

**CBN IRELAND REMITTANCE CENTER LTD**FIRST FLOOR  
16 SUFFOLK STREET  
DUBLIN 2  
TEL: 01 672 9216

PICTURE

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

**CLIENT INFORMATION SHEET**

PLEASE FILL UP ALL FIELDS AND WRITE IN CAPITAL BLOCK LETTERS

LAST NAME		FIRST NAME		MIDDLE NAME	
ADDRESS					
PHONE NUMBER		MOBILE NUMBER		EMAIL	
GENDER	DATE OF BIRTH (MM/DD/YYYY)		PLACE OF BIRTH		CIVIL STATUS
NATIONALITY	PASSPORT / LICENCE NUMBER		DATE ISSUED		EXPIRY DATE
PPS NUMBER		EMPLOYER'S NAME		EMPLOYER'S TEL #	
EMPLOYER'S ADDRESS					
POSITION	MONTHLY SALARY	BANK NAME	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 IRELAND REMITTANCE CENTER 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**CBN IRELAND REMITTANCE CENTRE LIMITED IS REGULATED BY THE FINANCIAL REGULATOR.**

## **Client Information and Terms and Conditions**

It is part of our standard policies and procedures to identify all our clients by collecting valid proof of identity (i.e. passport, driver's license), 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 3000 EUROS 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. At the company's discretion, we have the right to refuse or accept the transaction provided that the client submits copies of their monthly pay slip, 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.

In accordance with the Data Protection Act we hold client's personal files and images that have been provided as part of an account computer file. We will be responsible for the security of the information held on this file. Client information may also be disclosed to the relevant authorities to comply with anti-money laundering legislation.

We inform that your information will be accessed by PIRCUS CORPORATION, whose address appears in the calling card. You expressly allow the international transmission of this information to PIRCUS CORPORATION, for doing your transfer in Philippines.

Your information will also be accessible to the Financial Regulator, civil and criminal authorities who may be empowered by law to access such information. You have the right to the access, rectify, oppose and cancel any of this information and images by doing so in our offices. Client information may also be disclosed to the relevant authorities to comply with anti-money laundering legislations.

### **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 advise us whether he/she wants to send the transaction or put it on hold until the rate is to his/her satisfaction.
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, please contact our Customer Service Department on 01 670 6432 or email to [cbndublin.complain@cbngrupo.net](mailto:cbndublin.complain@cbngrupo.net). Within 5 working days we will write to you to acknowledge that we received your complaint and the matter is under investigation. We take every effort to resolve your complaint as soon as possible. However if we do not resolve your complain within 20 working days we will write to you our final response letter. You have the right to refer your complaint to the Financial Ombudsman Service at 3<sup>rd</sup> Floor, Lincoln House, Lincoln Place, Dublin 2 within 15 days upon receiving our final response letter.

**For Walk-In Clients:**

1. It is imperative that the client reads all the details stated in the receipt before signing it and reports any error to the staff. Once the client has signed the receipt and 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 IRELAND REMITTANCE CENTRE 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. We do not automatically send remittance receipts to our clients due to confidentiality reasons. Therefore, receipts will only be mailed upon request.
4. All calls may be recorded for security and quality purposes.

I DECLARE THAT I HAVE READ AND UNDERSTOOD THE ABOVE TERMS AND CONDITIONS.

NAME:-----

SIGNATURE.----- DATE \_\_/\_\_/\_\_\_\_

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SIGNATURE.----- DATE \_\_ / \_\_ / \_\_\_\_

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# Welcome to CBN Ireland Remittance Centre Ltd.!!!

## *What's needed?*

### **Proof of Identity, proof of Address**

When you register with us, we are required by law to ask you to prove who you are and where you live. This is to comply with anti-money laundering regulations and to help stop criminals using financial services (i.e. money transfer) to launder money. These security checks apply to both new and existing clients.

As well as fulfilling our legal responsibility, we aim to help combat financial crime and protect you from criminals who might otherwise falsely use your name, without your knowledge.

This should be one item from the Identification table and one item from the Address verification table below. Please note that you can't use the same item to confirm both your name and address.

However, if you are unable to provide one item from each table, just contact our staff who will advise if there are any other documents we may be able to accept to register you as a client.

### **Proof of Funds**

If you are sending more than €3000 in any one calendar month, you will be required to show the **source of funds** (where the money came from). There are several items which may be provided, for example:

- Latest bank statement (less than 3 months old).
- Payslip (less than 3 months old).
- Loan agreement with a bank or a credit union (less than 3 months old).
- Investment encashment statement.
- Solicitors' client account statement.
- Credit card statement or Cash Advance receipt.
- Statement showing proceeds from a sale of an asset or assets.

Every client is required to submit one item from the Identification group and one Item from the Address verification group.

## **Identification**

Please provide at least one of the followings to prove your identity.

1. Current valid signed full passport (recommended)
2. Full current Republic of Ireland driving licence
3. Full current Northern Ireland driving licence
4. Full current UK photo-card driving licence
5. Armed Forces employer identity card
6. Photo Student Identity card (from a recognized university or college)
7. Current EU National Identity Card

## **Address Verification**

Please provide at least one of the followings to prove your address:

1. Bank statement/Credit card statement/Loan agreement
2. Utility bill (issued within last 6 months)
  - Telephone (mobile bills are not accepted)
  - Gas/Electricity/Water
3. Notification of Determination of Tax Credits for current tax year
4. Current balancing statement from Revenue Commissioners
5. P60
6. House insurance certificate
7. Motor insurance certificate

**If you are unable to provide the documents from the lists above, please speak to our staff as we may be able accept other documents.**

**Please Note:** *We do not accept facsimile copies. If you are unable to post/provide original documents, please post/provide certified copies. We accept certified copies by a Garda, Solicitor, Accountant, Social Worker, Bank Official, Justice of the Peace, Postmaster, Teacher, Doctor, and Hospital Manager.*