

**Important information for completing this form:**

Do you have a minimum of N35m (or foreign currency equivalent) in investible assets? Yes  No

Please read carefully and ensure you have provided all the required information

**1. PERSONAL APPLICATION**

Purpose of the Account: Investment  Banking Services  Others (Please Specify)

Salary/Pension per year: N20m - N30m  N31m - N40m  Above N40m

Payment Mode: Bank Transfer  Cheque

Payment Frequency: Weekly  Monthly  Quarterly  Semi Annually  Annually

Income Source: Salary  Dividend  Redundancy  Inheritance  Pension  Accumulated Life Savings

Sale of Property/Other Assets  Bonus  Investment  Others (Please Specify)

**2. INVESTMENT CATEGORY**

Sovereign/Corporate Eurobonds  Credit/Equity Linked Notes  International Mortgages  Treasury Bills

Nigerian Equity/Bonds  Others (Please Specify)

Investment Tenor: 30 days  60days  90days  180days  Others (Please Specify)

Investment Amount: N30m - N50m  N50m - N100m  N100m - N200m  Above N200m

**3. PHILANTHROPY**

Do you support a charity organisation? Yes  No

(If Yes, please state the name of the organisation below)

Please tick if you would like to support:

Art  Basic Needs  Education  Environment  Health  Youth & Women Empowerment

How much of your interest earned would you like to donate? 0% - 100%

**4. LIFESTYLE INTERESTS**

Arts and Culture  Dining  Electronics and Gadgets  Entertainment  Sports  Style and Fashion

Travel and Leisure  Watches and Jewelry  Others (Please Specify)

**5. INITIAL DEPOSIT STRUCTURE**

Deposit Payment Mode: Bank Transfer  Cheque

Deposit Payment Period: Jan - March  April - June  July - Sept  Oct - Dec

Source of Funds: Salary  Dividend  Redundancy  Inheritance  Pension

Accumulated Life Savings  Sale of Property/Other Assets  Bonus  Investment

Others (Please Specify)

# ACCOUNT OPENING FORM

## I. BANK ACCOUNT

Category of Account (Tick as appropriate):

Individual Account  Joint Account

Account Type (Tick as appropriate):

Checking Account  Investment Account  Savings Account

Domiciliary Account:  \$  €  ¥  £  others  Others (Please Specify)

Do you have an existing account number with us? Yes  No

If Yes, state account number:

This form should be completed in CAPITAL LETTERS. Characters and marks should be similar in style to the following:

**BRANCH:**

ACCOUNT No. (For official use only)

**BIOMETRIC ID NO:**

## 2. PERSONAL INFORMATION

Title:  Surname:

First Name:  Other Name

Marital Status (Please tick as appropriate): Single  Married  Others (Please specify)  Gender: M  F

Place of Birth:  Date of Birth:

Mother's Maiden Name:

Nationality (for non-Nigerian):  CERPAC/  
Resident Permit No:

Permit Issue Date:  Permit Expiry Date:

L.G.A:  State of Origin:

Tax Identification Number (TIN):  Religion  
(Optional):

Purpose of Account:

## 3. CONTACT DETAILS

### Residential Status:

Home owner  Home owner (with mortgage)  Rented  Others (please specify)

### Residential Address:

Street Number:  Street Name:

Nearest Bus Stop / Landmark:

City/Town:  Local Govt. Area:

State:

Mailing Address:

Mobile Number (1):  Phone Number (2):

E-mail Address:

#### 4. VALID MEANS OF IDENTIFICATION

National ID Card  National Driver's License  International Passport  Others (please specify)   
ID No  ID Issue Date  ID Expiry Date

#### 5. ACCOUNT SERVICE(S) REQUIRED (Please tick applicable option below)

Card Preferences: Verve Card  Master Card  Visa Card  Others (Specify)   
Electronic Banking Preferences: Internet Banking  Mobile Banking  ATM/POS   
Other Electronic Channels (Fees may apply) Specify   
Transaction Alert Preferences: Email Alert (free)  SMS Alert (Fee applies)   
Statement Preferences: Email  Post  Collection at Branch   
Statement Frequency: Monthly  Quarterly  Semi-Annually  Annually   
Cheque Book Requisition (Fees applies): Opened Cheque  Crossed Cheque  25 Leaves  50 Leaves  100 Leaves   
Cheque Confirmation: Will you like to pre-confirm your cheques? Yes  No   
Cheque Confirmation Threshold: If the answer to the above is Yes, please specify the threshold

#### 6. EMPLOYMENT DETAILS

Employed  Self Employed  Retired  Others (Please Specify)   
Date of Employment (If Employed)   
Annual Salary/Expected Annual Income:  
(a) N5million - Less than N10million  (b) N10million - Less than N20million  (c) Above N20million   
Employer's Name:   
Employer's/Employment Address:  
House Number:  Street Name:   
Nearest Bus Stop / Landmark:   
City/Town:  Local Govt.Area:   
State:   
Nature of Business/  
Occupation   
Office Phone Number:  Fax Number:

#### 7. DETAILS OF NEXT OF KIN

Surname:  Other Name(s):   
First Name:   
Date of Birth:  Gender: F  M  Title (Specify)   
Relationship:   
Mobile Number (1):  Mobile Number (2):   
E-mail Address:   
**Contact Details:**  
House Number:  Street Name:   
Nearest Bus Stop/Landmark:   
City/Town:  Local Govt.Area:   
State:

## 8. ADDITIONAL DETAILS

i Name of Beneficial Owner(s) (if any):

ii Spouse's Name (If Applicable):

iii Spouse's Date of Birth:         Spouse's Occupation:

iv Source(s) of Fund to the Account: 1   
2

Expected Annual Income from Other Sources:

v Name Of Associated Business(es) (If Any): 1   
2   
3

vi Type of Business:

vii Business Address:

### ACCOUNT HELD WITH OTHER BANKS:

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

## 9. JOINT ACCOUNT HOLDER/CO-SIGNATORY DETAILS

**BIOMETRIC ID NO:**

### PERSONAL INFORMATION:

Title:  Surname:

First Name:  Other Name

Marital Status (Please tick as appropriate): Single  Married  Others (Please Specify)  Gender: M  F

Place of Birth:  Date of Birth:

Mother's Maiden Name:

Nationality (For Non-Nigerian):  CERPAC/  
Resident Permit No:

Permit Issue Date:         Permit Expiry Date:

L.G.A.  State of Origin:

Tax Identification Number (TIN):  Religion  
(Optional):

Purpose of Account:

### CONTACT DETAILS:

#### Residential Status:

Home owner  Home owner (With Mortgage)  Rented  Others (please Specify)

**Residential Address:**

Street Number:  Street Name:

Nearest Bus Stop / Landmark:

City/Town:  Local Govt. Area:

State:

Mailing Address:

Phone Number (1):  Phone Number (2):

E-mail Address:

**VALID MEANS OF IDENTIFICATION:**

National ID Card  National Driver's License  International Passport  Others (Please Specify)

ID No.  ID Issue Date        ID Expiry Date

**Directive (to be completed by applicant)**

		Yes	No
1	Are you ... a current or former senior official in the executive, legislative, administrative, military, or judicial branch of a government (elected or not)?	<input type="checkbox"/>	<input type="checkbox"/>
2	a senior official of a major political party?	<input type="checkbox"/>	<input type="checkbox"/>
3	a senior executive of a government-owned commercial enterprise, being a corporation, business or other entity formed by or for the benefit of any such individual?	<input type="checkbox"/>	<input type="checkbox"/>
4	a close associate or immediate family member of individual defined in 1-3; meaning publicly known close friend and professional associate, spouse, parents, siblings, children and in-laws?	<input type="checkbox"/>	<input type="checkbox"/>

**10. TERMS AND CONDITIONS**

- Please refer to pages 8 - 12

## II. ACCOUNT MANDATE

a. **Account Name:**

b. **Account No.:**  (For Official Use Only)

### Signatory 1

c. **Mandate authorisation/Combination rule** (Please Tick As Appropriate): **Sole Signatory**  **Either to Sign**

**Both to Sign**

#### I. Name:

Surname:

First Name:

Other Name:

Class of Signatory:  Identification Type:

Identification No:

Telephone Number:

Attach/Upload  
passport photograph

Signature & Date

FOR BANK USE ONLY (H.O.P.)

Name  Signature

FOR BANK USE ONLY (B.M.)

Name  Signature

### Signatory 2

c. **Mandate authorisation/Combination rule:** **Sole Signatory**  **Either to Sign**  **Both to Sign**   
(Please Tick As Appropriate):

#### Name:

Surname:

First Name:

Other Name:

Class of Signatory:  Identification Type:

Identification No:

Telephone Number:

Attach/Upload  
passport photograph

Signature & Date

FOR BANK USE ONLY (H.O.P.)

Name  Signature

FOR BANK USE ONLY (B.M.)

Name  Signature

**12. JURAT (THIS SHOULD BE ADOPTED WHERE THE APPLICANT IS NOT LITERATE OR IS BLIND AND THE FORM IS READ TO HIM OR HER BY A THIRD PARTY)**

I agree to abide by the content of this agreement and acknowledge that it 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
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NAME OF INTERPRETER:

ADDRESS OF INTERPRETER:

TEL. NO:

LANGUAGE OF INTERPRETATION:



**MANUALLY INITIATED FUNDS TRANSFER (MIFT) AGREEMENT FORM**

Manually initiated funds transfers include instructions, received externally from clients or customers, that are initiated via paper mail, text messages, phone, messenger, electronic mail, file transfers, and other similar “manual” origination means, unaccompanied by cheque.

You may choose to transact your business with the bank through any of the channels listed below subject to the conditions.

Please indicate preferred alternate means of communication with the bank.

Electronic mail  Paper mail

Text messages  Others (please Specify)

We/I ..... agree that all such instructions are binding on us/me subject to the Bank’s confirmation of such transaction via either recorded voice call to my registered phone number or email notification to my registered email address.

We/I .....of.....hereinafter called “.....” hereby irrevocably undertake to indemnify Sterling Bank against any liability, loss, damage, injury, claim, distress, action or proceedings which may be incurred, sustained, paid or made against Sterling Bank occasioned or in consequence of the execution of any instruction in line with the above.

Signature:

Signature:

**Note:** Ensure total compliance with mandate.

## ACCOUNT OPENING AGREEMENT

We confirm and agree that my/our account(s) and all banking transactions between me/us (“the Customer”, “I”, or “me”, or “us” or “we”) and Sterling Bank Plc (“the Bank”) shall be governed by the Conditions specified below and/or the terms of any specific agreement between me/us and the bank or where not regulated by either the conditions or such agreement, by customary banking practices in Nigeria:

1. The Bank will not establish or operate the requested account(s) unless and until it has received the required supporting documents for the account, a list of which has been provided to us and is included with this application form.
2. The Bank is hereby authorized to undertake all “Know Your Customer” (KYC) procedures specified by applicable law and/or regulations and/or Bank policies including the confirmation of our details and legal status at the appropriate government registry. I/we hereby authorize you to debit my/our account without further notice to me/us for the costs attendant to such KYC procedures.
3. The Bank may, without prior notice, impose or change the minimum balance requirements for my/our account(s) or alter the applicable interest rate(s) for the charges relating to such account(s) or any of them.
4. The Bank is authorized, where the balance standing to the credit of my/our account(s) is below the required minimum balance, to either amend the rate(s) of interest payable or close the account(s).
5. The Bank is authorized to transfer money from any deposit account, I/We maintain to any other account(s) I/We maintain with the Bank whose balance is below the required minimum.
6. The Bank shall, in addition to any right of set-off or similar right prescribed by law, be entitled, without notice, to combine and consolidate all or any of my/our or Accounts with the bank (without any liabilities to the Bank) and/or to set off or transfer any or all amounts owed by me/us or either of us or a related party to the Bank against any and all money which the Bank may hold for my/our account or any other credit be it cash, cheques, valuables, deposits, securities, negotiable instruments or other assets belonging to me/us whether held on current or deposit account or otherwise and whether in Naira or any other currency (hereinafter referred to as: foreign currency”)
7. The Bank shall be entitled to retain and not repay any amount whatsoever that it owed to me/us or which is hold on my/our behalf and until all amounts owed by me/us or the related party to the Bank have been repaid or discharged in full and, for so long as such amounts have not been discharged or repaid in full, the Bank shall be entitled to appropriate any amounts so owed to me/us or held on my/our behalf in or towards the payment and discharge of the amounts owed by me/us or either of us or the related party to the Bank.
8. When effecting any set-off, the Bank shall be entitled at its absolute discretion, with or without notice to us to convert any Naira or foreign currency into the currency in which the amount owed was incurred at the applicable official exchange rate for the currencies in question prevailing in Nigeria at the time of such conversion.
9. I/We shall be responsible for all costs, expenses and liabilities arising from the purchase, retention and sale of investments made on our behalf by the Bank which include but are not limited to all taxes, statutory fees, duties and levies.
10. That the Bank's statement(s) on my/our account(s) shall be sent to my e-mail address indicated overleaf and from time to time, such other information relevant to the account may be sent to the mobile telephone number indicated overleaf. Any disagreements with entries on my/our Bank Statement(s) shall be made by me/us in writing and delivered to the Bank within 15 days of the print date indicated thereon, failing which, the Bank shall consider the statement rendered to be correct.
11. That any change in my/our particulars indicated overleaf shall immediately be communicated to Sterling Bank Plc at the branch where the account was opened.
12. That my/our attention has been drawn to the necessity of safeguarding my/our cheque book and other Bank's instruments so that unauthorized persons are unable to gain access to them and to the fact that neglect of this precaution may be grounds of any consequential loss being charged to my/our account.
13. To comply with all rules and regulations issued by the Bank governing the use of electronic banking services which the Bank may from time to time offer and provide to me/us, in order to enable banking convenience.
14. In consideration of the Bank, its employees or agents agreeing to accept and act upon oral or text instruction, communications and documents received by facsimile or telexes or letters issued according to my/our mandate and unaccompanied by my/our cheque. I/We hereby irrevocably undertake to indemnify the bank and hold it harmless from and against all costs (including without limitation; legal fees, and expenses), claims, losses, liabilities, damages, actions and proceedings whatsoever that the Bank may suffer or incur or that may arise as a result of the bank to debit my/our account immediately with all sums paid by the bank in respect of such instructions, and with all sums of money whatsoever; interest on money, costs, charges and expenses, which the Bank may incur as a result of complying with the instruction of aforesaid. Furthermore irrevocably release the Bank from all liability in the event that any oral or text instructions, untested telex or facsimile transmission or later or other such communication is not received, or mutilated or altered, illegible or interrupted, duplicated, incomplete, unauthorized, or delayed for any reason.
15. Where the Bank, in the absence of any previous agreement as to rate of interest and costs and charges that will apply if my/our accounts or any of them becomes overdrawn, in its absolute discretion allows us to make any drawing that results in my/our account(s) or any of them becoming overdrawn, the Bank shall be entitled to charge such rate of interest and impose such charges as, in its absolute discretion, it considers appropriate in the circumstances and I/We agree to pay such interest and charges to the Bank on demand.



16. I/We agree that where I/We give my/our instruction for a payment that(s) in aggregate exceed(s) the amount standing to the credit of my/our accounts against which payment is to be made, the Bank reserves the right to decline to carry out such instruction or where there is more than one transaction, to select the transaction that shall be executed without reference to the date of dispatch or time or receipt of my/our instructions, if the Bank in its discretion makes any such payment for which our/my account is not funded we/I confirm our obligation to repay the Bank whether or not the Bank makes a demand, any outstanding sum in addition to charges and interest accrued thereon.
17. Where I/We maintain a credit account with the Bank in any foreign currency, the credit balance of such account may be held by the Bank with any bank of financial institution it considers first rate located in any country in which such foreign currency is legal tender. Such credit balance will accordingly be subject to all laws and applicable regulations in Nigeria and in the country in which such credit balance is held and the Bank shall not be held liable if the credit balance or any part thereof becomes unavailable as a result of any of the laws and regulations to which such credit balance is subject.
18. Where any un-cleared effects credited to my/our account(s) by the Bank are subsequently dishonoured and/or the Bank for any reason is required to pay to the paying banker or any other party all or any part of any amount credited to our account. The Bank will be entitled to debit my/our account(s) with the amount of such un-cleared effects and/or repaid amount plus accrued interest and applicable bank charges.
19. No failure or delay in exercising any right power or privilege vested in the Bank by these conditions shall operate as a waiver thereof nor shall any partial exercise of such right, power or privilege preclude any other or further exercise thereof.
20. If any of the Conditions or provisions specified herein are invalid, illegal or unenforceable in any respect under the law the validity, legality, and enforceability of the remaining conditions and/or provisions contained herein shall not in any manner be affected or impaired thereby.
21. Commission and charges shall be levied in accordance with the Bank's standard scale of charges in force from time to time and copies of which are available on request. The Bank reserves the right to amend its rates of interest in accordance with its standard scale of charges and/or conditions from time to time.
22. Where these conditions are signed by or on behalf of more than one person as the customer, all of such persons are bound by terms and conditions.
23. Any communication by the Bank shall be deemed to have been made as soon as it is sent to the most recent address provided by me/us and the date indicated on the duplicated copy of such letter or on the Bank's mailing list will constitute the date on which the communication was sent. Any statement of confirmation of any transaction between me/us or either of us and Bank shall be deemed to have been examined by me/us and to be conclusive and binding unless within 10 working days from the date specified on such statement/confirmation, I/We or either of us advise the Bank in writing that an item contained therein is being disputed, whether or not such item was made in accordance with the mandate from time to time given by me/us to the Bank.
24. I/We understand and acknowledge the electronic mail, facsimile and verbal communications are insecure transmission media where I/We advise the Bank to accept the instruction in such manner; I/We however undertake to indemnify the bank in full for any loss it may suffer or incur by reason of its honouring me/our letters, electronic mail, facsimile or verbal instructions, irrespective of whether same are erroneous, fraudulent or issued otherwise than in accordance with the Mandate for my/our account(s), any and all payment instructions issued in accordance with the Mandate for my/our account(s) which bears or purports to bear the facsimile or electronic mail signature of the person(s) whose specimen signature have been provided to the Bank by me/us. The Bank is hereby authorized to honor and to debit my/our account, for any and all payment instructions/confirmations issued or provided by me/us using a pre-agreed format for same which may include but is not limited to oral or written instructions/confirmations and where given orally such oral instructions may be previously agreed involves the use of specific password(s) and when given in writing may be given by letter, facsimile or electronic mail.
25. I/We hereby authorize the Bank to debit my/our account with the cost incurred in respect of the issuance of the cheque book(s) for the above account.
26. Honour all cheques or other orders/instruments which may be drawn on the said account provided such cheques or orders/instruments are signed by me/us and to debit such cheques or orders/instruments to the said account whether such account be for the time being in credit or overdrawn in consequence of such debit without prejudice to your right to refuse to allow any overdraft or increase in overdraft and in consideration. I/We hereby agree:
  - a) To assume full responsibility for the genuineness or correctness or validity of all endorsements appearing on all cheques, orders, bills, notes, negotiable instruments, receipts and/or other documents deposited in my/our account.
  - b) The Bank's rules and new rates as advised by the Bank from time to time.
  - c) To free the Bank from any responsibility for any loss or damage of funds deposited with the Bank due to any future government order, law, tax, embargo, moratorium, exchange restriction and/or all other causes beyond the Bank's control.
  - d) That all funds stating to my/our credit are payable on demand only on such local currency as may be in Circulation.
  - e) To be bound by any notification of change in the conditions governing the account directed to my/our last known address and any notice or letter sent to my/our last known address shall be considered as duly delivered and received by me/us at the time it would be delivered in the ordinary course of post.
  - f) Customers should not write out cheque in staff's name. All cheques for deposit should be made out in customer's name.
  - g) Customers should desist from transferring money from their accounts into staff's accounts.
  - h) Customers who wish to enjoy cash pick up services should make a formal request which would be handled in accordance with the laid down procedure for cash pickup.

- i) That if a cheque credited to my/our individual account is returned dishonoured, the same may be transmitted to me/us through my/our last known address either by bearer or by post.
- j) And I/We note that the Bank will accept no liability whatsoever for funds handed to members of the staff outside banking hours or outside the bank's premises.
- k) That my/our attention has also been drawn to the necessity of safeguarding my/our passwords and access code to the bank's non-branch channels including, but not limited to ATM, Internet banking, telephone banking, mobile banking and SMS banking, so that unauthorized persons are unable to gain access to it and to the fact that neglect of this precaution may be a ground for any consequential loss being charged to my/our account.
- l) Not to use the account(s) as a medium to convert funds belonging to other persons.
- m) That the Bank will accept no responsibility or liability whatsoever for funds handed to staff of the Bank outside banking hours or outside the Bank's premises.
- n) Not to issue third party cheque(s), in any instance, against unfunded account(s) and where I/we default in three instances, the bank has the right to report to CBN as required by regulations.
- o) If a cheque credited to my/our current account(s) is returned dishonoured, you may notify me/us vis telephone number or mail/e-mail.
- p) That any bank is under no obligation to honour any cheque(s) drawn on the account unless there are sufficient fund in the account to cover the value of the said cheque(s) and I/we understand and agree that any cheque(s) may be returned to me/us unpaid, but if paid, we are obliged to repay the bank on demand.
- q) That any disagreements with entries on my/our bank statements will be made by me/us within 15 working days of the dispatch of the bank statements. Failing receipt by the bank of a notice of disagreement of the entries within 15 days from the date of dispatch of my/our bank statements are rendered is correct.
- r) 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.

Electronic banking:

I/We confirm and agree that the following terms and conditions shall govern my/our Electronic Banking transactions with the Bank.

Definitions:

"Customers" means a customer of the Bank who has or operates an account with the Bank and is named in the application form. Where two individuals are named either or both of them are customers.

"The Bank" means Sterling Bank Plc.

"Card holder" means a customer who has been issued a Sterling Bank card. The card is the property of the Bank and will be returned unconditionally and immediately to the Bank upon request by the Bank.

"Service" means the Sterling Bank plc, Internet Banking, SMS Alert, Automatic tellering.

"Access code, Pass code, User name and Password" means the enabling code with which you access the system for the service and which is known to you only

"Account" means current or saving account or other account maintained with the bank at any of the Bank's branches in Nigeria.

"PIN" means the Personal Identification Number.

"ATM" means Automated Teller Machine that dispenses cash to account holders via the use of debit/credit cards or accept cash deposits.

"Card" means the card used by a customer for initiating transactions on the various electronic payment channels e.g. ATM, POS, and Internet.

"Secure Message facility" means the facility within the e-Banking Service that enables the client to send electronic messages (e-mail, SMS) to the Bank, including and without limitation to free-format messages, fixed format messages, or instructions to make payments, request for cheque books, Bank drafts or the purchase or sale of securities and interests in mutual funds.

1. The service allows the customers to give the bank instructions by use of:

- (a) Telephone, ATM, PIN, Password, Access code, User name and secure message (e-mail, sms), Internet Banking for the following:
  - i) Obtain information regarding customer's balance as at the last date of business with the Bank.
  - ii) Obtain information with regards to any instrument in clearing or any balance standing in the customer's account as at the last date of transaction on the customer's account.
  - iii) Authorize the Bank to debit customer's account to pay specified utility bills such as NITEL, PHCN, WATER RATE and/or any other bills as specified by the customer subject however to availability of such bill payment under this service.
  - iv) Authorize the Bank to effect a transfer of funds from the customer's account to any other account with the Bank.
  - v) Authorize the Bank to effect/stop any payment order.
  - vi) Authorize the Bank to debit customer's account and load same into a designated card.
- b) On the receipt of instruction, the Bank will endeavor to carry out the customer's instruction promptly, except in the event of any unforeseen circumstances such as Act

2. Before the service can be availed any customer, he/she must have a combination of the following:

- i) An account with the bank
- ii) A valid e-mail address
- iii) A Username and Password
- v) A Personal Identification Number \*PIN\*

3. The customer understands that his/her Pass code, Password, E-mail is used to give instructions to the Bank and accordingly undertakes:

- i) That under no circumstances shall the Passcode, password be disclosed to anybody
- ii) Not to write the Passcode/Password in an open place in order to avoid third party access.
- iii) The customer instructs and authorizes the bank to comply with any instructions given to the bank or through the use the service.

- iv) Once the Bank is instructed by means of the customer's Passcode and PIN the bank is entitled to assume that those are the instructions given by the customer and to reply on same.
  - v) The customer's Passcode must be changed immediately it becomes known to someone else.
  - vi) The Bank is exempted from any form of liability whatsoever for complying with any or all instruction(s) given by means of the customer's Passcode if by any means the Passcode becomes known to a third party.
  - vii) Once a customer's Passcode is given, it shall be sufficient confirmation of the authenticity of the instruction given.
  - viii) The customer shall be responsible for any instruction given by means of the customer's Passcode. Accordingly, the bank shall not be responsible for any means of the customer's Passcode.
4. Customer's Responsibilities:
- i) The customer undertakes to be absolutely responsible for safeguarding his user name, Access code/Passcode, PIN, Password, and under to circumstance shall the customer disclose any or all of these to any person.
  - ii) The bank is expressly exempted from any liability arising from unauthorized access to the customer's account and/or data as contained in the bank's records via the service, which arises as a result of inability and/or otherwise of the customer to safeguard his PIN, Passcode and/or password and/or failure to log out of the system completely by allowing on screen display of his account information.
  - iii) The bank is further relieved of any liability as regards breach of duty of secrecy arising out of customer's inability to scrupulously observe and implement the provisions of clause 4 above, and/or instances of breach of such study by hackers and other unauthorized access to the customer's account via the service.
5. Under no circumstances will the Bank be liable for any damages, including without limitation direct or indirect, special, incidental or consequential damages, losses or expenses arising in connection with any failure of performance, error, omission, interruption, defect, delay in operation, transmission, computer virus or line or system failure, even if the bank or its representatives thereof are advised of the possibility of such damages, losses or Hyperlink to other internet resources are at customers risk.
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.
7. For the benefit and security of our customers and to comply with applicable laws, we have a few mandatory guidelines that we call \*rules of the road\*. Conducts that violates the rules of the roads is ground for termination of this service and the bank for whatsoever reason vary these terms and conditions. For this reason, the customer undertakes to:
- i) Provide accurate information. Agree to provide true, accurate and complete information about yourself as requested in our registration/account opening forms and the customer agree not to misrepresent his/her identity or information, which may include user names, password, or other access devices for such accounts.
  - ii) Obey the law. Customer agrees not to use the service for illegal purposes or for the transmission of material that is unlawful, harassing, libelous (untrue and damaging to others), invasive of another's privacy abusive, threatening, or obscene, or that infringe the right of others.
  - iii) Restrictions on commercial use or resale. Customer's right to use the service is personal therefore customer agrees not to assign or make any commercial use of the service.
  - iv) Proprietary rights. The customer acknowledges, and agrees that the bank own all rights to information relating the service including her website and the content displayed on the site. The customer is only permitted to use this content as expressly authorized by the service. Customer may not copy, reproduce, distribute, or create derivative work from this content. A violation of any of the rules (i-iv) is a ground for discontinuation of the service with the bank.
8. The Bank shall not be responsible for any electronic virus that any customer may encounter in course of making use of these services rules of the road.
- Disclaimer of warranties.
9. The customer expressly understands and agrees that the use of the service is at his/her sole risk. The service is provided on an "available" basis. The Bank expressly disclaims all warranties of any kind, whether express or implied, including, but not limited to the implied warranties merchantability, fitness for a particular purpose and non-infringement.
10. The Bank makes no warranty that:
- i) The service will meet customer's requirements.
  - ii) The service will be uninterrupted, timely, secure, or error free.
  - iii) The result that may be obtained from the use of the service will be accurate or reliable.
  - iv) The quality of any products, services, information or other materials purchased or obtained by the customer through the service will meet your expectations.
  - v) Any errors in the technology will be corrected.
11. Any material downloaded or otherwise obtained through the use of the service is not responsible for any damage to customer's computer system or loss of data that result from the download of any such material. No advice or information, whether oral or written, obtained by the customer from us or through or from the service will create any warranty not expressly stated in these terms.
12. Customer agrees that the Bank will not be liable for any liability, Whether direct, indirect, incidental, special, consequential or exemplary damages, including but not limited to the damages for the loss of profits, goodwill, use or other intangible losses, even

if we have been advised of the possibility of such damages resulting from:

- i) The use or inability to use the service
- ii) The cost of getting substitute goods and services resulting from any products, data, information or services purchase or obtained or messages received or transactions entered into through or from the service.
- iii) Unauthorized access to or alteration of transmission of data.
- iv) Statements or conduct of anyone on the service or
- v) Any other matter relating to the service.

13. Indemnification: Except when caused by the Bank's intentional misconduct or gross negligence, customer agrees to protect and fully compensate the Bank and its affiliates and Service Provider from any/and all third party claims, liability damages, expenses and costs (including but not limited to legal fees) caused by or arising from customer's use of the service violation of the terms or infringement, by any other user of customer's account of any intellectual property or other right of anyone.

14. The Sterling Bank business day runs from Monday through Friday from 8.00am to 5.00pm (local time) excluding public holidays. To have a transfer for payment processed on the same business day, the Bank must receive my/our instructions before the end of its business day. If the customer requests a transfer or payment outside of its business day, the Bank will process the transaction on the next business day.

15. Requests made through the Service which attract fees are only binding on the Bank if the customer's account can also accommodate such fees in addition to the transaction amount.

16. Service changes and discontinuation. The bank reserves the right to change or discontinue, temporarily or permanently, the service at any time without notice in order to maintain the security and integrity of the service. The bank may also suspend customer's access to service at any time without notice. Customer agrees that the bank will not be liable to the customer or any third party for any modification or discontinuation of the service.

- i) The Bank shall not be considered an agent or other legal representative of the customer for any purpose by reason of this agreement and/or any other party whom the customer is using his service to pay.
- ii) This agreement cannot be changed by the customer nor any of the banks right caved unless the bank agrees in writing or customer continue using the service following receipt of notice of any changes proposed by the bank.
- iii) This agreement is personal to the customer and the customer shall not assign to anyone.
- iv) All notice to the customer shall be in writing via the address the customer has provided to the bank, all notice to the bank must be made in writing sent to the bank's address.
- v) The bank and the customer shall be an independent contractor, and nothing contained in this agreement shall be deemed to create any association, partnership, joint venture, or relation of principal, agent or master and servant, employer or employee between parties.
- vi) If any of these term is held to be unenforceable, then such provision shall be construed, as nearly as possible, to reflect the intentions of the parties with the other provisions remaining in full force and effect.
- vii) The Bank does not guarantee that access to the Service will be uninterrupted.
- viii) The Bank is authorized to suspend or cancel access without notice if it suspects that the Service or access is being used in an authorized or fraudulent manner.
- ix) The customer may cancel service at anytime by notifying the Bank in writing.
- x) The laws of the Federal Republic of Nigeria shall apply to this agreement.

**Credit Bureau:**

The customer acknowledges that the Bank consults with various credit bureaus and reference agencies, and may be required to disclose the Customer's information to these credit bureaus for the purpose of conducting checks on the Customer. The Customer hereby irrevocably and unconditionally grants his/her/its consent to the Bank and expressly authorizes such disclosure of any or all information on his/her/its account(s)/transaction(s) with the Bank, to such credit bureau and reference agencies whether based locally or abroad, including information on the Customer's Directors and other personnel, transactions and conduction on the Customer's account together with details of any non-payment or delayed payments as the Bank may deem necessary. The consent herein given discharges the Bank from all liabilities, claims, and damages for such disclosure made by the Bank to any credit bureau pursuant to the consent herein granted.

**DECLARATION:**

In addition to the stated terms and conditions, I/we hereby apply for the opening of account(s) with ..... Bank Plc. 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:

To:  
The Manager  
Sterling Bank Plc.



Dear Sir,

[Redacted]

NAME OF INDIVIDUAL OPENING ACCOUNT

I/We wish to confirm that I/We have known the above named individual(s) for ..... years and would like to comment on their suitability for the purpose of maintaining a current account with yourselves as follows:

[Redacted]

I/We maintain a current account with: (Please state name of Bank)

Address of Bank:

My/Our Account No is:

and My/Our Account No. is/are:

Yours faithfully,

Signature

Date

Name of REFEREE:

Address of REFEREE:  
(Not P. O. Box)

**“CAUTION”**  
**IT IS DANGEROUS TO INTRODUCE A PERSON WHO IS NOT WELL KNOWN TO YOU**

To:  
The Manager  
Sterling Bank Plc.



Dear Sir,

[Redacted]

NAME OF INDIVIDUAL OPENING ACCOUNT

I/We wish to confirm that I/We have known the above named individual(s) for ..... years and would like to comment on their suitability for the purpose of maintaining a current account with yourselves as follows:

[Redacted]

I/We maintain a current account with: (Please state name of Bank)

Address of Bank:

My/Our Account No is:

and My/Our Account No. is/are:

Yours faithfully,

Signature

Date

Name of REFEREE:

Address of REFEREE:  
(Not P. O. Box)

**“CAUTION”**  
**IT IS DANGEROUS TO INTRODUCE A PERSON WHO IS NOT WELL KNOWN TO YOU**



**FOR BANK USE ONLY**

**I. REQUIREMENT CHECKLIST**

**Savings Account**

S/N	DOCUMENTS REQUIRED	CHECKED	DEFERRED	WAIVED
1.	Duly completed Account Opening Form			
2.	Specimen signature card duly completed			
3.	Recent passport photograph			
4.	Proof of Identity: International Passport, Driver's Licence, or National ID card and Others (Original must be sighted)			
5.	CERPAC/Resident Permit (for Non-Nigerian)			
6.	Proof of Identity: Utility bills, etc (Certified True Copy is acceptable if Original is not held)			
7.	Letter from Employer (for salary account)			

**Fixed/Current/Domiciliary/Fixed Investment/Other Types of Account**

S/N	DOCUMENTS REQUIRED	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			
5.	Proof of Identity: International Passport, Driver's Licence, or National ID card and Others (Original must be sighted)			
6.	Proof of Address: Utility bills, etc (Certified True Copy is acceptable if Original is not held)			
7.	Letter from employer (for salary account only).			
8.	CERPAC/Resident permit (for Non-Nigerians)			
9.	Other document Provided			

**2. AUTHENTICATION FOR FINANCIAL INCLUSION**

- i. Is the customer socially or financially disadvantaged?
- ii. If answer to the (i) above is Yes, state other documents obtained in line with the Bank's policy on socially/financially disadvantaged customer in compliance with Regulation 77 (4) of AML/CFT Regulation, 2013.

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- iii. Does the customer enjoy tiered KYC requirements? Yes  No
- iv. If answer to question (iii) above is Yes, identify the customer's risk category:  
 Low Risk  Medium Risk  High Risk

**3. AUTHENTICATION FOR POLITICALLY EXPOSED PERSONS**

Is the applicant a Politically Exposed Person? Yes  No

**For Bank Use Only:**

**A. ACCOUNT OPENED BY:**

Name:

Signature:  Date: 

D	D	M	M	Y	Y	Y	Y

Name:

Signature:  Date: 

D	D	M	M	Y	Y	Y	Y

**B. DEFERRAL/WAIVER OF DOCUMENT(IF ANY) AUTHORISED BY:**

Name:

Signature:

Date: 

D	D	M	M	Y	Y	Y	Y

Name:

Signature:

Date: 

D	D	M	M	Y	Y	Y	Y

**C. ADDRESS VERIFICATION CARRIED OUT BY:**

Name:

Signature:

Date: 

D	D	M	M	Y	Y	Y	Y

Name:

Signature:

Date: 

D	D	M	M	Y	Y	Y	Y

**COMMENT(S):** (Address description and result finding):

**D. ACCOUNT OPENING AUTHORISED/APPROVED BY:**

Name:

Signature:

Date: 

D	D	M	M	Y	Y	Y	Y

Name:

Signature:

Date: 

D	D	M	M	Y	Y	Y	Y