statement available each month there are payments on the account and we will provide a statement on paper or any other durable medium at a frequency agreed with you. This will be sent to the last known recorded address that we hold and will contain details of all transactions through the account since the previous statement issued to you.

9.2 There may be a charge if more frequent statements are requested.

9.3 Even if the account has not been used for some time, we will continue to send out statements unless previous statements have been returned. Please check carefully all transactions on the statement(s) and advise us as soon as possible of any discrepancies without undue delay but in any event no later than 12 months after the date of any discrepant transaction. If we need to investigate a transaction on your account, you should co-operate with us and the police, if we need to involve them. We may disclose information about you or your account to the police or other third parties if we think it will help us prevent or recover losses.

9.4 Your statement balance will show credits when we receive them even if they include cheques and other items which are not "cleared" and we may refuse to allow you to draw against these items.

9.5 If you do not receive a statement on your account that you would normally expect to receive please let us know as soon as you can.

9.6 If you have a joint account, we will send a statement to each of you (to different addresses if you wish) unless you ask us not to.

10. ACCOUNT CLOSURE

10.1 This agreement will continue until you or we cancel or end it.

10.2 We reserve the right to close the account and to end this agreement if we, at our absolute discretion, consider that it has not been operated in a manner satisfactory to us, or if we believe that you have contravened any of these terms and conditions.

10.3 We may take action to close your account without notice and to end this agreement immediately in exceptional circumstances such as if we reasonably believe that:
(a) You are not eligible for an account;
(b) You have given us any false information at any time;
(c) You, or someone else, are using the account illegally or for criminal activity;
(d) It is inappropriate for a person authorized to give instructions on your account to operate it;
(e) Your behaviour means that it is inappropriate for us to maintain your account;
(f) You have not met our reasonable conditions and requests relating to identification and the provision of information about yourself and the activity (past, present or future) on any account or proposed account;
(g) By maintaining your account we might break a law, regulation, code or other duty which applies to us;
(h) By maintaining your account we may damage our reputation; or
(i) You are or have been in serious or persistent breach of these terms and conditions or any additional conditions which apply to an account.

10.4 We would normally give you one weeks' notice to close the account and to end this agreement unless there are circumstances (such as the above) that justify

10.5 We may choose not to close your account and to end this agreement until you have returned any unused cheques. You must repay any money you owe us.

10.6 When your account is closed it is your responsibility to cancel any direct payments to or from your account. Where someone attempts to make a payment into an account which has been closed, we will take reasonable steps to return the payment to the sender.

10.7 All parties to a joint account must request the closure of the account before we act on any instructions for the disposal of the funds in the account.

10.8 If you no longer require the account and wish to end this agreement, please tell us by writing to your domicile branch office or any of our branch offices and return any unused cheques to us.

10.9 Before any funds are returned to you, identification requirements may still need to be satisfied. Any funds returned will be remitted either to the account from which they were sent or to an account held in your name or by a manager's cheque in your name. No other third party remittances will be permitted.

11. DORMANT ACCOUNTS

11.1 We consider that an account is dormant if no activity (other than interest and charges) has taken place on it for a continuous period of 6 months. To reopen same you must submit fresh identification and Know Your Customer (KYC) documents.

11.2 When an account becomes domant we may write to you to ascertain if the account is still required and to obtain written confirmation from you of your mailing address. If we receive no response from you, for security reasons, we may close the account and hold the funds in a suspense account pending instructions from you.

12. HANDLING OF PERSONAL INFORMATION

12.1 We will retain information about you after the closure of your account, if the banking relationship has terminated, or if your application is declined or abandoned, for as long as permitted for legal, regulatory, fraud prevention and legitimate business purposes.

12.2 Where you provide personal and financial information relating to others (e.g. dependants or joint account holders) for the purpose of opening or administering your account, you confirm that you have their consent or are otherwise entitled to provide this information to us and for us to use it in accordance with these terms and conditions.

12.3 If we are asked to respond to a banker's reference, we will make sure that we have your written permission before we give it.

12.4 We may share information with persons acting as our agents who have agreed to keep your personal information strictly confidential..

13. ADDITIONAL TERMS AND CONDITIONS FOR FIXED TERM DEPOSITS

13.1 In order to open any of the fixed term products that we offer, you will need to make a minimum deposit, which will be advised to you at the time that you wish to make the deposit.

13.2 You will not be able to add further funds to your initial deposit once the term and interest rate have been fixed.

13.3 However further deposits can be used to open additional fixed term deposits. The rate applicable to the new deposit will be that available on the day that the new deposit is made.

13.4 We will pay net interest (interest with tax deducted) on the maturity date of your deposit if your deposit is for a period of one year or less. If your deposit is for a period greater than one year, interest will be paid annually on the anniversary of your deposit.

13.5 Before your deposit comes to an end (matures), we need to know what you want to do when it does mature.
You can:
(a) Give us renewal instructions when you make your initial deposit;
(b) Contact us in writing with your instructions before close of business on the business day before your deposit is due to mature; or
(c) Set up an automatic rollover so that, until you tell us otherwise, we will renew your deposit for the same term at the interest rate that applies each time it matures.

13.6 It is your responsibility to advise us in good time of your instructions upon maturity of the deposit.

13.7 No cheque book or statement will be issued on your fixed term account but you can contact us at any time if you would like details of your deposit. We will provide you with a confirmation of the deposit amount, interest rate and maturity date when you place the deposit.

13.8 There is no cancellation period for fixed term deposit.

13.9 We will only make changes to the terms and conditions applying to a fixed term deposit if it is necessary or appropriate to do so to meet legal, financial or regulatory requirements or to set out our duties and responsibilities under them. We will give you at least 30 days' advance personal notice of a change of this kind, unless we are required to make the change sooner due to those legal or regulatory requirements

14. OTHER GENERAL TERMS

14.1 The agreement between you and us is in English and is govern by the laws of the Republic of Sierra Leone. The courts of Sierra Leone may deal with any claim, dispute or difference arising from this agreement

14.2 No-one else apart from you will have any rights or be able to enforce these terms and conditions.

15. CHANGES TO TERMS AND CONDITIONS

15.1 We may, at our discretion, change these terms and conditions (including our charges and interest rates) and introduce changes to and charges for our services at any time. How much notice we will give will depend on the kind of change we are making.

15.2 Some of these conditions are based on expected regulatory requirements that have not been published or finalized yet. If any of these conditions turn out to be inconsistent with a regulatory requirement we will treat that condition as if it were consistent. We will make any changes to the conditions to reflect the requirement when they are next reprinted.

16. CONTACTS

16.1 We may contact you by post, telephone or e-mail (which in these terms and conditions includes the internet and any form of electronic message made by any type of electronic device) using the latest address, telephone number or electronic mail address you have given us.

16.2 You may telephone us during nomal business hours to request information about your account. We reserve the right not to disclose any information until we are satisfied that you have been satisfactorily identified.

16.3 We may record or monitor telephone calls and monitor electronic communications (including emails) between us so that we can check instructions and make sure that we are meeting out service standards.

16.4 The address that you provide to us or, in the case of a joint account, either of you gives us, when you open an account will be the one to which all communications will be sent.

16.5 You are responsible for advising us as soon as possible of any changes to your name, telephone number, usual residential address (and appropriate updated address verification) and email address and ensuring that all information held about you is up to date. You must do this by writing to your account domicile office.

16.6 If you do not inform us promptly of a change to your details, the security of your information could be put at risk as we will continue to send information to you at the last known address we have for you.

16.7 If you do not tell us about a change of address and, as a result, post is returned to us, we may restrict access to your account until we receive satisfactory proof of your new address.

12. DECLARATION OF BENEFICIAL OWNERSHIP

Is there any beneficial owner(s) of the account? YES ☐ NO ☐

If yes, complete the information in (F) below

(F) DISCLOSURE OF BENEFICIAL OWNER INFORMATION

Surname :		First Name	
Other Names		Title (Mr, Mrs, Dr., Chief, etc)	
Date of Birth	D D M M Y Y Y Y Gender: F M	Relationship	
Contact Details			
Phone Number 1		Phone Number 2	
E-mail Address			
House Number		Street Name	
Nearest Bus Stop/Landmark			
City/Town		District	

13. AUTHENTICATION FOR KYC WATCH-LIST COMPLIANCE

i. Is the applicant on the KYC Watch-list? **YES** ☐ **NO** ☐

Name and Signature of Customes Service Officer..... **Date** D D M M Y Y Y Y

12. DECLARATION OF BENEFICIAL OWNERSHIP

Is there any beneficial owner(s) of the account? YES ☐ NO ☐

If yes, complete the information in (F) below

(F) DISCLOSURE OF BENEFICIAL OWNER INFORMATION

Surname :		First Name	
Other Names		Title (Mr, Mrs, Dr., Chief, etc)	
Date of Birth	D D M M Y Y Y Y Gender: F M	Relationship	
Contact Details			
Phone Number 1		Phone Number 2	
E-mail Address			
House Number		Street Name	
Nearest Bus Stop/Landmark			
City/Town		District	

13. AUTHENTICATION FOR KYC WATCH-LIST COMPLIANCE

i. Is the applicant on the KYC Watch-list? **YES** ☐ **NO** ☐

Name and Signature of Customes Service Officer..... **Date** D D M M Y Y Y Y

FOR BANK USE ONLY

A. ADDRESS VERIFICATION/VISITATION DETAILS

Name of RSM

I hereby confirm the existence of the Business office/company address at.....

.....

.....

COMMENT (S) (Address description and findings)

.....

.....

Signature:..... Date D D M M Y Y Y Y

Name of Unit/ Branch Head

I hereby confirm the existence of the prospective customer's Business office/company address at.....

.....

.....

COMMENT (S) (Address description and findings)

.....

.....

Signature:..... Date D D M M Y Y Y Y

B. AUTHENTICATION FOR FINANCIAL INCLUSION:

i. Is any director/signatory to the account socially or financially disadvantage? YES ☐ NO ☐

ii If the answer to (i) above is **YES**, state other documents obtained in line with the Bank's policy on socially/financially disadvantaged customer in compliance with the Group's Policy in respect of AML/CFT Regulations.

.....

.....

iii. Does the customer enjoy tiered KYC requirements? YES ☐ NO ☐

iv.If answer to question (iii) above is **YES,** identify the customer risk category:

LOW RISK MEDIUM RISK ☐ HIGH RISK ☐

C. AUTHENTICATION FOR POLITICALLY / FINANCIALLY EXPOSED PERSONS:

i Is the Applicant a Politically Exposed Person? YES ☐ NO ☐

ii. Is the Applicant a Financially Exposed Person? YES ☐ NO ☐

D. CUSTOMER INTRODUCED BY:

I hereby introduce the customer to the bank. I also confirm the financial inclusion and political/financial exposure status as indicated above

Name

Signature ..... Date D D M M Y Y Y Y

E. DEFERRAL/WAIVER OF DOCUMENT (IF ANY)

Requested by

Signature ..... Date D D M M Y Y Y Y

Signature ..... Date D D M M Y Y Y Y

ZENITH BANK (SIERRA LEONE) LIMITED

14. FATCA - Self-Certification Form -INDIVIDUALS

FATCA stands for the Foreign Account Tax Compliance Act and it provide rules designed for the reporting of Information on US person's investments in accounts outside of the US (overseas). It generally requires that financial institutions like Zenith Bank (Sierra Leone) Limited provide such information to the US Internal Revenue Service (IRS) hence this form will be used to comply with applicable tax regulatory requirements.

A. Identification of Account Holder

Name of Individual:	**Country of Citizenship:**

Permanent Residence Address (Street, Apartment, Suite No.). Do not use P.O. box or in-care address

City or town	**Province/State**	**Postal Code/Zip Code**	**Country (do not abbreviate)**

B. Account Holder Tax Residency

Are you a U.S. person for tax purposes? ☐ Yes ☐ No

If you answered YES, please provide your U.S. TIN (Taxpayer Identification Number) _____

NOTE: If you answer YES, kindly submit along with this form a complete and valid IRS Form W-9 or request for one from the CustomerService Desk

C. Certification and Undertaking

I declare that I have examined the information in this form and within all documents that form part of the application for the opening of an account with Zenith Bank (Sierra Leone) Ltd. and affirm that it is true, correct and complete. I further certify that:

- ✓ I am the individual that is the beneficial owner* of all the income to which this form relates.
- ✓ I am not a US citizen or US Resident for tax purposes
- ✓ I authorize Zenith Bank (SL) Limited to provide, directly or indirectly, to any relevant tax authorities or any party authorized to audit or conduct a similar control of Zenith Bank (SL) Ltd. for tax purposes, the information contained in this form and/or a copy of this form and to disclose to such tax authorities or such party any additional information (including information on account bal ances and payments received) that Zenith Bank (SL) Ltd. may have in its possession that is relevant to my qualification for any benefits claimed on the basis of this certification.
- ✓ I undertake to advise Zenith Bank (SL) Limited immediately of any change in circumstances that causes the information contained herein to become incorrect and to provide Zenith Bank (SL) Ltd. with a suitable updated Tax Residency Self-Certification form within 30 days of such change in circumstances.

*For FATCA purposes, a beneficial owner is the person who beneficially owns the items of income flowing through the account held with Zenith Bank (Sierra Leone) Limited for which this application is being completed

Signature_____ **Date (DD/MM/YYYY)**_____

FOR BANK USE ONLY:

Carefully review all of the information provided by the customer as part of this application and select either YES (Y) or NO (N) for each of the questions below:

1. Did customer indicate US citizenship or residence? Y N
2. Does the customer have a US telephone contact number or Mobile number? Y N
3. Does the customer have a US residence or mailing address? Y N
4. Has customer provided standing instruction to transfer funds to an account maintained in the US? Y N
5. Has customer granted a power of attorney over the account to a person with a US address? Y N
6. Does the customer have a ''care of' or ''hold mail'' address that is the sole address and is a US address? Y N
7. Has the customer indicated a US place Of Birth? Y N

Ensure that the above FATCA self –certification form is completed by each customer and reviewed for questions 1-7
Identified US citizens and residents are required to complete an Internal Revenue Service (IRS) Form W-9.
FATCA Self-certification form /IRS W-9 are valid from the date signed by the customer to the last day of the third succeeding calendar year.

Kindly indicate the date of next certification: _____

Name of Reviewing CSO: _____ Signature & Date_____

FOR BANK USE ONLY

F. REQUIREMENT CHECKLIST

S/N	DOCUMENTS REQUIRED/OBTAINED	CHECKED	DEFERRED	WAIVED
1.	Duly completed Account opening form			
2.	Specimen signature card duly completed			
3.	Two (2) recent passport photographs			
4.	Two (2) independent and satisfactory references (for current account s only)			
5.	Proof of identity international passport, Driver license, National ID card or NEC voter's card (original must be sighted)			
6.	Proof of Address: Utility bills etc (Certified true copy acceptable if original is not held)			
7.	Visitor Report			
7.	Letter from School (for Student only)			
8.	Letter from Employer (for salary account only)			
9.	Resident permit (for non-Sierra Leonean)			
10.	Other documents provided			

CUSTOMER INTRODUCED BY _____

NAME & SIGNATURE

RELATIONSHIP OFFICER _____

NAME & SIGNATURE

WAIVER APPROVED BY _____

NAME & SIGNATURE

H. BANK APPROVALS:

APPROVALS	NAME	SIGNATURE	DATE
Customer Service Officer			
Head of Operations			
Branch Head			
Senior Management			

ZENITH

ZENITH BANK (SL) LTD.
MANDATE FOR PERSONAL ACCOUNT

NAME OF ACCOUNT

ACOUNT NUMBER

1. NAME OF SIGNTORY:.....
.....
CATEGORY

SPECIMEN SIGNATURE

Mobile Phone No.:

2. NAME OF SIGNTORY:.....
.....
CATEGORY

SPECIMEN SIGNATURE

Mobile Phone No.:

3. NAME OF SIGNTORY:.....
.....
CATEGORY

SPECIMEN SIGNATURE

Mobile Phone No.:

4. NAME OF SIGNTORY:.....
.....
CATEGORY

SPECIMEN SIGNATURE

Mobile Phone No.:

5. NAME OF SIGNTORY:.....
.....
CATEGORY

SPECIMEN SIGNATURE

Mobile Phone No.:

6. NAME OF SIGNTORY:.....
.....
CATEGORY

SPECIMEN SIGNATURE

Mobile Phone No.:

MANDATE

COMPANY STAMP SPEIMEN
(If required for mandate)

PLEASE TICK AS APPROPRIATE

COMPANY STAMP REQUIRED YES ☐ NO ☐

CHEQUE CONFIRMATION REQUIRED ? YES ☐ NO ☐

if YES, please specify minmum amount to be confirmed

Le

Please note that the minimum cheque confirmation amount allowed by the bank is N500,000.00 in writing and before cheque presentation.

Mandate specified by Account holder (s)

Signature Signature

FOR BANK USE

REMARK _____

CSU OFFICER _____

RSM _____

APPROVAL _____ DATE _____