

Dear Customer,

As per the regulations set by Central Bank of the UAE, all banks need to maintain valid identity documents / information for their customers, at all times. This helps the banks know / understand their customers and their financial dealings to be able to serve them better and manage risks prudently. To make this process convenient, we offer a digital journey where you can submit required information.

Please fill out the form below for us to enable access to the appropriate staff in your company. That staff will be required to:

- Access the web based digital journey for customer profile
- Review the existing information regarding your company that we have on record and validate/request to amend the same, as appropriate
- Upload required documentation regarding the company and ownership details (the journey offers optical character recognition to populate most of the data from passports, Emirates IDs, UAE Visas, and trade licenses)

Declaration:

- I confirm that I am / we are legally empowered person/s by the company to nominate a staff of the company to access the company’s information and update the KYC of below mentioned company
- Based on my instructions, Mashreq should grant access to the person(s) mentioned below
- I confirm having read the terms & conditions mentioned below in this email and agree to be bound by them

Customer Identifier Number (CIF – this is the 9-digit unique identifier that Mashreq has on records for this company. This is available in the email notifications that have been sent to the registered email address)						
COMPANY NAME (this is the legal name of the company)						
ACCESS DETAILS	Representative 1	Representative 2	Representative 3	Representative 4	Representative 5	Representative 6
Name (this is the name of the person who will access the digital journey)						
Email (this is the email address of the person accessing the journey, which they will use to login, Email address of the person should belong to company email domain)						
Mobile phone number (this is the cell phone number of the person accessing the journey, on which they will receive one-time-password)						

TERMS & CONDITIONS:

I/We on behalf of the Customer (as identified above) hereby

1. instruct Mashreqbank psc ("Bank") to update the contact details of our authorized representatives mentioned in this Digital Access Request Form ("Form") to register the authorized representatives mentioned in this Form (each "Representative") along with the existing registered user (primary contact person) as a user of the Customer Portal of the Bank on behalf of the Customer and to create their access credentials for the Customer Portal and inform them of the same;
2. represent and warrant that:
 - a. each Representative is duly authorized by the Customer severally
 - i. to send and receive communication, correspondences, information and documentation to and from the Bank in connection with the Customer Profile update;
 - ii. to access and to take copies of the KYC information, documentation and records of the Customer available on the Customer Portal of the Bank or otherwise in possession of the Bank;
 - iii. to submit a request to update, alter, modify or amend KYC information, documentation and records of the Customer by sharing by uploading on the Customer Portal or by sharing the same with Bank through other mode acceptable by the Bank; and
 - b. the information given in this Form is true, complete and accurate
3. I/we undertake full responsibility of the integrity of data provided by the nominated person for this process and that such person would be empowered with access to the relevant updated company information prior to submitting the same on the Customer Portal.

4. acknowledge and agree that:
 - a. the Form and the information provided herein are subject to the terms and conditions as amended from time, applicable to Account of the Customer with the Bank;
 - b. that the Bank will not be held liable for any irregularity, delay, mistake or omission which may occur in the transmission, non-receipt or misinterpretation of any communication; and
5. agree that:
 - a. we will and procure that Representative will furnish to the Bank such identification and/or supporting documents and any other information as may be required by the Bank from time to time for the Customer Profile update;
 - b. we will promptly notify the Bank upon any change in the Representatives or their contact details or authority in a timely manner;
 - c. we will indemnify and keep indemnified the Bank for all costs, expenses, loss and any penalty, fine or interest incurred or payable or paid by the Bank in connection with or in consequence of
 - i. the Bank's reliance upon on the authority of the Representatives or
 - ii. breach of the covenants of this Form by us or
 - iii. if our representation and warranties given herein are found untrue at any point of time.

Note: Once the template is filled and confirmed to us over email, it will be deemed to be legally admissible as evidence of signing.