

Account Opening Form: Entities

Incorporated/Non-incorporated



The form should be completed in CAPITAL LETTERS.

ACCOUNT INFORMATION*

Date Branch

(Please indicate the business category and type of account to open by ticking the applicable box below)

Category of Business: Limited Liability Company Sole Proprietorship MDA's Schools
(Tick as appropriate)

Partnership Others (please specify) _____

USD\$	GBP£	EUR€	Others
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Account Type (Tick as appropriate) Savings Account Current Account Investment Account

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

Branch Customer Classification MSME Commercial Corporate Public Sector

Documentation Required

Proof of Address and Reference Utility Bill Residence Permit Reference(s)

Currency/Account Transaction Charges Account Maintenance Fee Yes No (If NO, please select an option) Minimum Balance Credit Turnover Bands (Terms and conditions apply)

Tax Identification Number CRM No/Borrower's Code (Where Applicable)
Special Control Unit Against Money Laundering (SCUML) Reg. No.

Average Annual Turnover

Less than N24m N24m-N120m N120m-N600m N600m-N4.8b above N4.8b

Is your company quoted on any Stock Exchange? Yes No if YES, indicate which Stock Exchange and the Stock Symbol

COMPANY DETAILS*

Company/Business Name	
Certificate of Incorporation/Registration Number	Date of Incorporation/Registration <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Jurisdiction of Incorporation/Registration	Type/Nature of Business
Operating Business Address/Mailing Address	Registered Address
Corporate Email Address <small>Note: Instructions will only be honored via corporate email address after executing an indemnity</small>	
Phone Number(s)	

Source of Funds Indicate the source(s) of funds (Tick as many boxes where appropriate)

Sales Proceeds Services Rendered Trust Funds per Trust Deed

Social Media Handle LinkedIn Instagram

Facebook X

Others (please specify)

ACCOUNT SERVICES (please select)*

Transactional Alert Preferences	<input type="checkbox"/> Email alert <small>(Free)</small>	<input type="checkbox"/> SMS Alert <small>(Fee applies)</small>	Statement Preferences	<input type="checkbox"/> Email	<input type="checkbox"/> Collection at Branch
Statement Frequency	<input type="checkbox"/> Monthly	<input type="checkbox"/> Quarterly	<input type="checkbox"/> Semi-Annually	<input type="checkbox"/> Annually	Cheque Book Requisition <small>(Fee applies)</small>
			<input type="checkbox"/> Crossed Cheque	<input type="checkbox"/> 50 Leaves	
Cheque Confirmation: Will you like to pre-confirm your cheques? Yes <input type="checkbox"/> No <input type="checkbox"/>					
Cards	Verve <input type="checkbox"/>	Verve Prepaid <input type="checkbox"/>	Visa Prepaid <input type="checkbox"/>	Master Debit <input type="checkbox"/>	Others <small>(Specify)</small> _____
Cheque Confirmation					
Threshold: <small>(if the answer to the above is YES, please specify the threshold from N150,000.00)</small> <input type="text"/>					
<input type="checkbox"/> Sterling Mobile	<input type="checkbox"/> Internet Banking (Corporate)	<input type="checkbox"/> ATM	<input type="checkbox"/> POS		

ACCOUNT SIGNATORY DETAILS*

Signatory 1

Title	Mr. <input type="checkbox"/>	Mrs. <input type="checkbox"/>	Others <small>(Specify)</small> _____	Gender:	Male <input type="checkbox"/>	Female <input type="checkbox"/>
Surname <input type="text"/>						
First Name <input type="text"/>			Other Name <input type="text"/>			
Date of Birth	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Mother's Maiden Name <input type="text"/>				Place of Birth <input type="text"/>		
Religion <small>(Optional)</small> <input type="text"/>			Nationality <input type="text"/>			
L.G.A. <input type="text"/>			State of Origin <input type="text"/>			
Status/Job Title <input type="text"/>			Occupation <input type="text"/>			
Type of Identification <input type="text"/>			CERPAC/Resident Permit No. <small>(For Non-Nigerians)</small> <input type="text"/>			
Bank Verification Number (BVN) <input type="text"/>			Identification No. <input type="text"/>			

PEP Declaration*

(Politically Exposed Persons (PEPs) are individuals who are or have been entrusted with prominent public position in Nigeria or any other foreign jurisdiction. Some examples of PEPs are Heads of State or Government, Governors, Local Government Chairman, Senior Politicians, Senior Government Officials etc)

Do you have any political affiliation/or a relationship with a public office holder? Yes No

If yes, state the relationship _____

Do you hold any political position presently or held any in the past? Yes No

If yes, state the position _____

Residential Address <input type="text"/>		
State <input type="text"/>	City/Town <input type="text"/>	L.G.A. <small>(Residential)</small> <input type="text"/>
Nearest Bus Stop/Landmark <input type="text"/>		
Phone Number 1 <input type="text"/>	Phone Number 2 <input type="text"/>	
Email Address <input type="text"/>		

Passport Photograph	Signature <input type="text"/>	Date <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
	Mandate Authorization/ Combination Rule <small>(please tick as appropriate)</small>			Sole Signatory <input type="checkbox"/>	Either to Sign <input type="checkbox"/>		
	Mandate Instruction _____			Both to Sign <input type="checkbox"/>			
	FOR BANK USE ONLY (SERVICE MANAGER)						
	Name <input type="text"/>			Signature <input type="text"/>			
	FOR BANK USE ONLY (SERVICE MANAGER)						
Name <input type="text"/>			Signature <input type="text"/>				

Signatory 1

Title Mr. Mrs. Others (Specify) _____ **Gender:** Male Female

Surname	
First Name	Other Name
Date of Birth <input type="text" value="DD"/> <input type="text" value="MM"/> <input type="text" value="YYYY"/>	Place of Birth <input type="text"/>
Mother's Maiden Name	Nationality
Religion (Optional)	State of Origin
L.G.A.	Occupation
Status/Job Title	CERPAC/Resident Permit No. (For Non-Nigerians)
Type of Identification	Identification No.
Bank Verification Number (BVN)	

PEP Declaration*

(Politically Exposed Persons (PEPs) are individuals who are or have been entrusted with prominent public position in Nigeria or any other foreign jurisdiction. Some examples of PEPs are Heads of State or Government, Governors, Local Government Chairman, Senior Politicians, Senior Government Officials etc)

Do you have any political affiliation/or a relationship with a public office holder? Yes No

If yes, state the relationship _____

Do you hold any political position presently or held any in the past? Yes No

If yes, state the position _____

Residential Address		
State	City/Town	L.G.A. (Residential)
Nearest Bus Stop/Landmark		
Phone Number 1	Phone Number 2	
Email Address		

Passport Photograph	Signature	Date <input type="text" value="DD"/> <input type="text" value="MM"/> <input type="text" value="YYYY"/>
	Class of Signatory (A,B,C, etc) <input type="text"/> <input type="text"/> <input type="text"/>	
	Mandate Authorization/ Combination Rule (please tick as appropriate)	
	Sole Signatory <input type="checkbox"/> Either to Sign <input type="checkbox"/> Both to Sign <input type="checkbox"/>	
	Mandate Instruction _____	
FOR BANK USE ONLY (SERVICE MANAGER)		
Name		Signature
FOR BANK USE ONLY (SERVICE MANAGER)		
Name		Signature

DETAILS OF THE DIRECTORS/EXECUTIVES/TRUSTEES/PROMOTEES/EXECUTORS/* ADMINISTRATORS/PRINCIPAL OFFICERS

Director 1

Title Mr. Mrs. Others (Specify) _____ **Gender:** Male Female

Surname	
First Name	Other Name
Date of Birth <input type="text" value="DD"/> <input type="text" value="MM"/> <input type="text" value="YYYY"/>	Place of Birth <input type="text"/>
Mother's Maiden Name	Nationality
Religion (Optional)	State of Origin
L.G.A.	Occupation
Status/Job Title	CERPAC/Resident Permit No. (For Non-Nigerians)
Type of Identification	Identification No.
Bank Verification Number (BVN)	

Residential Address		
State	City/Town	L.G.A. (Residential)
Nearest Bus Stop/Landmark		
Phone Number 1	Phone Number 2	
Email Address		

PEP Declaration*

(Politically Exposed Persons (PEPs) are individuals who are or have been entrusted with prominent public position in Nigeria or any other foreign jurisdiction. Some examples of PEPs are Heads of State or Government, Governors, Local Government Chairman, Senior Politicians, Senior Government Officials etc).

Do you have any political affiliation/or a relationship with a public office holder? Yes No

If yes, state the relationship _____

Do you hold any political position presently or held any in the past? Yes No

If yes, state the position _____

Director 2

Title Mr. Mrs. Others (Specify) _____ **Gender:** Male Female

Surname	
First Name	Other Name
Date of Birth <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	Place of Birth
Mother's Maiden Name	Nationality
Religion (Optional)	State of Origin
L.G.A.	Occupation
Status/Job Title	CERPAC/Resident Permit No. (For Non-Nigerians)
Type of Identification	Identification No.
Bank Verification Number (BVN)	
Residential Address	
State	City/Town
L.G.A. (Residential)	
Nearest Bus Stop/Landmark	
Phone Number 1	Phone Number 2
Email Address	

PEP Declaration*

(Politically Exposed Persons (PEPs) are individuals who are or have been entrusted with prominent public position in Nigeria or any other foreign jurisdiction. Some examples of PEPs are Heads of State or Government, Governors, Local Government Chairman, Senior Politicians, Senior Government Officials etc).

Do you have any political affiliation/or a relationship with a public office holder? Yes No

If yes, state the relationship _____

Do you hold any political position presently or held any in the past? Yes No

If yes, state the position _____

SENIOR MANAGEMENT*

Please provide details of your Senior Management as applicable, such as- Managing Director/Chief Executive Officer; Chief Operating Officer; Chief financial officer etc.

S/N	Full Name (First, Middle & Last name)	Designation	ID Type	ID Number
1.				
2.				
3.				

Shareholder/beneficial Ownership Information:*

In line with regulations Sterling Bank is required to obtain the details and identity of the Ultimate Beneficial Owners (UBOs) of Entities & Organizations. A UBO is an individual who ultimately owns or controls 5% or more of a Company or Group of Companies, or on whose behalf a transaction or activity is being conducted including decision makers exercising control over a company or organization.

Designation	Individual A	Individual B	Individual C	Individual D
First Name				
Middle Name				
Last Name				
BVN				
PEP Status/Relationship				
Company Name				
ID Document No.				
Nationality				
Residential Address and Country				
Nature of Control (e.g Shareholder/Trustee etc)				
% Shareholding				

COMPANY'S RESOLUTION *

At the meeting of the Board of Directors of _____

Held at _____ On the _____ Day of _____

Whose business/registered address is at _____

The following resolutions were passed:

1. That a current account be opened with Sterling Bank Limited ("the Bank") and the officers and agents of the Company be and are hereby authorised to deposit any of the funds of the Company in the bank at its head office or any of its branches.

2. That the Bank be instructed to issue the Company with a new cheque book to operate the account and the charges debited to the Company's account.

3. That the Company agrees that in addition to any general lien or similar right to which bankers may be entitled by law, the Bank may at any time and without notice to the Company combine or consolidate all or any of the Company's account and/or liabilities to the Bank and set off or transfer any sum or sums standing to the credit of any one or more of such accounts or any other credit, be it cash, cheques, valuables, deposits, securities, negotiable instruments or other assets belonging to the Company with the Bank, in or towards satisfaction of any of the Company's liabilities including accrued interest to the Bank or any other account or in any other respect whether such liabilities be actual or contingent, primary or collateral, several or joint.

4. That the Bank be instructed to act on any instructions given on behalf of the Company for, or in relation to, any business requiring foreign exchange including but not limited to:

i) The purchase or sale of any foreign exchange;

ii) Opening documentary letters of credit to the intent that this shall not be a general authority but shall require specific instructions;

iii) The signing and settlement of exchange contracts;

iv) The signing and obtaining delivery of merchandise against Trust Receipts.

5. That in consideration of the Bank providing the Company with foreign exchange facilities from time to time, in the ordinary course of business, the Company agrees :-

i) To indemnify the Bank against any loss, liability, damages or expense that the Bank may incur as a result of our failure to comply with any of the Nigerian Customs or Exchange Control Regulations for the time being in force.

ii) To deliver to the Bank, as soon as possible and not later than sixty (60) days after shipment in the ordinary course of business, on any import transaction through the bank, the Exchange Control copy of the Customs Bills of Entry relating to such payment.

iii) To the debiting of our account or pay on demand to the Bank, the amount of any fine, loss, liability, damages and/or expense incurred by the Bank due to our failure to produce the required Customs Bill of Entry or our having been in breach of the Nigerian Customs or Exchange Control Regulations.

6. That the Company is not in default of any obligation, whether to a bank, insurance company or any other creditor and that

obtaining credit from the Bank, whether actually utilized or not will not cause the Company to be in default of any obligation, whether to a bank, insurance company or any other creditor. That the Company is not in default of any provision of its Memorandum and Articles of Association and that obtaining credit from the Bank, whether actually utilized or not, will not cause the Company to be in default of any provision of its Memorandum and Articles of Association.

7. That the Bank be instructed to accept any indemnities, counter indemnities or other undertakings of any nature given on behalf of the Company.

8. That in connection with the opening of this account with the Bank, the Bank is required to carry out a search at the Corporate Affairs Commission to verify the authenticity of the information that the Company has supplied to it. The Company hereby authorizes the Bank to debit its account with the Bank with costs associated with this Search. The Company understands that these costs may change from time to time. The Bank is not obliged to inform the Company of any changes in these costs. The Company also agrees that in the event that there are insufficient funds in its account to cover the costs associated with the search, it undertakes to immediately pay into its account a sum sufficient to satisfy such cost as may be advised by the Bank.

9. That the Bank will pay interest income on the daily balances in your classic current account as negotiated and agreed with the Bank.

10. That the authorised signatories as stated herein are hereby authorised on behalf of the Company:

i) To borrow money and to obtain credit for the Company from the Bank on any terms and to make delivery notes, drafts, acceptances, instruments of guarantee, agreements and any other obligations of the Company thereof in a form satisfactory to the Bank.

ii) To grant security interests in and/or pledge or assign and deliver, as security for money borrowed or credit obtained, stocks, bond, instruments, bills receivable, accounts, mortgages, merchandise, bill of lading, warehouse receipts and other documents, insurance policies, certificates and any other property now or hereafter held by or belonging to the Company, with full authority to endorse, assign or guarantee any of the same in the name of the Company.

iv) To discount any bills receivable or any paper held by the Company with full authority to endorse the same in the name of the Company.

v) To withdraw from the Bank and give receipt for, or to authorize the Bank to deliver to bearer or one or more designated persons, all or any documents and securities or any other property held by it, whether held as collateral security or for safekeeping or for any other purpose.

vi) To authorize and request the Bank to purchase or sell through the account of the company stocks, bonds or other securities.

vii) To execute and deliver all security and other agreements, financing statements and other papers required by the Bank in connection with any of the foregoing matters

11. That any and all withdrawals and borrowing of money and/or other transactions on behalf of the Company with the Bank are hereby ratified, confirmed and approved, and that the

Bank may rely upon the authority conferred by the entire resolution until the receipt by it of a certified copy of a resolution of the Board revoking or modifying the same. The Company understands and agrees:

i) That the Bank is authorised to debit from its account (s) the usual banking charges, interest, commissions, and any sums wrongly credited to the account (s) and to take such steps to recover such sums with interest thereon. That the Bank is not bound to honour any cheque(s) drawn on the account (s) unless the account (s) is/are adequately funded.

ii) All drawings above approved limits will be subject to debit interest charge at the bank's default interest rate, which may change from time to time. The bank is not obliged to inform the company of any changes in its default rate. Any subsequent resolution of the coy will not remove this right from the bank.

iii) To be responsible for repayment of any overdraft with interest.

iv) To assume full responsibility for the genuineness, correctness and validity of all endorsements appearing on all cheques, orders, bills, notes, negotiable instruments and receipts or other documents deposited in my/our account.

v) To comply with and be bound by the terms and conditions governing the operation of the account(s).

12. That the Company shall not be entitled to the value of a cheque lodged with the Bank until after the requisite clearing period in accordance with the clearing rules in force at the time of lodging the said cheque. Where the Bank, however, allows drawings by the Company against uncleared cheque(s) and the cheque(s) is returned thereafter, it shall have a right to hold on to the returned cheque(s) and take any further action it deems appropriate to recover the value of the cheque from the Company, with interest.

13. (i) That the Bank shall whenever it deems appropriate, have a right to confirm the issuance of a cheque drawn on the Company's account(s) directly from the signatories of the account(s) failing which the Bank may return the cheque(s) with "Drawer Confirmation/Attention Required" endorsed thereon.

(ii) That the Company shall not in any instance issue a third party cheque(s) against unfunded account(s) and where the Company defaults in three instances, the Bank has a right to report to the CBN as require by Regulations.

14. That we agree and undertake to safe guard our cheque book so that unauthorized persons shall not have access to it and to the fact that neglect of this precaution may be a ground for any consequential loss being charged to our account and shall exempt the Bank from liability thereof.

15. That the Bank is hereby authorised to honour the instructions of the persons stated below and whose natures are in the specimen signature card delivered to the Bank.

16. That until the Bank receives any written notice by way of the Company's resolution to the contrary; the Bank is hereby instructed to honour signature (s) appearing hereunder for all purposes on the Company's accounts as mandated above.

17. That no liabilities whatsoever shall be ascribed to the Bank for funds handed to members of staff of the Bank outside banking hours or outside the Bank's premises, unless by specific agreement in writing with the Bank, and hereby indemnify and keep the Bank indemnified against all loss, claim, damages or action that may arise therefrom.

18. That we shall notify the Bank of any disagreement with entries on our Bank statement within 15 days of receipt of the Bank statement via any medium including but not limited to electronic mail, printed statement or internet Banking screen shot, failing which the Bank is expressly permitted to assume that the statement as rendered is correct, and that we have no objections.

19. That the Bank may close any of our accounts with the Bank, 7 days after dispatch of notice in writing, of the Bank's intention to do so, to us at our last known address.

20. If a breach is associated with the operation of our account/wallet, we agree that the Bank has the right to apply restrictions to our account/wallet and report to appropriate law enforcement agencies in line with extant laws.

21. That the Bank may act on any instruction to counter and/or revoke any cheque, draft or other instrument before payment is effected

22. That we hereby indemnify and keep the Bank indemnified against all loss, claim, damages, action, liabilities or request for repayment of any loss or damage to funds, instruments or documents deposited with the Bank, which occurs as a result of any Government order, law, levy, tax, embargo, moratorium, exchange restriction and/or other causes beyond the Bank's control.

23. That all funds standing to our credit in our accounts are payable on demand only in such currency as they were remitted or deposited.

24. That we shall be bound by any notification of change in conditions governing our account(s) which is communicated or sent to us at our last known address and such notice, letter or correspondences shall be considered as delivered 7 days from the date of dispatch, and its content shall be binding.

25. That the Bank is under no obligation to honor any cheques drawn on this account unless there is sufficient fund in the account to cover the value of the said cheques, and we understand and agree that such cheques may be returned to me/us unpaid. In the event that such cheque(s) is/are honored and paid for any reason whatsoever, we hereby undertake to pay the Bank on demand the value of said cheques, plus bank charges, interest or fees as the Bank may require.

26. That where the Bank, in its absolute discretion, has its reasonable ground to suspect that any cheques, instructions or instruments purportedly issued by us contains any fraudulent element of whatever nature, the Bank may refuse to honor such instrument.

27. We undertake that we shall not release cash to or issue cheques in favour of any staff of the Bank, or transfer money into the account of any staff of the Bank. In the event that we issue such cheques or effect such transfer, the Bank is hereby indemnified against all loss, damages, liabilities or request for repayment which may arise there from;

28. We acknowledge that the Bank consults with various credit bureaus and reference agencies; and may be required to disclose the company's information to these credit bureaus for the purpose of conducting checks on the company. We hereby irrevocably and unconditionally grant our consent to the Bank and expressly authorize such disclosure of any or all information on our account(s) transaction(s) with the Bank, to such credit bureau and reference agencies whether based locally or abroad, including information on our Directors and other personnel transactions and conduct on the customer's account together with the 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.

29. (The Current Account charges applicable includes AMF=N=1/mile. Turnover [N0-N999,999 - No Charge] [N1M - N3.99M) -N1,000] [N4M-N20.00M - N2500], [N20.01M - N99.99M - N5,000], [N100M-N249.9M - N20,000, [N250M-N500M - N40,000. Minium balance of N150,000 (Individual Account). Default AMF charge of N1/mile for accounts is subject to change from CBN.

30. We understand that Financial institutions, including but not limited to the Bank, are prohibited from processing or collecting or settling transactions initiated or consummated with any form of digital currency "Cryptocurrency", and we undertake that we shall not use our account to trade or attempt to trade Cryptocurrency, or to initiate or process payment for any transaction with Cryptocurrency.

31. In the event that our account is used to trade Cryptocurrency, or to initiate or process payment for any transaction with Cryptocurrency, we hereby consent to the immediate closure of our account maintained with the Bank without further recourse to us, and we agree that the Bank shall not be liable to us for any loss which we may incur as a result of such closure of our account.

32. If any fraudulent activity or breach is associated with the operation of your account/wallet, you agree that we have the right to apply restrictions to your account/wallet and report to appropriate law enforcement agencies in line with extant laws.

S/N	Signature	Title

Authorized combination where applicable

We further certify that there is no provision in the Articles and Memorandum of Association of the Company limiting the power of the Board of Directors to pass the foregoing resolutions and the same are in conformity with the provisions of the said Articles and Memorandum

Affix Company Seal	Dated this	Day of
Director	Company Secretary	

Authority to Debit Account for Search Fee*

_____ Bank Plc

Dear Sir,

AUTHORITY TO DEBIT OUR CURRENT ACCOUNT FOR SEARCH FEE

We hereby authorize you to debit our account with the applicable charges for the legal search conducted on our account at the corporate affairs commission or relevant agency/authority.

Thank you.

Yours faithfully,

Authorized signature of the Customer/Representative & Date

Authorized signature of the Customer/Representative & Date

MANUALLY INITIATED FUNDS TRANSFER (MIFT) AGREEMENT*

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 mans, **unaccompanied by cheque**. You may choose to transact your business with the Bank through any of the channels listed below subject to the conditions stated herein-under.

Please indicate preferred alternate means of communication with the Bank.

Electronic mail Text messages Paper Mail Others (*please specify*)

(Valid & Acceptable means of ID of 3rd Party presenting the instruction must be presented)

Email address

Phone Number

We/I _____ agree that all such instructions are binding on us/me subject to the Bank's confirmatio 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 <input type="text"/>	Signature <input type="text"/>
--------------------------------	--------------------------------

Note: Please ensure total compliance with mandate.

E-mail address and Phone number MUST be indicated if EI lectronic mail and/or Text messages is/are selected.

The following terms and conditions shall govern Sterling Bank Limited electronic products and services.

DEFINITIONS

"Bank" refers to Sterling Bank Limited (Sterling), an institution incorporated in Nigeria with registered office at Sterling Towers, 20 Marina, and Lagos.

"Electronic products" refers to the electronic products issued by Sterling Bank, to its customers for use on their mobile devices, computers, and electronic gadgets and at ATMs and POS terminals. **"Customer"** refers to the customer of Sterling Bank Limited authorized to use the e-products and services chosen. **"Account"** refers to the customers current and, or savings account or any other type of account authorized by the bank as eligible accounts to operate through the use of the e-products. **"Personal Identification Number (PIN)"** refers to

the four digit secret password used by the cardholder to access provided services. **"InterSwitch Ltd"** is a transaction switching and processing company that provides support for debit card related networks. **"InterSwitch Network"** refers to the network of ATMs and POS terminals owned by InterSwitch member banks located across the country. These machines accept debit cards and are identifiable by the InterSwitch logo or Acceptance mark displayed on them. **"Hotlist"** refers to the deactivation of an e-product from use on the InterSwitch network when it is reported lost or stolen. **"Username"** refers to a sequence of characters that identifies a customer when logging onto his account via a computer, mobile device or any electronic gadget. **"Password"** refers to a secret series of

*This is mandatory 8

characters that allows you to log onto his account via a computer, mobile device or any electronic gadget. **"Token"** refers to a round piece of plastic issued to the customer which authenticates his transactions on the Internet Banking Platform. **"Electronic cards"** refers to our **visa debit, visa prepaid, verve prepaid, verve debit** electronic cards.

ELECTRONIC CARD USAGE AT ATMs

The electronic cards are acceptable at all Sterling Bank ATMs and at all other ATMs within and outside Nigeria displaying the InterSwitch logo, Visa logo or Acceptance Mark and belonging to institutions other than the bank. The Sterling electronic cards are valid for the service period stated on the card. Upon expiration, the cardholder is advised to destroy the card by cutting it in half diagonally and returning the halves to the bank. A fresh card will be issued upon request for renewal. The Card can be used with the help of a confidential PIN at the ATM locations mentioned in clause 1 herein above. The cardholder must ensure that the PIN received is changed at first use and is responsible for maintaining the confidentiality of the PIN. The ATM generates a slip once a transaction is completed. The amount of the transaction is debited immediately from the account of the cardholder that is linked with the electronic card. For all transactions, the receipt produced by the ATM shall be binding on the cardholder. Transaction fees payable for use of the electronic cards at Sterling or non-Sterling ATMs will be as prescribed from time to time.

Any dispute or difference arising between the cardholder and the bank (of the nature not covered by clause 2 herein above) arising out and, or related to these terms and conditions shall be settled by mutual conciliation/discussions failing which the same shall be referred to the InterSwitch arbitration Board for resolution. The Card will be retained by an ATM following repeated keying of the wrong PIN three consecutive times in a day, due to technical failure or if a card has been reported lost or stolen and subsequently hotlisted. While the Bank will ensure that the electronic card is re-issued as soon as possible, reissuance of the cards shall be subject to availability. The cardholder shall immediately notify the bank upon loss or theft of the electronic card or forgotten, compromised or accidentally divulged PIN. Any financial loss arising out of unauthorized use of the electronic card till such a time as the bank receives notice of loss of the electronic card will be the liability of the cardholder.

RULES AND REGULATIONS GUIDING THE USAGE OF THE ELECTRONIC PRODUCTS

The issuance and use of the electronic products shall be in accordance with the Central Bank of Nigeria (CBN) regulations. The customer shall use the electronic products strictly in accordance with the banking and financial control regulations of the CBN. Non-compliance of these regulations shall make the customer liable and in such event, the customer may be deactivated, either by the bank or regulatory authorities, from holding or using the electronic products. In case of multiple bank account ownership, the bank reserves the right to decide on the number of customers' accounts which may be linked to or accessed by the electronic products. The PIN can be

changed at any time through authorized channels. The PIN shall not be revealed to a third party under any circumstances and shall be the responsibility of the customer. The bank shall not be responsible for the disclosure or misplacement of the PIN or token by the customer. The allocation of a new PIN, token and / or the replacement of the electronic products shall not be construed as the commencement of a new contract. The use of the electronic products is subject to the availability of funds in the customer's account with the bank. The transaction record generated by the bank will be conclusive and binding on the customer unless verified otherwise and corrected by the bank. The verified and corrected amount will thereafter be binding on the customer. The bank reserves the right to cancel the electronic products and stop its use at any time. A customer shall be permitted to withdraw or transfer cash up to the maximum amount and transaction number per day, as prescribed by the bank from time to time. In case of joint accounts where electronic cards are issued to joint account holders, the other joint account holder(s) shall expressly agree with and give consent on the application form for issuance of such electronic cards. In case any signatory to a joint account gives a card deactivation instruction to the bank in respect of operations of the electronic cards on any of the accounts held jointly by them, no transaction shall thereafter be allowed on such electronic cards. The electronic products are not transferable. Customers shall be sent computer generated PINs, usernames, passwords through selected mediums, or as otherwise selected by the bank, that will enable them activate and use the electronic products. The Pin, token and usernames are confidential and restricts use of the electronic products to the authorized user only. The customer is required to specify the account(s) through which transactions with respect to the specific electronic products are to be routed. Availability of the ATM service and, or acceptability of the electronic cards accepting ATMs and PoS terminals, Internet and Mobile Banking is subject to the availability of funds in the customer's account with the bank. The bank has the express authority to debit the account(s) linked to the customers' electronic products for the value of the cash transactions and any other applicable fees affected by the use of the electronic products. The customer expressly authorizes the bank to debit the designated account(s) with the transaction fees and service charges from time to time. the bank may at its absolute discretion amend the terms of use governing the usage of the electronic products. The bank from time to time in accordance with industry standards shall prescribe the fees for the use of service. We may change the terms of this agreement, including our charges upon notification to you about the change. Changes will arise from changes in market conditions, changes in cost of providing the service to you, changes in legal or other requirements affecting us or for any other good reason. We may introduce a charge for any service provided under or in connection with this agreement. We will notify you on changes made on any means of communication that can reasonably be used.

CUSTOMERS' RESPONSIBILITIES

The customer undertakes to be absolutely responsible for safeguarding his username, access code, password, PIN, and under no circumstance shall the customer disclose any or all of these to any person. The Bank is expressly exempted from any liability arising from unauthorized access to the customer's account and/or data which arises as a result of inability and/or otherwise of the customer to safeguard his username, access code, password, PIN and/or failure to log out of the system completely by allowing on screen display of his account information. The Bank is further relieved of any liability as regards breach of duty of secrecy arising out of customer's inability to safeguard his username, access code, password, PIN. The Bank shall not be responsible for any electronic virus or viruses that the customer may encounter in course of making use of these electronic products.

The PIN, username, access code, password, token, shall remain in the customer's possession and shall not be handed over to anyone else. The PIN shall remain a secret known only to the cardholder. The electronic products are issued on the condition that the bank bears no responsibility or liability for its unauthorized use. The responsibility lies fully with the customer to safeguard the electronic products once issued. The electronic products remain the property of the bank and is required to be returned unconditionally and immediately to the bank upon request by the bank or upon closure of the account linked to the electronic products.

TERMINATION OF AGREEMENT

This agreement will come to an end if either party gives a written notice to the other to that effect and you have returned all electronic products materials such as token, cards etc. and made all payments due under this agreement.

I, the undersigned applicant, warrant that the above information supplied by me is true and correct. I agree that I have read, understood, and am hereby bound by the Terms and Conditions as stated above.

Customer Information

I/We hereby apply for the opening of any account or account(s) with Sterling Bank Limited. I/We understand that the information given herein is the basis for opening such account(s) and hereby warrant that such information is correct. I/We further undertake to indemnify the Bank for any loss as a result information or error in the information provided to the Bank.

In witness whereof, the common seal of hereby affixed this day of 20

(Name of Company)

In the presence of:

Affix postage stamp (customer to sign across)	Affix postage stamp (customer to sign across)
Director (Name and Signature)	Director/Secretary (Name and Signature)

Signed, Sealed And Delivered By The Within Named Person

Name		
<i>Surname</i>	<i>First Name</i>	<i>Other Name</i>
Status	Signature	Date <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Name		
<i>Surname</i>	<i>First Name</i>	<i>Other Name</i>
Status	Signature	Date <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>

In The Presence Of:

Name		
<i>Surname</i>	<i>First Name</i>	<i>Other Name</i>
Address		
Occupation		
Signature		Date <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>

Privacy Notice *

Personal information is essential for running any organization successfully, but more important, is the handling of this information. At Sterling Bank, we respect individuals' rights to privacy and the protection of personal information. This Privacy Notice (the "Notice") applies to all personal information processing activities carried out by Sterling Bank Limited ("Sterling Bank", "we", "us" or "our"). Sterling Bank Limited, of 20 Marina Street, Lagos Island, Lagos is a data controller in respect of personal information that we process in connection with our business (including the products and services that we provide). In this Notice, references to "you" and "your" means any business customer (a sole trader, company or partnership) or partner (suppliers or other organisations we do business with). Where an account, product or service has more than one holder,

owner or signatory, "you" or "your" can refer to any, both or all of you.

We will use the information we collect from you through this form and any of our platforms for the purposes of customer profiling, and if your application is successful, we may use your information for transaction processing, product design, personalizing your experience, service improvement, marketing and communication, to administer a contest, promotion, survey or other site features, and other business research, analytics and monitoring.

We may share your personal information when we have your consent to share it, the law requires it of us, we respond to subpoenas, court orders or legal process, other lenders and third parties to assist them in: administering your account, and fraud prevention and detection purposes. We implement a variety of privacy principles to maintain the privacy and safety of your personal information. Any data (including personal information) will be collected and stored on secure file servers.

For more information on our privacy policy, please visit our site: <https://sterling.ng/support/privacy-policy/> We endeavour to respond to your privacy complaints within 72 hours of contacting us. Sterling Bank Limited is committed to resolving your privacy complaints and concerns as quickly as possible and has procedures in place to help resolve any problems or complaints efficiently.

If you have a concern, complaint or questions regarding this Privacy Notice, you may contact us through the following means: customercare@sterling.ng (+234) 700STERLING (070078375464), 07008220000, 01-4484481-5.

I acknowledge that I have read and understood the above privacy notice and I agree to it.

Name									
Signature	Date <table border="1" style="display: inline-table; border-collapse: collapse; text-align: center;"> <tr> <td style="width: 20px; height: 20px;">D</td> <td style="width: 20px; height: 20px;">D</td> <td style="width: 20px; height: 20px;">M</td> <td style="width: 20px; height: 20px;">M</td> <td style="width: 20px; height: 20px;">Y</td> <td style="width: 20px; height: 20px;">Y</td> <td style="width: 20px; height: 20px;">Y</td> <td style="width: 20px; height: 20px;">Y</td> </tr> </table>	D	D	M	M	Y	Y	Y	Y
D	D	M	M	Y	Y	Y	Y		

PRIVACY POLICY AND TERMS AND CONDITIONS FOR STERLING PRO*

1.0 Definitions

In this document, "User Agreement", "Agreement", "Terms and Conditions of Service" are synonymous and used interchangeably.

In this Agreement, "you" or "your" or "User" refers to any person or entity using the service. Unless otherwise stated, "STERLING BANK," "we" or "our" or "us" will refer collectively to STERLING BANK Limited and its subsidiaries, affiliates, directors, officers, employees, agents and partners.

You and STERLING BANK are jointly referred to as 'the Parties' in this document, "STERLINGPRO", "our Services", "the Services", "the System", 'STERLINGPRO app' "the platform" are synonymous and used interchangeably unless otherwise specified.

"STERLINGPRO" means the range of products and services offered by STERLING BANK as an online platform for the Management of:

BUSINESS USERS

Payment of Salaries:

STERLINGPRO enables direct payment of salaries from any bank account into beneficiaries' accounts in any bank or other designated financial schemes.

Payment of Taxes:

STERLINGPRO enables remittance of all taxes including PAYE, VAT and WHT, to the relevant Tax authorities.

Payment of Pension:

STERLINGPRO enables remittance of pension contributions and delivery of accompanying schedules to Pension Fund Administrators and Pension Fund Custodians.

Payroll, Pension Processing and Biometrics:

STERLINGPRO enables customers to process their payroll and pensions and carry out biometrics enrolment and verification of their employees and pensioners.

Schedule Delivery:

STERLINGPRO enables delivery of matching schedules in recipients' specified formats. These schedules are sent to appropriate recipients simultaneously as payments are made.

INDIVIDUAL AND OTHER USERS

Payment of Vendors and Third Parties:

STERLINGPRO enables customers to make electronic payments from any bank account into the accounts of vendors, suppliers and other third parties in any bank or other designated financial schemes.

Account Balance and Transaction Monitoring:

STERLINGPRO enables customers at their convenience, to view their account balances across banks, and it provides clear and definitive status of transactions at all times.

Payment Collection from Service Users:

STERLINGPRO enables automated collection of fees and other charges from service beneficiaries via multiple channels.

Value Added Services

STERLINGPRO platform also provides value-added services such as loan disbursement, transaction referencing, third-party application integration, etc. and also Marketplace services such as; ticketing, airtime and utility vending, International transfers, etc.

2.0 Eligibility

In order to use the Service, you must apply to Sterling Bank for a Corporate profile. Our Services are available to you based on the approval of your account opening procedures with Sterling bank.

Without limiting the foregoing, we reserve the right to deny, suspend or terminate delivery of our Service to persons who present an unacceptable level of risk as determined by regulatory, industry and our standards.

3.0 Contract Between You and STERLING BANK

Your acceptance of these Terms and Conditions of Service is established either:

- by using your personal details to log-in to STERLINGPRO or any of the related solutions "Powered by STERLINGPRO", or
- by installing or using any STERLINGPRO service or products or solution "Powered by STERLINGPRO", or
- by integrating STERLINGPRO with your third party application for the purpose of sending payment or collection instructions for processing and receiving feedback as to the status of the processed transactions.

3.1 Relationship

STERLINGPRO facilitates your transfer to and receipt of funds from third parties. Based on your instructions, you acknowledge that:

1. Payment instructions on the platform are driven strictly by account numbers and not by the beneficiary names supplied.
2. Payments will be applied by STERLINGPRO platform into the beneficiary account numbers supplied by you at the time of initiation and upload of payment instructions.
3. You are fully responsible for the completeness, correctness and validity of data supplied on the platform, including but not limited to:
 - Beneficiary account number
 - Beneficiary account name
 - Amount
 - Beneficiary phone number
 - Beneficiary e-mail address
4. STERLING BANK CANNOT BE held liable for any incorrect beneficiary name, account number, amount, phone number, e-mail address or other data that a registered user uploads on the platform.
5. STERLINGPRO is not a Sterling Bank Corporate Internet Banking Platform.
6. We are not acting as a trustee, fiduciary or escrow with respect to your funds.
7. When you send a payment instruction, until that payment is accepted by the recipient, you remain the owner of those funds, but you will not be able to withdraw those funds or send the funds to any other recipient unless the initial transaction is cancelled.
8. We act as service providers by creating, hosting, maintaining and providing our Service to you through the Internet. We do not have any control over the products or services that are paid for through our Service. We cannot ensure that a buyer or a seller you are dealing with will actually complete the transaction and we shall not bear any liability for any incomplete transaction between you and the other party with whom you may be transacting.
9. When you use STERLINGPRO to manage the payroll of your organization, STERLINGPRO shall use best efforts to process the information provided by you to ensure that the computed figures are accurate and represent your expectations. It however remains your responsibility to confirm your satisfaction with computed figures before you approve same for payment.
10. When you request STERLINGPRO to compute your taxes based on the Nigerian tax laws, STERLINGPRO shall use best

efforts to process information provided by you to ensure that the computed figures are accurate and represent the expectations of the tax authorities. It however remains your responsibility to confirm your satisfaction with computed figures before you approve same for payment.

11. When you use STERLINGPRO for collection of funds by way of an automated direct debit from the accounts of third parties, such parties will be entitled to a prompt refund of such payments simply by submitting appropriate claims to us in accordance with the relevant direct debit guidelines from the Central Bank of Nigeria or other regulatory requirements.
12. When you use STERLINGPRO as a registered Biller/Collector/Merchant for collection of funds paid by service beneficiaries into your designated collection account(s) through any of the STERLINGPRO payment channels such as any bank branch, online banking sites, debit/credit cards, digital wallets, POS or mPOS terminals, direct debit, standing order, cash collection points etc., STERLINGPRO shall use best efforts to process information provided by the payer in accordance with what has been entered into the system such that funds collected are accurate and represent your expectations. It however remains your responsibility to confirm your satisfaction with collected funds for which the payer is enjoying your products or services.

3.2 Identity Authentication

We use many techniques to identify users when they register on the platform. Verification of Users is only an indication of increased likelihood that a User's identity is correct. You authorize us to, directly or through third parties, make any inquiries we consider necessary to validate your registration. This may include verifying the information you provide against third party databases. In addition, we reserve the right to employ other means of verification of authenticity for transactions we deem suspicious or for accounts conducting high value or high volume transactions to ensure integrity of the transactions and we may thus delay execution of such instructions.

3.3 No Warranty

STERLING BANK provides its services on "as is" and without any warranty or condition, express, implied or statutory. We, specifically disclaim any implied warranties of title, merchantability, fitness for a particular purpose and non-infringement to the full extent permissible by the law.

We shall make reasonable efforts to ensure that requests for electronic debits and credits involving bank accounts and other transactional operations are processed in a timely manner but we make no representations or warranties regarding the amount of time needed to complete processing because our Service is also dependent upon other factors outside of our control, one of which is the operational efficiency of all stakeholders.

3.4 Limitation of Liability

In no event shall STERLING BANK be liable for loss of income, profits, business, opportunity, contracts or any indirect, special, incidental or consequential damages arising out of or in

connection with our platform, our service, or this Agreement. Our liability to you or any third party in any circumstance of proven liability by us, shall not exceed the fees paid to us in respect of the specific transaction that gave rise to the claim or liability.

3.5 Indemnification

You agree to indemnify and hold STERLING BANK, harmless from any claim or demand (including attorneys' fees) made by you or any third party arising wholly or partly from your breach of this Agreement or the documents it incorporates by reference, or your violation of any law or the rights of a third party relating to your use of the Service.

3.6 Authorised Signatories

You undertake that:

3.6.1 Authorized signatories shall be setup on STERLINGPRO to approve remittance instructions and other relevant transactions in accordance with your internal approval rules. You understand that these approval rules will be applied to all remittance instructions and other relevant transactions processed on STERLINGPRO and therefore will not be subjected to telephone, e-mail or any other manual confirmation by banks before transactions are completed.

3.6.2 You will keep confidential all STERLINGPRO security related information such as passwords, Access Codes and Personal Identification Numbers (PIN). You understand that STERLING BANK, banks, their affiliates and service providers will never request you to divulge any of these information by phone, mail or any other means. You are obliged to report any representation to the contrary to STERLING BANK promptly.

3.6.3 Payment instructions made to your OTHER banks by cheques, or any channel other than STERLINGPRO, will continue to be subjected to all your current mandate instructions and confirmation rules.

3.6.4 When you make a payment through STERLINGPRO, you are requesting an electronic transfer from your account. Upon such request, STERLINGPRO will transmit your instructions to transfer from your account the amount you specify. You agree that such requests constitute your authorization for such transfers.

3.6.5 Except when caused by STERLING BANK' or the banks' misconduct or negligence, you will protect STERLING BANK, the banks, their affiliates and service providers from any/and all claims, liability (including all professional fees, charges and costs of law suits), damages, expenses and costs caused by or arising from your use of the service.

4.0 Support Services

STERLING BANK has a dedicated support unit manned by highly experienced and professional personnel. Customer support issues are managed through a Customer Relationship Management (CRM) system by our Contact Centre. Customer complaints made through our dedicated email and telephone lines are logged and monitored until a resolution is achieved. Our support team is always available to receive enquiries on weekdays, weekends and public holidays. All support related enquiries should be routed via the email transactionbankingclientsupport@sterling.ng or telephone

number (+234) 700STERLING. Contact details are also displayed on the 'Contact' section of our website at www.sterlingbankng.com, which may be updated from time to time.

4.1 Standard Support Services

Standard Support Services provided by us are as listed below and are covered by your transaction fees and do not attract any further charges.

4.1.1 Processing of your application to use the system including the creation of your login details and activation of your STERLINGPRO profile.

4.1.2 Initial Setup of your profile on the system.

4.1.3 Required support to ensure successful execution of your payment instructions.

4.1.4 Deployment of application updates and patches.

4.1.5 Telephone and e-mail support services in response to your queries.

4.2 Extended Support Services for Corporate Users

Upon your request, we are also able to provide additional services for urgent resolution and on-site assistance. Our extended support services include:

4.2.1 Services requiring our physical presence in your office or any designated location indicated by you. Please note that, we are able to provide consulting services to you under the following terms and conditions.

- Your nominated representative shall be available for the assignment 100% of the time, give highest priority to tasks, activities and issues relating to the assignment and adhere to schedules and provisions of this Agreement.
- You will accomplish all data entry tasks, either by being directly involved in entering data required or by mobilizing necessary clerical support.
- You shall provide reasonable and appropriate office space for our consultants, with internet access and assure their access to a meeting room, before the assignment will commence and throughout the engagement.

4.2.2 Bespoke Development and Interfaces as may be requested by you: We shall work with you to determine the level of work required, agree on the scope, work plan and applicable duration for the assignment.

4.2.3 Training Services on STERLINGPRO will be based on the following conditions which shall govern your request for training before, during and/or after your commencement of the use of STERLINGPRO:

- You shall inform us of your training request at least two (2) weeks prior to enable us register your nominees
- You shall notify us about cancellations of nominations at least five (5) days prior to course start dates.
- Your nominees shall be available for scheduled training courses between our official training hours of 9:00am and 4.00 pm.
- You shall be responsible for the absence, withdrawal, or non-active participation of your nominees at our training courses.
- You shall, through your nominees, ensure that our copyright in our training materials is protected.

5.0 Fees

The processing fees payable for our services are as displayed on your STERLINGPRO profile screen during transaction processing or as stated below. The fees are computed per record and charged alongside each batch of transactions that you process. The fees payable for our services are:

- Collections: 1.50% of transaction value subject to a maximum of ₦2,000 per transaction. Fees for payment of educational institutions varies.
- Payroll Setup: ₦500 per employee (payable only at the first time of enrolling an employee)
- Payroll Processing (Employee or Pensioner): ₦250 per transaction.
- Payment of Salaries and Pensions: ₦52.50 per transaction.
- Payment to Vendors and other 3rd parties: ₦52.50 per transaction.
- Direct Debit/ Standing Order: ₦100 per transaction.
- Schedule Delivery: ₦52.50 per transaction.

The above fees are computed and charged alongside each batch of transactions that you process. Any disparity between the fees stated herein and the fees stated on your STERLINGPRO Profile Screen will be resolved in favour of the fees stated on your STERLINGPRO Profile Screen during transaction processing.

5.1 Fees Exclusive of Taxes

All fees and charges quoted in this Agreement exclude any applicable taxes, which will be chargeable at the prevailing rate. You will be responsible for the payment of any taxes imposed by any governmental taxing authority on the amounts you are liable to pay to us under this Agreement, including, but not limited to, withholding taxes of whatever nature. If any deductions or withholdings are required by law to be made from the fees payable to us, you agree to promptly pay such Withholding Taxes and obtain and deliver to us proof of payment of such Withholding Taxes together with official evidence thereof issued by the governmental authority concerned, sufficient to enable us support a claim for a tax credit in respect of any sum so withheld. If we are unable to obtain such tax credit due to your failure to comply with the above provision, then you agree to pay to us a sum equal to the amount of the tax credit we are not able to claim as a result of your failure.

5.2 Change of Fees

STERLING BANK reserves the right to change the processing fees as well as the fees for extended support services. Notices of such changes shall be communicated in line with the provisions of Clause 12.1 of this Agreement.

6.0 Use Policy

6.1 Acceptable Use Policy

The following activities constitute a violation of the Acceptable use of STERLINGPRO

6.1.1 Using the STERLINGPRO service to make or receive payments for any illegal, fraudulent, immoral or otherwise socially reprehensible purposes.

6.1.2 Using the STERLINGPRO service to make or receive payments for any narcotics, other controlled substances, steroids or illicit drugs.

6.2 Restricted Activities

You agree that your information and your activities (including your payments and receipt of payments) through our Service shall not:

- Be false, inaccurate or misleading;
- Be fraudulent or involve the sale of counterfeit or stolen items;
- Be related in any way to terrorism and/or criminal activities, including but not limited to payment or the acceptance of payments for unauthorised firearms or weapons;
- Infringe on any third party's copyright, patent, trademark, trade secret or other property rights or rights of publicity or privacy;
- Violate any law, statute, ordinance, contract or regulation (including, but not limited to, those governing financial services, consumer protection, unfair competition, anti-discrimination, or false advertising);
- Be defamatory, libellous, unlawfully threatening or unlawfully harassing;
- Be obscene or contain child pornography;
- Contain any viruses, Trojan horses, worms, time bombs, cancel bots, easter eggs or other computer programming routines that may damage, detrimentally interfere with, surreptitiously intercept or expropriate any system, data or other personal information; or
- Create liability for us or cause us to lose (in whole or in part) the services of our ISP's or other suppliers. If you use, or attempt to use the Service for purposes other than sending and receiving payments, managing your account and the services listed in clause 1.0 above, including but not limited to tampering with, hacking, modifying or otherwise corrupting the security or functionality of the Service, your account will be terminated and you will be subject to claims for damages and other lawful penalties, including criminal prosecution where applicable.

6.3 Access and Interference

You agree that you will not use any robot, spider, other automatic device, or manual process to monitor or copy our web pages or the content contained herein without our prior express written permission. You agree that you will not use any device, software or routine to attempt to interfere with the proper working of the STERLINGPRO site or any activities conducted on our site. You agree that you will not take any action that imposes an unreasonable or disproportionately large load on our infrastructure. Most of the information on our site is proprietary or is licensed to us. You agree that you will not copy, reproduce, alter, modify, create derivative works, publicly display or frame any content from our website without our prior express written permission.

6.4 Our Remedies and Right to terminate or restrict your activities.

Without limiting other remedies available to us, we may verify inaccurate or incorrect information you provide to us, contact you by means other than by electronic means, immediately warn our community of your actions, limit access to an account and any or all of the account's functions (including but not limited to the ability to send money or make payments), limit activities, indefinitely suspend or close your account, terminate this Agreement and refuse to provide our Services to you if:

- You breach this Agreement or the documents it incorporates by reference;
- We are unable to verify or authenticate any information you provide to us;
- We believe that your account or activities pose a significant fraud risk to us;
- We believe that your actions may cause financial loss or legal liability for you, our users or us; or
- Your use of STERLINGPRO is deemed by us to constitute abuse of the electronic payment system or electronic payment rules, including (without limitation), using the STERLINGPRO system to test electronic transaction behaviours.

6.5 Privacy and Security

We view the protection of users' privacy as a very important principle. We understand clearly that you and your Information are one of our most important assets. We store and process your Information on computers that are protected by physical as well as technological security devices. We do not give your personal information to third parties for marketing purposes without your consent. You may object to your information being used in this way and thereby opt out from using our Services. Please ensure that you read our privacy policy available on www.sterlingpto.sterling.ng

By consenting to this Agreement, you also consent to our privacy policy.

7.0 Warranty and Service Disruption

We warrant that the service will in all material respects, deliver on the agreed terms herein. Should the service be disrupted to such an extent that there is likely to be an adverse effect to the service provided, we will endeavor to notify you of such within a reasonable time.

In the event of any service delay or failure, we shall take necessary steps to ensure speedy service restoration and reduce to the barest minimum the extent of such service failures. However, we shall not be liable to you for any loss or damage.

8.0 Confidentiality

By the nature of this Agreement, the parties may have access to information that is confidential to one another, such confidential information shall include the parties' business methods, salary structure, marketing strategies, pricing, competitor information, and all other information designated as confidential by either party. Each party agrees to maintain the confidentiality of such information and to protect the other party's confidential information by using all reasonable efforts

to prevent any unauthorized copying, use, distribution, installation or transfer of possession of such information.

9.0 Trademarks and other Intellectual Proprietary rights

STERLINGPRO, STERLING.NG and all logos, products, services or other content on www.STERLINGPRO.com or other mobile download platforms are the intellectual property of STERLING BANK Limited, or its licensors, and may not be copied, imitated or used, in whole or in part, without the prior written permission of STERLING BANK. In addition, all page headers, custom graphics, button icons, and scripts are service marks, trademarks, and/or trade dress of STERLINGPRO and may not be copied, imitated, or used, in whole or in part, without the prior written permission of STERLING BANK.

Neither this Agreement, nor your use of STERLINGPRO will convey title or any interest or rights in STERLING BANK' intellectual property rights.

10.0 Assignability

You may not transfer any rights or obligations you may have under this Agreement without our prior written consent. We reserve the right to transfer this Agreement or any right or obligation under this Agreement without your consent, and we will notify you via our websites, social media and other media.

11.0 Legal Compliance

You shall comply with all applicable Nigerian laws, and regulations, regarding your use of our Services.

If any specific term or condition violates the law, that term alone shall stand severed or amended as far as is necessary to comply with the law.

12.0 Notices and Amendment

12.1 Notices

You agree that these Terms and Conditions constitute "an Agreement duly signed or executed by "you" under any applicable law or regulation. To the fullest extent permitted by applicable law, this Agreement and any other agreements, notices or other documents regarding your account and/or your use of the Service, may be provided to you electronically and you agree to receive all Notices from STERLING BANK in electronic form.

You may print a copy of any Notice and retain it for your records. All Notices in either electronic or paper format will be considered to be in "writing and to have been received and shall become effective thirty (30) days after being posted or placed on our website.

12.2 Notice Procedure

- Notices from you to STERLING BANK shall be by email from you to transactionbankingclientsupport@sterling.ng
- Notices by us to you may be placed on our website, STERLINGPRO.STERLING.NG and STERLING.NG or sent to your email address registered with us.
- A notice by email shall be deemed received by the other party, once the email is sent, unless the sending party is aware that the email was not received.

- Notice posted to our website shall be deemed received upon your visit to our site or your first log-in subsequent to the posting.

12.3 Amendment

We may amend this Agreement at any time by notice to you or posting the amended terms on www.sterling.ng and Sterlingpro platform. All amended terms shall be effective ten (10) days after notice or posting on the website.

13.0 Dispute Resolution

13.1 Negotiated Settlement or Mediation

In the event of a dispute arising between you and STERLING BANK, our goal is to provide you with a neutral and cost effective means of resolving the dispute quickly. In the event of any dispute, the Parties shall seek to resolve any such dispute amicably between themselves or through a negotiated settlement and in the event of their inability to resolve the dispute as aforesaid, the parties shall explore a mediated settlement with both Parties appointing one(1) Mediator who shall act as a catalyst for resolution, in accordance with the applicable rules of Lagos State Multi-Door Court House.

13.2 Arbitration

If at any time the Parties are unable to amicably resolve any dispute(s) through negotiated settlement or mediation, either party shall refer the matter to be finally settled by arbitration in accordance with the Arbitration & Conciliation Act, Cap A18, Laws of the Federation of Nigeria (LFN) 2004. The arbitration shall take place in Lagos, Nigeria and be conducted in English Language. If the parties fail to agree on the Arbitrator, the Arbitrator shall be appointed by the President of the Chartered Institute of Arbitrators UK (Nigeria Branch). Each Party will bear its costs save for joint costs which will be borne jointly.

14.0 Extended Non-use

Your non-use of our platform for an extended period does not terminate this contract. Any monies due and payable by you to us before, during or after the period of your passivity shall remain payable and become due immediately upon your reactivation. Termination or non-use shall not relieve the continuing obligations under this Agreement, including but not limited to the requirements in Clauses (3.5) Indemnification, (6.3) Access and Interference, and (9) Trademarks and other intellectual Proprietary Rights of this Agreement.

15.0 General

- You represent that you have the capacity to enter into this Agreement.
- That you are an adult, eligible to operate banking services and that you are not under any contractual inhibition known to your national or international law.
- If any provision of this Agreement is held to be invalid or unenforceable, such provision shall be struck out and the remaining provisions shall be enforceable.
- You agree that this Agreement and all incorporated agreements may be automatically assigned by STERLING BANK to a third party in the event of a merger or acquisition.
- Headings are for reference purposes only and in no way define, limit, construe or describe the scope or extent of such section(s).

- Our failure to act with respect to a breach by you or others does not amount to a waiver of our right to act with respect to subsequent or similar breaches.
- The non-specification of a particular legal or equitable remedy shall not be construed as a waiver, prohibition or limitation of any legal or equitable remedies in the event of a breach of any of the clauses.
- Each of the Parties acknowledge that it is acting as an independent contractor, and each Party has the sole right and obligation to supervise, manage, direct, procure, perform, or cause to be performed, all work or other obligations to be performed by such Party under this agreement.

16.0 Entire Agreement

This agreement and any documents referred to herein constitute the entire agreement between the parties and supersede any and all prior agreements between the parties, whether oral or written, with respect to the subject matter thereof.

17.0 Applicable Law

This Agreement shall be governed by and interpreted according to the laws of the Federal Republic of Nigeria and shall be subject to the exclusive jurisdiction of Nigerian courts.

18.0 Improvement and Changes

These STERLINGPRO functions are subject to continuous technological improvement and consequently may change. All changes to STERLINGPRO functions and services shall be published by STERLING BANK from time to time on the website www.sterling.ng and on the STERLINGPRO platform. All such published changes shall form part of this Agreement.

19.0 Force Majeure

STERLING BANK shall not be in breach of its obligations under this Agreement or be responsible for any delay in carrying out its obligations if performance is prevented or delayed wholly or in part as a consequence of force majeure. Force majeure means any circumstance beyond the reasonable control of STERLING BANK including but not limited to acts of war, state or national emergency, strike, rebellion, insurrection, government sanctions, actions of regulatory or supervisory authorities, accident, power failure, internet and communication link failure, fire, earthquake, flood, storm, tornadoes, hurricane, or any other act of God or any technical failure caused by devices, matters or materials.

20.0 Privacy Policy

We, STERLING BANK Group ("STERLING BANK"), want you to be familiar with how we collect, use, and disclose personal data (information that identifies you as an individual).

STERLING BANK is committed to protecting the privacy of personal data it collects and processes. STERLING BANK will act in compliance with applicable data protection legislation.

Who is collecting and processing the personal data?

This STERLING BANK Privacy Notice ("Privacy Notice") applies to personal data that STERLING.NG may collect through this

website ("Site"). This Privacy Notice does not address the collection, use, or disclosure of information through any other means other than the Site.

What is the legal basis for the processing of the personal data?

The legal basis for processing your personal data is that the processing is necessary for the performance of the relationship with you, which is regulated by the Terms and Conditions, and also by the specific forms used when collecting your data.

The legal bases for processing the personal data for research, analytical, statistical purposes, and to identify products and services that may be of interest to individuals, is on the bases of the legitimate interest of STERLING BANK. Where personal data is processed for these purposes, the privacy impact on the individuals whose data is being processed will be considered.

What types of information do we collect?

STERLING BANK collects and processes information from you at various stages during your time using the Site.

The types of personal data that we collect and process includes:

a. Personal data:

- a. Salutation, name, last name, address, company name, job title, mobile phone, and email address; and
- b. Any other information you provide to us in contact forms (you will see exactly what information we collect from you by filling in the fields in the form).

b. IP details and location data

c. Cookies in accordance with this Privacy Notice and the [Cookie Notice](#).

For what purpose is your personal data used?

We use the personal data collected from you:

- To fulfill your requests according to the forms you may fill.
- To obtain your feedback (e.g. through a survey), in case you want to provide us with it.
- To inform you by e-mail of our products and services, special offers and promotions, and any other marketing materials which we think may interest you.
- To send you information regarding the Site such as changes to our terms, conditions, policies, and/or other administrative information.
- For our internal business purposes, such as data analysis, audits, developing new products, enhancing our website, improving our services, and identifying usage trends. This information used may be personal data and non-personal data.
- To detect, prevent, or otherwise address security or technical issues in connection with services provided through this Site.

We may combine personal data collected from your navigation with the information provided by you through different channels (e.g. newsletters, specific campaigns, contests, etc.) obtaining a set of all your data provided to STERLING BANK. We will use this combined information to understand your preferences regarding the STERLING PRO services and products, and to be able to provide you with a targeted experience. By having that knowledge, we are able to

understand you and your needs, and can offer you the experience you expect from us.

Unsubscribe

If you change your mind, and no longer wish to receive marketing-related e-mails from us on a going-forward basis, you may unsubscribe from receiving such marketing-related e-mails or from such sharing at any time by using the tool provided to you.

Who is the personal data shared with?

We may share personal data with STERLING BANK affiliates, technology supplier, may be located in any location around the world and regulatory bodies. These STERLING BANK affiliates may process personal data for the purposes described in this Privacy Notice.

In addition, we may also disclose your information to:

- Third parties, business partners, suppliers, subcontractors, and service providers for the performance of any contract we enter into with them;
- Analytics and search engine providers that assist us in the improvement and optimization of our Site;
- Affiliates or other third parties in the event of a reorganization, merger, sale, joint venture, assignment, transfer, or other disposition of all or any portion of our business, assets or stock (including without limitation in connection with any bankruptcy or similar proceedings); and
- If necessary: (a) under applicable law, including laws outside your country of residence; (b) to comply with legal processes; (c) to respond to requests from public and government authorities, including public and government authorities outside your country of residence; (d) to enforce our terms and conditions; (e) to protect our operations or those of any of our affiliates; (f) to protect our rights, privacy, safety, property, and/or that of our affiliates, you, or others; and (g) to permit us to pursue available remedies or limit the damages that we may sustain.

Where such disclosures take place STERLING BANK requires the appropriate technical and organizational security measures to be in place to protect personal data, and for personal data to be processed lawfully.

STERLING BANK only allows affiliates and third party service providers to use personal data for specified purposes and in accordance with STERLING BANK' instructions. Any sharing of personal data using third party platforms would be governed by the terms of the third party platform used.

International transfers of personal data

When personal data is transferred to another country it will continue to receive adequate protection through contractual or other arrangements put in place with affiliates and third party service providers. For these transfers at least one of the following appropriate safeguards will be implemented:

- Personal data will be transferred to countries that have been deemed to provide an adequate level of protection for personal data by the European Commission;
- Standard data protection clauses approved by the

European Commission which give personal data transferred the same protection it has in EEA; or

- With affiliates and third party service providers based in the US, Privacy Shield which gives personal data similar protection it has in EEA.

Third party sites and sending messages through the Site

This Privacy Notice does not address, and we are not responsible for, the privacy, information, or other practices of any third parties, including without limitation any third party operating any site to which this Site contains a link; or any third party platform such as social media platforms where STERLING BANK shares personal data at your request. Where personal data is shared in this way the use of the personal data will be governed by the terms of the third party platform which you have requested personal data be shared with. The inclusion of a link on the Site does not imply endorsement of the linked site by STERLING BANK.

This Site may permit you to send messages regarding Site-related content to another individual through the Site. If you wish to use this feature, you may be required to provide us with the individual's email address. By using this functionality, you affirm that you are entitled to use and provide us with the recipient's name and email address for this purpose. STERLING BANK shall not assume any liability that may arise from sending this kind of messages to the recipient(s) as we are doing this at your request.

Information that you share

Some services may allow you to share information with others. As a recommendation, we urge you to exercise discretion and caution when deciding to disclose your personal data, or any other information on the Site.

Data security and integrity

We use reasonable organizational, technical, and administrative measures to protect personal data under our control. Unfortunately, no data transmission over the Internet or data storage system can be guaranteed to be 100% secure. Please do not send us sensitive information through e-mail. If you have reason to believe that your interaction with us is no longer secure (for example, if you feel that the security of any account you might have with us has been compromised), you must immediately notify us of the problem by contacting us in accordance with the 'Contact Us' section of this Site directly. Please note that e-mail communications will not necessarily be secure and so you should not include credit card information in your e-mail correspondence with us.

When personal data is processed on behalf of STERLING BANK, access is limited to those who require access on a business

need-to-know basis, personal data will be processed in accordance with the instructions of STERLING BANK, and those who have access are subject to a duty of confidentiality.

STERLING BANK has in place procedures to deal with any suspected personal data breach, and will notify individuals and any applicable regulator of a breach where they are legally required to do so.

Retention of personal data

STERLING BANK retains personal data for as long as necessary to fulfil the purposes for which it was collected, including for the purpose of satisfying any legal, accounting, or reporting requirements. Please note that on any forms where you provide us with your details, we may specify the period of time that we intend keep the data according to the specific purposes defined in the form.

Use of the site by children

The Site is not directed to children, and we request such individuals to not provide personal data through the Site.

Legal rights

Under certain circumstances individuals can exercise rights under data protection laws. STERLING BANK will require authentication of the identity of the individual wishing to exercise their rights under data protection laws, and may require additional information to assist in responding to requests

For the following rights please make a reference to the following in the request:

- Right to access: 'Request for access to personal data'
- Right to object: 'Object to processing of personal data for the purpose of analytics'
- Right to information about:
 - 'STERLING BANK affiliates and third party service providers who process personal data on behalf of STERLING BANK'
 - 'Transfers to third countries – information about data transfers outside EEA'

Your rights

STERLING BANK intends to carefully address any request and/or claim from you, as well as carefully process personal data. You are entitled to file any claim or complaint before the relevant data protection authorities if the answer provided by STERLING BANK does not meet your expectations.

Updates

This Privacy Notice is published by STERLING BANK TRANSACTION BANKING AND CORPORATE SOLUTIONS Group and may be changed at any time. The date it was updated is shown here: **4 March, 2019.**

I/We hereby confirm that I/We agree with terms and conditions

Authorized Signatory
Authorized Signatory
Authorized Signatory
Authorized Signatory

Date

Date

Date

Date

Internet Bank Registration Form: **Corporate**

Please use BLOCK letters

Branch Date

Company Name

Account Number(s)

Contact Address

For Sole Proprietorship account, please profile the account signatory with details below on the Sterling Pro:

	Admin Name (First & Last Name)	E-mail Address	Phone Number	Token Type	
				Hard	Mobile
Sole Signatory					

For Multiple User profiles, suitable for other Corporate accounts, please profile the following **nominated** people on the SterlingPro:

	Admin Name (First & Last Name)	E-mail Address	Phone Number	Token Type	
				Hard	Mobile
Administrator					

*By nominating the user above, you have authorised the person to act as your **Administrator**, who will control access to your accounts, enroll users, grant them necessary rights and setup the organization's preferred workflow. Please ensure they have adequate authority for the role".*

Declaration

Account Name

Account Number

I/We hereby confirm that I/We agree with terms and conditions

Authorized Signatory
Authorized Signatory
Authorized Signatory
Authorized Signatory

Company Seal

FOR BANK USE ONLY

Mandatory For Relationship Officer

Account Introduced by:

Name									
Signature	Date <table border="1" style="display: inline-table; border-collapse: collapse;"><tr><td style="width: 20px; height: 20px;">D</td><td style="width: 20px; height: 20px;">D</td><td style="width: 20px; height: 20px;">M</td><td style="width: 20px; height: 20px;">M</td><td style="width: 20px; height: 20px;">Y</td><td style="width: 20px; height: 20px;">Y</td><td style="width: 20px; height: 20px;">Y</td><td style="width: 20px; height: 20px;">Y</td></tr></table>	D	D	M	M	Y	Y	Y	Y
D	D	M	M	Y	Y	Y	Y		

Authentication of Politically-exposed Persons

Is any Signatory or Director a politically-exposed person? Yes No

Customer Segment

RB_SBB_M RB_SBB_S RB_SBB_MD CIB.BNK PS.BNK CB.BNK

Account Opened by:

Name									
Signature	Date <table border="1" style="display: inline-table; border-collapse: collapse;"><tr><td style="width: 20px; height: 20px;">D</td><td style="width: 20px; height: 20px;">D</td><td style="width: 20px; height: 20px;">M</td><td style="width: 20px; height: 20px;">M</td><td style="width: 20px; height: 20px;">Y</td><td style="width: 20px; height: 20px;">Y</td><td style="width: 20px; height: 20px;">Y</td><td style="width: 20px; height: 20px;">Y</td></tr></table>	D	D	M	M	Y	Y	Y	Y
D	D	M	M	Y	Y	Y	Y		

Referral/Waiver of Document (IF ANY) Authorized by

Name									
Signature	Date <table border="1" style="display: inline-table; border-collapse: collapse;"><tr><td style="width: 20px; height: 20px;">D</td><td style="width: 20px; height: 20px;">D</td><td style="width: 20px; height: 20px;">M</td><td style="width: 20px; height: 20px;">M</td><td style="width: 20px; height: 20px;">Y</td><td style="width: 20px; height: 20px;">Y</td><td style="width: 20px; height: 20px;">Y</td><td style="width: 20px; height: 20px;">Y</td></tr></table>	D	D	M	M	Y	Y	Y	Y
D	D	M	M	Y	Y	Y	Y		
Name									
Signature	Date <table border="1" style="display: inline-table; border-collapse: collapse;"><tr><td style="width: 20px; height: 20px;">D</td><td style="width: 20px; height: 20px;">D</td><td style="width: 20px; height: 20px;">M</td><td style="width: 20px; height: 20px;">M</td><td style="width: 20px; height: 20px;">Y</td><td style="width: 20px; height: 20px;">Y</td><td style="width: 20px; height: 20px;">Y</td><td style="width: 20px; height: 20px;">Y</td></tr></table>	D	D	M	M	Y	Y	Y	Y
D	D	M	M	Y	Y	Y	Y		

Address Verification carried out by:

Name									
Signature	Date <table border="1" style="display: inline-table; border-collapse: collapse;"><tr><td style="width: 20px; height: 20px;">D</td><td style="width: 20px; height: 20px;">D</td><td style="width: 20px; height: 20px;">M</td><td style="width: 20px; height: 20px;">M</td><td style="width: 20px; height: 20px;">Y</td><td style="width: 20px; height: 20px;">Y</td><td style="width: 20px; height: 20px;">Y</td><td style="width: 20px; height: 20px;">Y</td></tr></table>	D	D	M	M	Y	Y	Y	Y
D	D	M	M	Y	Y	Y	Y		
Name									
Signature	Date <table border="1" style="display: inline-table; border-collapse: collapse;"><tr><td style="width: 20px; height: 20px;">D</td><td style="width: 20px; height: 20px;">D</td><td style="width: 20px; height: 20px;">M</td><td style="width: 20px; height: 20px;">M</td><td style="width: 20px; height: 20px;">Y</td><td style="width: 20px; height: 20px;">Y</td><td style="width: 20px; height: 20px;">Y</td><td style="width: 20px; height: 20px;">Y</td></tr></table>	D	D	M	M	Y	Y	Y	Y
D	D	M	M	Y	Y	Y	Y		
Comment(s) <i>(Address description and result finding)</i>									

Account Opening Authorized/Approved by:

Name									
Signature	Date <table border="1" style="display: inline-table; border-collapse: collapse;"><tr><td style="width: 20px; height: 20px;">D</td><td style="width: 20px; height: 20px;">D</td><td style="width: 20px; height: 20px;">M</td><td style="width: 20px; height: 20px;">M</td><td style="width: 20px; height: 20px;">Y</td><td style="width: 20px; height: 20px;">Y</td><td style="width: 20px; height: 20px;">Y</td><td style="width: 20px; height: 20px;">Y</td></tr></table>	D	D	M	M	Y	Y	Y	Y
D	D	M	M	Y	Y	Y	Y		
Name									
Signature	Date <table border="1" style="display: inline-table; border-collapse: collapse;"><tr><td style="width: 20px; height: 20px;">D</td><td style="width: 20px; height: 20px;">D</td><td style="width: 20px; height: 20px;">M</td><td style="width: 20px; height: 20px;">M</td><td style="width: 20px; height: 20px;">Y</td><td style="width: 20px; height: 20px;">Y</td><td style="width: 20px; height: 20px;">Y</td><td style="width: 20px; height: 20px;">Y</td></tr></table>	D	D	M	M	Y	Y	Y	Y
D	D	M	M	Y	Y	Y	Y		

Requirement Checklist

S/N	Documents Required	C	D	W
1.	Duly completed Account opening form			
2.	Specimen signature card duly completed			
3.	Copy of CAC Certificate of Registration			
4.	Board Resolution			
5.	Copy of Memorandum and Article of Association <i>(certified as true copy by the Registrar of Companies)</i>			
6.	Identity Verification Source and Date;			
7.	Form CO7 Particulars of Directors <i>(Certified true copies by the Registrars of Companies)</i> and a certification by a notary public for Foreign companies			
8.	Form CO2 Allotment of shares <i>(Certified true copies by the Registrars of Companies)</i> and a certification by a notary public for Foreign companies			
9.	Partnership Deed <i>(where applicable)</i>			
10.	Approval Letter <i>(for Government Agency)</i>			
11.	Act/Gazette for Government Agency <i>(where applicable)</i>			
12.	Two (2) passport sized photographs of each signatory to the account with name written on the reverse side			
13.	Introduction letter <i>(where applicable)</i>			
14.	Status report from Banker <i>(where applicable)</i>			

S/N	Documents Required	C	D	W
15.	CERPAC/Resident Permit <i>(for non -Nigerians)</i>			
16.	Evidence of Registration with Nigerian Investment Promotion Council (NIPC) <i>(where applicable)</i>			
17.	Evidence of Registration with Special Control Unit on Money Laundering (SCUML) <i>(where applicable)</i>			
18.	Search report			
19.	Power of Attorney <i>(where applicable)</i>			
20.	Letter of Indemnity			
21.	Proof of Company address			
22.	Business Premises visitation certificate			
23.	Proof of Identity of all signatories and Directors/Officers whose name appear on the account opening form/documents <i>(preferred Identity are Int'l passport, National Identity card, National Driver's License and valid Nigerian INEC voter's card)</i>			
24.	Proof of Address of all Signatories and Directors/Officers whose name appear on the account opening form/document utility bill <i>(Certified true copy is acceptable of original is not held)</i>			
25.	Proof of Identity of Senior Management whose name appear on the account opening form/document			
26.	Proof of Identity of all 5% Shareholders/Persons exercising Control/ Ultimate Beneficial Owners			
27.	Two Completed satisfactorily reference forms			
28.	Copy of the audited Financial statements			
29.	Tax Identification Number (TIN)			
30.	Others <i>(please specify)</i>			

CRS & FATCA Self-Certification Form*

Part 1 Tax Residence Information

Country/Jurisdiction of Residence for Tax Purposes and related Taxpayer Identification Number or functional equivalent

Please complete the following table indicating (i) where the Account Holder is tax resident and (ii) the Account Holder's TIN for each country/jurisdiction indicated.

Reason A The country/jurisdiction where I am liable to pay tax does not issue TINs to its residents

Reason B The Account Holder is otherwise unable to obtain a TIN or equivalent number

(Please explain why you are unable to obtain a TIN in the below table if you have selected this reason)

Reason C No TIN is required.

(Note. Only select this reason if the authorities of the country/jurisdiction of tax residence entered below do not require the TIN to be disclosed)

	Country/Jurisdiction of tax residence	TIN	If no TIN available enter Reason A, B or C
1			
2			
3			

Please explain below, why you are unable to obtain a TIN if you selected Reason B above.

Part 2 CRS Controlling Person(s) Tax Residency Certification

Identification of a Controlling Person

(A controlling person can either be by major ownership of shares, director/senior management, trustee position, beneficial owner and so on. Note: If there are no individual(s) who exercise control of the Entity then the Controlling Person will be the individual(s) who hold the position of senior managing official.)

Country/Jurisdiction of Residence for Tax Purposes and related Taxpayer Identification Number or functional equivalent (“TIN”)

Please complete the following table indicating:

- i. where the Controlling Person is tax resident; ii. The Controlling Person's TIN for each country/jurisdiction indicated. (You can also find out more about whether a country/jurisdiction is a Reportable Jurisdiction on the OECD automatic exchange of information portal.

If the Controlling Person is tax resident in more than one country/jurisdiction please use a separate sheet.

If a TIN is unavailable please provide the appropriate reason **A**, **B** or **C**:

Reason A The country/jurisdiction where the controlling person is liable to pay tax does not issue TINs to its residents

Reason B The Account Holder is otherwise unable to obtain a TIN or equivalent number (Please explain why you are unable to obtain a TIN in the below table if you have selected this reason)

Reason C No TIN is required. (Note. Only select this reason if the authorities of the country/jurisdiction of tax residence entered below do not require the TIN to be disclosed)

Controlling Person 1			
Full Name (First, Middle & Last name)	Country/Jurisdiction of tax residence	TIN	If no TIN available enter Reason A, B or C

Controlling Person 2			
Full Name (First, Middle & Last name)	Country/Jurisdiction of tax residence	TIN	If no TIN available enter Reason A, B or C

Controlling Person 3			
Full Name (First, Middle & Last name)	Country/Jurisdiction of tax residence	TIN	If no TIN available enter Reason A, B or C

Please explain below, why you are unable to obtain a TIN if you selected Reason **B** above.

FOREIGN ACCOUNT TAX COMPLIANCE ACT (FATCA)

Please confirm the signatory/entity FATCA status

To be filled by Relationship Manager

#	Indica of U.S. Status/AEOI Country Status	Account Status	Action Required
1.	Is the Account holder a U.S. Citizen or lawful permanent resident?	<input type="checkbox"/> Yes <input type="checkbox"/> No	If yes, RM to collect additional documentation from the customer such as W9 or W8BEN or similar documentary evidence establishing foreign citizenship.
2.	Has/Have the account holder(s) provided any standing instructions to transfer funds to an account maintained in the U.S. or other Foreign Country/Jurisdiction?	<input type="checkbox"/> Yes <input type="checkbox"/> No	If yes, RM to collect additional documentation from the customer such as W9 or W8BEN or similar documentary evidence establishing foreign citizenship.
3.	Does the account have a U.S. address or other Foreign Country/Jurisdiction address (including P.O. Box or Phone number)?	<input type="checkbox"/> Yes <input type="checkbox"/> No	If yes, RM to collect additional documentation from the customer such as W9 or W8BEN or similar documentary evidence establishing foreign citizenship.

4.	(a) Has/Have the account holder(s) granted a power of Attorney? (b) If answer to above question is 'Yes', then does the Attorney have a U.S. address or other Foreign Country/Jurisdiction address?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<i>If yes, RM to collect additional documentation from the customer such as W9 or W8BEN or similar documentary evidence establishing foreign citizenship.</i>
5.	Does this account have a 'hold mail' status or have 'in care' address in the U.S. or any other Foreign Country/Jurisdiction that is the sole address for this account?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<i>If yes, RM to collect additional documentation from the customer such as W9 or W8BEN or similar documentary evidence establishing foreign citizenship.</i>

BANK ASSESSMENT OF CUSTOMER'S FATCA/CRS CLASSIFICATION

Customer is US AEOI Country Nigerian

Declaration and Acknowledgment

I declare that: the required account opening checks have been performed for the customer(s) listed above; and that the information provided is true, correct and updated.

Sterling Bank Relationship Officer/Manager's Name	Signature
Business Manager's Name	Signature

Date

Part 3 Declaration and Signature*

I understand that this Self-Certification and the information supplied in it are subject to the terms and conditions governing the account(s) maintained with **Sterling Bank Limited** which this Self-Certification relates. I acknowledge that the information contained in this Self-Certification and information regarding the Account Holder and any Reportable Account(s) may be provided to the tax authorities of the country/jurisdiction in which this/these account(s) is/are maintained and exchanged with tax authorities of another country/jurisdiction or countries/jurisdictions in which this Account Holder may be a tax resident, pursuant to bilateral or multilateral agreements between governments to exchange financial account information.

I certify that I am authorised to complete and sign this Self-Certification for the Account Holder of all of the account(s) to which this Self-Certification relates.

I declare that all statements made in this declaration are, to the best of my knowledge and belief, correct and complete.

I undertake to notify the recipient of this Self-Certification within 30 days of any change in circumstances which affects the tax residency status of the Account Holder or which causes the information contained herein to become incorrect (including any changes to the information on Controlling Persons identified in Part 3 Question 2, if applicable), and to submit a suitably updated Self-Certification and Declaration within 30 days of such change in circumstances and to provide any additional information as may be required by Sterling Bank Limited and/or applicable law.

Sign Here _____
 Signature of Account Holder (or individual authorised to sign for the Account Holder) Print Full Name Date (DD-MM-YYYY)

Capacity of the individual authorised to sign for the Account Holder _____
 Date and Stamp*

Please note that in providing the certification, a statement that is false, misleading or incorrect may be regarded as an offence and, therefore may be subject to penalties under relevant law or regulation.

Customer Due Diligence Checklist

The information on Sections (A) and (B) must be obtained and retained for all Non-personal accounts, Customers including their authorized signatories, principal beneficial owners, Directors and Persons with control over the company's assets. (Note: Control is determined as owners entitled to exercise or control the exercise of 5% or more of

Mandatory checks applicable to the Account

1.	Status Verification	Name and/or identity search using prescribed 'Special Reference Listing' e.g. Sanctions Lists/PEP list, Blacklists etc	Yes <input type="checkbox"/>	No <input type="checkbox"/>
2.	Purpose of Account	Specify purpose for opening the account Investments <input type="checkbox"/> Transactional <input type="checkbox"/> Others, (please specify) _____		
3.	Anticipated Volume and Type of Activity	Obtain information on the customer's anticipated volume and type of activity to be conducted across the account		
		Transaction Types	Anticipated No. of Transactions per Month	Anticipated Amount per Month
		Cash Deposits		
		Cheque Deposits		
		Total Deposits (Including inward remittances)		
		Total Withdrawals (Including outward remittances)		
4.	Unincorporated Business/ Partnerships	Have you established that the business has been set up for the legitimate purpose stated? (e.g. a visit to the trading address or sighting annual accounts/tax returns to confirm the true nature of the business activities)	Yes <input type="checkbox"/>	No <input type="checkbox"/>

Mandatory checks applicable to ALL parties* to the account including Authorized Signatories/Ultimate beneficial owners (Note: Complete a separate table for each individual)

5.	Relationship between authorized signatories and underlying owners	State briefly an understanding of the relationship between the authorized signatory (as indicated above) and the underlying beneficial owners Relationship _____
----	---	---

Corporate Account Risk Classification Template

This risk matrix applies to ALL Corporate Account opened in Sterling Bank

Name of Customer				
Account Number			Branch	
S/No.	Question	Answer	Tick Here	Next Step
1.	Is the customer a PEP, family, close associate of a PEP or other high-risk customers (see the footnote at the bottom of the page for list of high risk customers)	Yes	<input type="checkbox"/>	Performed EDD and rate as High Risk, go to final statement directly
		No	<input type="checkbox"/>	Go to Question 2
2.	What is the product type?	Mortgage	<input type="checkbox"/>	Performed CDD and rate as Low-Risk, go to final statement directly
		Commercial Loan	<input type="checkbox"/>	
		Loan	<input type="checkbox"/>	
		Current Account	<input type="checkbox"/>	Go to Question 3
		Overdraft/Working Capital	<input type="checkbox"/>	
		Joint/Co-operative Accounts	<input type="checkbox"/>	
		Flexi-investment Account	<input type="checkbox"/>	
		Public Sector Account	<input type="checkbox"/>	
		Term Deposit Account	<input type="checkbox"/>	
Investment Service/Deposit	<input type="checkbox"/>			
Others (specify)	<input type="checkbox"/>			

3.	Customer Type: Is the customer opening the account as	A resident/non-resident national of 'High-Rsk' country		Performed EDD and rate as High-Risk, go to final statement directly. For residents, go to question 4
		A resident/non-resident national of another country		
		A non-resident Nigerian		
		A resident Nigerian		Go to Question 4
4.	Is the customer's business a 'High-Risk Business'?	Yes		Performed EDD and rate as High-Risk, go to final statement
		No		Go to Question 5
5.	Does customer have any presence (i.e. branch or subsidiary) in a 'High-Risk' country	Yes		Performed EDD and rate as High-Risk, go to final statement
		No		Go to Question 6
6.	What is the amount with which the account is being opened	Below N5m		Performed CDD and rate as Low-Risk. Go to final statement
		N5m & above		Performed EDD and rate as High-Risk. Go to final statement
Final Statement	Assign final risk rating for customer and obtain information/documents as applicable to the risk-rating			
Justification/Comments for Classification				

Classification

AML Risk Level	High <input type="checkbox"/>	Medium <input type="checkbox"/>	Low <input type="checkbox"/>	<i>Examples of High-Risk customers include Non-resident customers, private banking customer, legal persons or legal arrangements such as trusts that are personal assets holding vehicles, companies that have nominee-shareholders or shares in bearer form, politically-exposed person (PEP), cross-border banking and business relationships etc.</i>
Probable Balance Fluctuation Level	High <input type="checkbox"/>	Medium <input type="checkbox"/>	Low <input type="checkbox"/>	

To be completed by Relationship Officer/Manager

Name	Designation
Comments	Standard Due Diligence <input type="checkbox"/> Enhanced Due Diligence <input type="checkbox"/>
Name (Relationship Officer)	
Signature	Date <input type="text" value="DD"/> <input type="text" value="MM"/> <input type="text" value="YYYY"/>

Reviewed by Branch Manager/Designated Officer

Name	Designation
Comments	Standard Due Diligence <input type="checkbox"/> Enhanced Due Diligence <input type="checkbox"/>
Name (Relationship Officer)	
Signature	Date <input type="text" value="DD"/> <input type="text" value="MM"/> <input type="text" value="YYYY"/>

Account opening for High Risk Business requires the approval of the Regional Business Executive or Group Head.

Examples of High-Risk customers include Non-resident customers, private banking customer, legal persons or legal arrangements such as trusts that are personal assets holding vehicles, companies that have nominee-shareholders or shares in bearer form, politically-exposed person (PEP), cross-border banking and business relationships etc.

EDD Approval by Business Executive/Group Head

Name (Relationship Officer)	
Signature	Date <input type="text" value="DD"/> <input type="text" value="MM"/> <input type="text" value="YYYY"/>

Reference Form



To:
The Manager,
Sterling Bank Limited

Dear Sir,

NAME OF INDIVIDUAL(S) 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:

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

Address of Bank _____

My/Our Account Name is	
and My/Our Account No. is/are	BVN

Yours Faithfully,

Signature	Date	<input type="text" value="D"/>	<input type="text" value="D"/>	<input type="text" value="M"/>	<input type="text" value="M"/>	<input type="text" value="Y"/>	<input type="text" value="Y"/>	<input type="text" value="Y"/>	<input type="text" value="Y"/>
-----------	------	--------------------------------	--------------------------------	--------------------------------	--------------------------------	--------------------------------	--------------------------------	--------------------------------	--------------------------------

Name of REFEREE

Address of REFEREE <i>(Not P.O.Box)</i>
--

1 Referees must be Current account holders in Sterling Bank or any other Bank. 2 Salary Accounts holder(s) cannot act as referees 3 Referee's account must be active

CAUTION: It is dangerous to introduce a person who is not well known to you

Reference Form



To:
The Manager,
Sterling Bank Limited

Dear Sir,

NAME OF INDIVIDUAL(S) 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:

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

Address of Bank _____

My/Our Account Name is	
and My/Our Account No. is/are	BVN

Yours Faithfully,

Signature	Date	<input type="text" value="D"/>	<input type="text" value="D"/>	<input type="text" value="M"/>	<input type="text" value="M"/>	<input type="text" value="Y"/>	<input type="text" value="Y"/>	<input type="text" value="Y"/>	<input type="text" value="Y"/>
-----------	------	--------------------------------	--------------------------------	--------------------------------	--------------------------------	--------------------------------	--------------------------------	--------------------------------	--------------------------------

Name of REFEREE

Address of REFEREE <i>(Not P.O.Box)</i>
--

1 Referees must be Current account holders in Sterling Bank or any other Bank. 2 Salary Accounts holder(s) cannot act as referees 3 Referee's account must be active

CAUTION: It is dangerous to introduce a person who is not well known to you