

Disclosures regarding the Bank and other legal information customers have the right to receive:

Take note of the following important information.

FINANCIAL SERVICES PROVIDER	
<ul style="list-style-type: none"> • It is in your best interest to retain copies of all documents handed to you. • Do not sign any blank or partially completed forms and remember to complete all forms in ink • Make notes of what is said to you and by whom. • It is important that you are absolutely sure that the product or transaction meets your needs and that you feel you have all the information you need before making a decision. • This notice does not form part of your contract. • The details of the Compliance Department is email: southafricacomplianceteam@accessbankplc.com • Access Bank South Africa Limited has professional indemnity insurance in place. 	

DETAILS OF BANK REPRESENTATIVE	
Although our bank officials/representatives may change from time to time the Bank will always ensure that there is a qualified representative available to address your needs.	
Name of Bank Official/Representative	
Employee Number	
Physical Address of Business Suite	
	Code
Postal Address of Business Suite	
	Code
Telephone Number	
Facsimile Number	
Bank Official/Representative Signature	
Date	

FINANCIAL NEEDS ANALYSIS																					
Note to Customer: Please tick the appropriate box. Should the answer to any one of the following questions be "no", please address this with a bank official or representative. It is important that you understand the product prior to selection.																					
What are your specific financial needs?																					
Current Products with the Bank:	<table border="1"> <tbody> <tr> <td>Cheque Account</td> <td></td> <td>Investment</td> <td></td> </tr> <tr> <td>Savings Account</td> <td></td> <td>Commercial Loan</td> <td></td> </tr> <tr> <td>Home Loan</td> <td></td> <td>Asset Finance</td> <td></td> </tr> <tr> <td>Property Loan</td> <td></td> <td>Travel Allowance</td> <td></td> </tr> <tr> <td>Foreign Bill for collection</td> <td></td> <td>Import/Export LC's</td> <td></td> </tr> </tbody> </table>	Cheque Account		Investment		Savings Account		Commercial Loan		Home Loan		Asset Finance		Property Loan		Travel Allowance		Foreign Bill for collection		Import/Export LC's	
Cheque Account		Investment																			
Savings Account		Commercial Loan																			
Home Loan		Asset Finance																			
Property Loan		Travel Allowance																			
Foreign Bill for collection		Import/Export LC's																			

What Product(s) are you interested in:	Cheque Account		Investment		
	Savings Account			Commercial Loan	
	Home Loan			Asset Finance	
	Property Loan			Travel Allowance	
	Foreign Bill for collection			Import/Export LC's	

What is your objective with this account?											
Do you require access to your funds during the life of the account?								Yes		No	
Amount of money you wish to deposit?	R					Period up to 12 mths					
Longer than 12 months			Deposit Intervals			Irregular		Stop Order			
Interest option	Monthly		Quarterly		Semi-annually		On maturity				
Do you wish to make additional deposits?	Yes		No		Deposit Intervals		Irregular		Stop Order		
Do you have other investments/deposits which you wish to consolidate?								Yes		No	
Do you have an additional source of income apart from the interest earned from the new deposit?								Yes		No	
If yes, please describe											

Savings and Investment											
Do you require immediate access to your capital?	Yes		No		If yes, required period						
Do you want to save/invest for a specified time period?								Yes		No	

Products										
Products Considered										
Products Selected										
Motivation for selection of Product(s)										

Understanding of the Product											
Do you understand the features and benefits of the account?								Yes		No	
Do you have a full understanding of the costs associated with the running of the account?								Yes		No	

BANK'S ADVICE NOT TAKEN UP/ACCEPTED										
This section should only be completed where the customer does not follow the advice given by the Bank.										
I understand the advice given to me by the Bank, and have made an informed decision to not follow this advice. The Bank cannot be held liable for my decision.										
_____					_____					
Customer Signature:					Date:					

FINANCIAL NEEDS ANALYSIS NOT PERFORMED

This section should only be completed where the customer does not require a financial needs analysis.

I was unable to conduct a full and complete analysis of the customer's financial needs for the following reason(s):

<hr/> Customer Signature:	<hr/> Bank Official/Representative Signature:
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I understand that a financial needs analysis was not conducted/ not fully completed, for the reason(s) recorded above. I accept that the advice provided may be limited or inappropriate for my current financial needs, and understand that it is my responsibility to consider whether the advice is appropriate and sufficient.

<hr/> Customer Signature:	<hr/> Date:
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CLIENT INFORMATION

I confirm that I have read this document and have received a copy of this notice containing the obligatory disclosures and the product matrix(ces)

Customer name	
ID/Company/CC/Trust Reg. No.	

<hr/> Customer Signature:	<hr/> Date:
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DETAILS OF BANK'S CUSTOMER CARE CENTRE AND THE FAIS OMBUD

Complaints

You are welcome to contact our Customer Care Centre at customercaresa@accessbankplc.com, or visit our website at www.southafrica.accessbankplc.com. Should you request a copy of our customer complaints handling process, please contact the Customer Care Centre. Please refer to contact details below for the FAIS and Bank Ombuds.

Name of FAIS Ombudsman: Mr. N.Bam

Contact details as follows:

FAIS Ombud

P.O. Box 74571
Lynwood Ridge
0040
South Africa

Tel: (012) 470 9080
Fax: (012) 348 3447

info@faisombud.co.za
www.faisombud.co.za

Bank Ombud

P.O. Box 87056
Houghton, 2041

1st Floor, Houghton Place, 51 West Street, Houghton,
Johannesburg, 2198

Tel: (011) 712 1800
Fax: (011) 483 3212
Share Call: 0860 800 900
info@obssa.co.za

International callers please replace 0 with +27