



Universal Banks



Universal Banks Safeguard

Personal Banking For Dedicated Shareholders, Investors and Investing Corporations

UB Safeguard

Fraud and financial crime are becoming increasingly sophisticated and globally organized. To stay one step ahead, we have series of initiatives that are designed to detect and deter fraudsters and criminals. In order for us to protect you and your finances, we need your help.

To ensure we really understand you we need to know who you are and where you live, where your money comes from and how you will use your accounts.

When you join us

When you open an account with us, the questions we ask will help us get to know you and protect you from financial crime.

Continual protection

Once your account is open, the systems and processes we utilize to keep you safe rely on us having the most up-to-date information. If your circumstances change, such as getting a new job or other big events in your life, please help us continue to protect you by letting us know. To assist in your continued protection from fraud and financial crime, from time to time we may ask you for your help and contact you to confirm or update your existing details, provide new information or provide original documents.

We understand that this may seem inconvenient, however we will work with you to ensure the process is as simple and straightforward as possible.

The address for the bank, **Universal Banks – UB** is **Paphos Banking Center, 20 Griva Digeni Ave., CY - 8061 Paphos, Cyprus**. If the need to get in touch arises, please visit our website – [universalbanks.com](https://www.universalbanks.com) and view our other contact information and use as it suits you most.

Safeguarding you

The information and documents you may need to provide

If you are applying for a new UB account and have an existing account we may ask to see your last three months' worth of original statements. Additionally, we will ask you for the following information:

- Why you want to open the account;
- How much you expect to make in investment deposits in each month;
- Your salary and details of any assets you have;
- Your employer's address and phone number;
- Your business account details if you are self-employed;
- Your nationality or citizenship;
- Your residence status or tax residence status. We may also ask for documents to support this information.

During your relationship with UB, we may contact you from time to time to ask you to confirm or update your information. This is to help us keep you protected and so we can continue to provide you with the right banking services for your needs. If we are unable to acquire all the information we need, we may not be able to continue to provide you with banking services.

Proof of identity documents

Please you may need to provide us with one of the original documents listed below. Unfortunately, we cannot accept copies or documents printed from the internet:

- Valid full passport, temporary passports are not acceptable.
- EEA or Swiss national identity card.
- Valid international driving license.

If you are in the U.K and unable to provide us with the poof of identity documents, we need to see one of the items from the list below:

- HM Revenue and Customs tax notification, dated within the last four months.
- Travel documents issued by the U.K Home Office.
- Current Northern Ireland voter's card.
- Disabled parking document that includes your photograph, signature and date of birth - blue or orange.

Proof of address documents

Please, you may have to provide us with the original documents that were posted to you. Unfortunately, we cannot accept documents printed from the internet unless certain criteria is met. Please note the same document cannot be used as both proof of identity and address:

- Valid photocard international driving license, full or provisional.
- Council tax bill, valid for current billing year and dated within the last twelve months.
- Utility bill, dated within the last four months.
- Telephone bill, dated within the last four months.
- Mortgage statement from a recognized lender, dated within the last twelve months.
- Disabled parking document that includes your photograph, signature, date of birth and address - blue or orange.
- Tenancy agreement from a local council or reputable letting agency, dated within the last twelve months.
- Tenancy agreements from private landlords are not acceptable.
- Letter confirming your right to benefits from Department for Works and Pensions, a benefits agency or a veterans agency, dated within the last four months.

Identifying you

We need to know you

Whether you are opening an account with us today, or held accounts with us for a long time, we may need to see proof and take a copy of your identity and your home address. This is a legal requirement that helps us protect you from criminals who might use your name or information without your knowledge.

This information also helps us make sure we are offering you the products and services that are most suited to your needs. We will also ask you questions about yourself and how you plan to use the account. In some circumstances we will ask more detailed questions about your income and your wealth.

These checks will also apply to individuals who act under a power of attorney and as executors and those who are principal controllers or beneficial owners of a business or charity banking with UB.

The documents you need to provide

We need to see two separate documents: one to prove your identity, the other to prove your home address, these cannot be the same document. For a list of acceptable documents, please see overleaf.

We prefer to see documents that are issued by an official authority and include a photograph so they cannot easily be forged, such as a passport, national identity card or photocard driving license. If you cannot provide one of these, please make sure your identity and address verification documents include your full first name as well as your surname.

If you are a student, you should look to provide the standard identification and address verification documents as listed. Where you cannot provide these, alternative documents can then be accepted as stated overleaf. This list is not exhaustive. If you are applying for our products from outside the UK but within the EU, you may need to provide certified documents as part of your application. If you have any queries about acceptable documentation, please write us.

Accessibility

If you need any of this information in a different format, please let us know. This includes large print, braille, or audio. You can speak to us using the live chat on our website or by giving us a call.

There are also lots of other options available to help you communicate with us. Some of these are provided by third parties who are responsible for the service.