



CBN LONDON LTD. - BELFAST

3<sup>RD</sup> FLOOR MIDDLETON BLDG.  
10-12 HIGH ST. BELFAST BT1 2BA  
TEL# 02890-436580

PICTURE

ID NO. \_\_\_\_\_

## CLIENT INFORMATION SHEET

PLEASE FILL UP ALL FIELDS AND WRITE IN CAPITAL BLOCK LETTERS

LAST NAME		FIRST NAME		MIDDLE NAME	
ADDRESS (WITH POST CODE)					
PHONE NUMBER		MOBILE NUMBER		EMAIL	
GENDER	DATE OF BIRTH (MM/DD/YYYY)		PLACE OF BIRTH		CIVIL STATUS
NATIONALITY	PASSPORT / LICENCE		DATE ISSUED		EXPIRY DATE
NATIONAL INSURANCE NO.		EMPLOYER'S NAME			EMPLOYER'S TEL #
EMPLOYER'S ADDRESS					
POSITION	MONTHLY SALARY	BANK		SORT CODE & ACCOUNT NUMBER	

### BENEFICIARY 1

LAST NAME		FIRST NAME		RELATION TO BENEFICIARY	
ADDRESS				TELEPHONE #	
BANK		BRANCH		ACCOUNT NUMBER	

### BENEFICIARY 2

LAST NAME		FIRST NAME		RELATION TO BENEFICIARY	
ADDRESS				TELEPHONE #	
BANK		BRANCH		ACCOUNT NUMBER	

I declare that all the information in this application form has been completed to the best of my knowledge and belief and I will notify **CBN London Ltd.** promptly of any changes. I have carefully read and understood the section headed "Client Information" in the accompanying Terms and Conditions overleaf. I can also confirm that I have been provided a copy of the Terms and Conditions.

\_\_\_\_\_  
Signature of Client

## Client Information:

CBN London Ltd. is registered with the HM Revenue & Customs, Money Laundering Regulation Registration No. : 2127924 and authorised by FSA with PSD Reg. No. 504475. It is part of our standard policies and procedures to identify all our clients by collecting valid proof of identity (i.e. passport, full UK driver's licence), their images, proof of status in the UK and proof of address (i.e. utility bills, bank statements, credit card bills).

If in any case, our client intends to send a total transaction greater than 3,000 British Pounds in a month or an amount which we think is more than their monthly income, we will check the client's remittance activity and inquire the source and purpose of the remittance. Depending on the company's discretion, we have the right to refuse or accept the transaction provided that the client submits copies of their 3 months latest bank statement, or loan agreement.

We also require all clients to inform us of any changes in their name, address, and contact numbers to avoid delays and problems in processing their remittances. Amended proof of identification and address should be submitted as soon as it is available.

In accordance with the 1998 Data Protection Act we inform that client's personal files and images that has provided, will be part of an account computer file. We will be the responsible of this file whose utility is to check the relations and the transfer. Under the Payments Regulation 2007, transfer of fund is accompanied with client's information to our Payment Service Provider (PSP) which is the PIRCUS CORPORATION in the Philippines. Client information may also be disclosed to the proper authority (e.g. SOCA) when needed.

## Terms and Conditions:

1. It is the client's responsibility to provide the correct information of their beneficiary in the Philippines. We will not be held liable for delays due to incorrect details (i.e.: invalid account numbers, incorrect account name, incomplete address), bank delays (i.e. Bank/SMART is offline due to system upgrade) or the absence of the person receiving the money (for door-to-door delivery).
2. Cheque payments are subject to 7 days clearing. Remittance rate will be settled only when the cheque is cleared. Once the cheque is cleared, the client has the option to advice us whether he/she wants to send the transaction or put it on hold till the rate is at his/her favor.
3. If in any case, we cannot deliver or deposit the remittance due to certain problems with the beneficiary's details in the Philippines, and the client wishes to refund the remittance, we will only refund the remitted amount NET of service charge.
4. SMART MONEY is a product of SMART TELECOMS which is endorsed by our company. It is only our responsibility to deposit the client's remittance to his/her SMART MONEY CARD. Any problem that arises concerning SMART MONEY has to be relayed to SMART TELECOMS directly by calling their 24-hr customer service hotline in the Philippines at 00632-8457777.
5. BDO Cash Card is a product of Banco de Oro which is endorsed by our company. It is only our responsibility to deposit the client's remittance to his/her BDO Cash Card. Any problem that arises concerning BDO Cash Card has to be relayed to Banco de Oro directly by calling their 24-hr customer service hotline in the Philippines at 00632-6318000.
6. For complaints, client may contact our Customer Service Department or email to [cbnlondoncomplaints@cbngrupo.net](mailto:cbnlondoncomplaints@cbngrupo.net). Client may have the right to refer to the Financial Ombudsman Service (FOS) if unresolved after 8 weeks.

### For Walk-In Clients:

1. It is imperative that the client reads all the details stated in the receipt before signing it. Once the client signed the receipt and he/she finds an error on the details stated after we have sent the remittance to Philippines, it is not our responsibility to retrieve or refund the money to the client.

### For Phone-in Clients:

1. It is the client's responsibility to call CBN LONDON LTD and inform us of any deposit made to our account. We cannot send the money deposited in our account unless we are given instructions by the sender.
2. The remittance rate to be used is the rate on the day the client called our office and informed us of his/her remittance unless the deposit did not appear in our bank statement or the client advised us to hold the transaction.
3. Due to the high bank charges for cash deposits, if a client pays in money in our account and wishes to refund it while we haven't sent the remittance to the Philippines yet, we will only refund the remitted amount NET of service charge.
4. We do not automatically send remittance receipts to our clients due to confidentiality reasons. Therefore, receipts will only be mailed upon request.
5. All calls are recorded for security and quality services.