National Bank of Malawi plc

Registered under the Banking Act 2010

Checklist

- ☐ Completed KYC Update Form
- ☐ Copy of ID
- ☐ Proof of place of residence (utility Bill)
- ☐ Payslip (if employed)
- ☐ TEP or Permanent Residence
- ☐ Sketch map for residential place

PERSONAL ACCOUNT KYC UPDATE FORM

A. Basic Personal Information

Title: ☐ Mr. ☐ Mrs. ☐ Ms. ☐ Other .....

First Names: ..... Surname: .....

Marital Status: ☐ Single ☐ Married ☐ Widowed ☐ Divorced

Nationality:

☐ Malawian ☐ Non-Malawian (state nationality) .....

☐ Resident ☐ Non-Resident (state country of residence)

B. Account(s) Details

1. Account No.: ..... Service Centre: .....
2. Account No.: ..... Service Centre: .....
3. Account No.: ..... Service Centre: .....
4. Account No.: ..... Service Centre: .....
5. Account No.: ..... Service Centre: .....

C. Occupation Details

☐ **Employed** Designation: ..... Employer's Name: .....

Employment No.: ..... Employer's Business: .....

Employer's Address: ..... Employer's Tel No: .....

Employment Start Date: ..... Currency: ..... Gross Salary: .....

Other Income: ..... Salary/Income Date: .....

☐ **Self Employed** ☐ **Not Employed**

If *Self Employed* or *Not Employed*, state the following:

Source of Funds/Income: ..... Business Activity: ..... Net Monthly Oncome: .....

D. Contact Details

Physical Address: ..... Country: .....

Postal Address: ..... Town/City: .....

Post Code: ..... Office No.: ..... Primary Mobile No.: .....

Other Mobile No.: ..... Email Address: .....

Village: ..... Traditional Authority: ..... District: .....

E. Next of Kin Details

Name	Type of Relation	Occupation	NBM Account No. (If Available)	Phone No.

F. Identification Details

ID Type: …….. ID Number.: ……..

Issue Date: ……..…… Expiry Date: ……..…… Issuing Authority: ……..

G. Proof of Residence: Utility Bill Submitted

Any of the following:

☐ ESCOM ☐ Water Board ☐ City/Ground Rates ☐ MHC Invoice ☐ Other……

Utility Bill Account Number: ……..

H. Residential Details

Residence Status: ☐ Householder ☐ Living with Parents ☐ Nester ☐ Other……

Residence Type: ☐ Farm House ☐ Independent House ☐ Residential Apartment ☐ Serviced Apartment

I. Sketch Map for Residential Place

I/We,..... declare that the information I/We have given is true and I/We will be liable for any information or part thereof, which is false. I/We understand that in the event of the discovery that the information given is false: the Bank will be justified to close the account(s) and report the same to relevant authorities without giving notice whatsoever.

Authorised Signature …….. Date:……

Authorised Signature …….. Date:……

A. Our Commitment to Protect Your Privacy

1 National Bank of Malawi plc recognizes the importance of the personal information entrusted to us. It is one of our fundamental responsibilities as a bank to ensure that we protect the information entrusted to us by our clients and stakeholders.

B. Scope of Privacy Statement

2. This Privacy Statement provides information about the collection, processing and protection of your personal data by National Bank of Malawi Plc ("Bank", "We" or "Our"). It outlines the reasons for processing your personal data, the way we collect, handle and ensure protection of your personal data, how your personal data is used and what rights you have in relation to your personal data.

C. What is personal information and what types of personal information do we collect

Personal information is any information from which you can be identified. The personal information we may collect about you includes:

- Name, Age, gender, sex, and identifying numbers
- Contact details (including physical and email address, telephone number)
- Employment and income details and other financial information
- Other personal information including your biometric details, race or ethnic origin, criminal history and behavior, medical history and health details, religious or political beliefs.

D. How we collect Your personal information

3. We will collect personal information directly from you or by telephone or through online channels such as our website, mobile applications, internet banking or electronic messaging platforms
4. We also collect personal information about you from other sources where lawful and reasonable, such as reputable third parties that you deal with or that the Bank interacts with for the purposes of conducting its business. These third parties include:
    - Employers, advisers, agents, trustees, executors, and appointed third parties including lawyers and contractors,
    - Government departments, regulatory authorities, courts of law and law enforcement agencies, and tax authorities,
    - Service providers including payment processors, card network providers, debt collection and tracing agencies, credit agencies, public and private date verification providers including data registries, search engines and social media.
5. If you are a third-party service provider, we may collect personal information about you as a data subject to ensure that the business relationship and all matters relating to the agreement between you and us can be fulfilled. You, therefore, warrant that if you provide us with any personal information about other data subjects such as employees, shareholders or your directors, you are authorized to share their personal information with us for purposes set out in this statement.
6. Providing your personal information with us is voluntary. However, it may be mandatory under certain circumstances such as when you apply for products and/or services or comply with anti-money laundering legislation. If you fail to provide us with your personal information when requested, we may not be able to provide the products or services to you or comply with our legal and regulatory obligations.
7. Whenever you provide us with information of third parties, you must inform them that you need to disclose their personal information with us. We will process the information in accordance with this statement.

E. Purposes for which we process your Personal Information

The Bank processes your personal information for any of the reasons below:

8. **Contract requirements:** We will process your personal information if it is required to conclude or perform under a contract or agreement with you for a product or service that you have applied for either with us or our business partners with whom we have entered into a partnership or other arrangement for purposes of
    a) Providing products and services to you that involve opening and maintaining your account, processing transactions, administering claims where applicable, collecting payments due to us by you, managing our risks and maintaining our overall relationship with you and other operational purposes.
    b) Communicating with you regarding the

products or services you have with us including assessing your suitability for products and services.

c) Conducting credit assessments including conducting credit checks, and setting credit limits

9. **Lawful Obligations:** We may need to process your personal information for the following purposes;
   a) To detect, prevent, investigate and/or aid in the prosecution of crime in any jurisdiction (including, without limitation, theft, money laundering, terrorism financing, fraud, corruption and other financial crimes or other potentially illegal activity or activity that could lead to loss);
   b) To complete checks required for compliance purposes including Identity verification and due diligence checks;
   c) Enforcing financial or other legal obligations, including without limitation the collection of amounts outstanding from you and your provision of security for facilities obtained from the Bank;
   d) To comply with local or foreign law, regulations, directives, judgments or court orders, government sanctions or embargoes, reporting requirements under financial services legislation, and demands of any authority, regulator, tribunal, enforcement agency, or exchange body.

10. **Legitimate Interest**: We may also process your Personal information in the regular management of our business and to protect the interests of the Bank, its subsidiaries, clients, depositors, shareholders, employees and other third parties, as well as where it is in our legitimate interests to seek professional advice, including, in connection with any legal proceedings (including any prospective legal proceedings), for obtaining legal advice or for establishing, exercising or defending our legal interests.
11. **Consent:** In addition to the reasons given above, we may process your personal information where we have your specific consent for a defined purpose. We will also seek your consent to process your personal information where applicable laws and regulations require it.

F. To whom we may disclose your Personal information

12. The Bank and its employees may disclose your Personal Data to any of the following third parties for any of the purposes specified above:
   (a) Professional advisors (including auditors, and lawyers), third party service providers, agents or independent contractors providing services to support the Bank's business;
   (b) Our business alliance partners who may provide their product or service to you;
   (c) A merchant or a member of a card association where the disclosure is in connection with use of a card;
   (d) Upon your death or mental incapacity, your legal representative and their legal advisors, and a member of your immediate family for the purpose of allowing him/her to make payment on your account;
   (e) Any security provider or any person legally authorised to operate your account and to act on your behalf in giving instructions, to perform any other acts under our banking agreement or use any of the Bank's products on your behalf;
   (f) Any person to whom disclosure is allowed or required by local or foreign law, regulation or any other applicable instrument;
   (g) Any court, tribunal, regulator, enforcement agency, exchange body, tax authority, or any other authority (including any authority investigating an offence) or their agents;
   (h) Any debt collection agency, credit bureau or credit reference agency, rating agency correspondents, insurer or insurance broker, direct or indirect provider of credit protection and fraud prevention agencies;
   (i) Any financial institution to conduct credit checks, anti-money laundering related checks, for fraud prevention and detection of crime purposes;
   (j) Anyone we consider necessary to facilitate requests for services or applications for products with any member of the Bank;

13. We may transfer your personal information to other jurisdictions for any of the purposes outlined in this statement. When we do, we will ensure that appropriate safeguards are in place to protect your personal information.

14. We take extra care in sharing your personal information with the third parties and we will enter into suitable contracts with the parties with whom we share your information to ensure that your rights under the relevant data protection laws are upheld.

G. Security

15. The security of your Personal Data is important to us and we take reasonable steps to keep your personal information safe and to safeguard against loss, destruction and alteration of and damage or unauthorized access to and disclosure of to your, disclosure, alteration or destruction of your personal data.

Regardless of where Personal Data is transferred or kept, we take all steps reasonably necessary to ensure that personal data is kept securely.

16. You should be aware that the Internet is not a secure form of communication and sending us any Personal information over the Internet carries with it risks including the risk of access and interference by unauthorised third parties. You should, therefore, only share your personal information through our authorized channels.

H. Retention

17. We retain your personal data in line with our legal and regulatory obligations and for business and operational purposes.

I. Automated decisions and Profiling

18. We may use automated decision-making processes including profiling, including behavioral analysis, to assist us to provide you with better services, to make decisions and to prevent money laundering, terrorism, fraud and other financial crime, for example using profiling may help us to try and detect whether use of your credit card may be fraudulent. If any profiling will result in an automated decision relating to you, we will let you know and you will have the right to discuss the decision with us.

J. Marketing

19. We may use your Personal Data:
    (a) To conduct market research and surveys with the aim of improving our products and services;
    (b) For marketing purposes, promotional events, competitions and lucky draws.

20. We process your Personal Data for these purposes because it is in the interest of our business to do so as it helps us to improve our products and services and generating business. If you no longer wish to be contacted for marketing purposes, you may opt out of receiving our marketing communication by following the instructions contained in any marketing communication you receive. You can also opt out by contacting us through any of the channels available on our website or by contacting your Service Centre or relationship manager. If you ask us not to send you marketing material or other promotional or research material, we will retain a record of that request to ensure that you do not receive any more marketing and promotional material.

K. Monitoring

21. To the extent permitted by law, we may record and monitor your electronic communications with us to ensure compliance with our legal and regulatory obligations and internal policies for the purposes outlined above.

L. Your Rights

22. Subject to applicable law, regulations and/or banking industry guidelines, you have the following rights in relation to the processing of your personal information:

    i. Right of access
    You have the right to request the Bank for copies of the personal information processed in relation to you. The Bank may charge a fee for this.

    ii. Right to rectification
    You have the right to request the Bank to correct any information that you believe is inaccurate. You also have a right to request the Bank to complete any information about you that you believe is incorrect.

    iii. Right to erasure (‘right to be forgotten’) You have the right to request that we erase any Personal information about you. This is not an absolute right, and depending on the legal basis that applies, we may have overriding legitimate grounds to continue to hold and process the data.

    iv. Right to object
    You have the right to object to processing of personal information on grounds relating to your situation. This right is not absolute and we may continue to use the data if we can demonstrate compelling legitimate grounds. If you have any concerns about how we process your personal information, please discuss this at your branch or with your Relationship Manager. We may not be able to offer you any services if you do not want us to process the Personal information we consider necessary to process in order to provide the services

    v. Right to Restrict Processing
    You have a right to request the Bank to restrict the processing of your personal information under certain conditions, such as when the accuracy of your Personal Information is contested.

    vi. Right to be informed
    You have the right to be informed that your persona information is being collected by us or has been accessed or acquired by an unauthorized person(s).

    vii. Right not to be subject to Automated decision-making process

You have the right not to be subject to Automated decision-making processes in respect of an application for products and/or services except under certain circumstances. You also have the right to request reasons or make representations to us if your application for products or services is refused.

viii. Right to Data portability
You have a right to request the Bank to transfer your personal information to another organization, or directly to you under certain conditions.

23. These rights may be restricted where your personal information is being processed for the detection, prevention, investigation or prosecution of a criminal offence or execution of a criminal penalty, judicial proceedings, enforcement of a civil law claim or the protection of your rights or the rights and freedoms of another person.

M. Changes to this Privacy Statement

24. This Privacy Statement may be updated from time to time and where this happens, you will be notified accordingly.

N. Linked Websites

25. Our Privacy Statement does not apply to third-party websites where our online advertisements are displayed or to linked third-party websites which we do not operate or control.

O. How to Contact us

26. If you wish to exercise any of your rights under the Data Protection Act, 2024 or if you have any questions, concerns or you would like to submit a complaint regarding the collection, use and protection of your personal data please contact us

- through the Bank's toll-free line **626**
- Visit any of our Service Centres
- Email at dpo@natbankmw.com

27. If you feel that the Bank has not addressed your concerns to your satisfaction, you have the right to lodge a formal complaint with the Data Protection Authority on
Email: info@dpa.mw
Phone: +265 991802180

By signing this statement, I confirm that I have read and understood the contents of this Statement and give my explicit consent to National Bank of Malawi plc for the processing of my personal information as outlined in this statement.

Consent *(Please tick either Yes or No for each consent option)*	**Yes**	**No**
I/we authorise the Bank to collect, use, and process my/our personal data.	☐	☐
I/we agree to receive marketing communications from the Bank regarding its products, services, and special offers.	☐	☐
I/we permit the Bank to share my/our personal information within the Group for marketing purposes, and I/we understand that the Group may use this information to promote its products, services, and special offers to me/us.	☐	☐
I/we allow the Bank to contact me/us for research purposes, with the understanding that all research teams engaged will handle my/our information confidentially and in accordance with strict codes of conduct.	☐	☐
I/we consent to the Bank carrying out further processing of my/our personal data, including advanced analytics, profiling, and automated decision-making, where such processing may have legal or similarly significant effects on me/us.	☐	☐
I/we consent to the transfer of my/or personal data outside Malawi to jurisdictions where the Bank, its subsidiaries, service providers or partners operate, for purposes including account management, transaction processing, information technology support, regulatory compliance, and customer service. I/we understand that appropriate safeguards are in place to protect my/our personal data and that I may withdraw this consent at any time by contacting the Bank.	☐	☐

Applicant's Name:…….. **Signature**:…… **Date**:……

FOR NATIONAL BANK OF MALAWI plc USE			
Amended in T24 By:	Inputter: …….	Signature: ……..	Date: ……..
	Authoriser: ……	Signature: ……..	Date: ……..
Scanned in DocSync By:	Inputter: ……	Signature: ……..	Date: ……..
	Authoriser: ……..	Signature: ……..	Date: ……..
Service Centre Manager	Name: ……..	Signature: ……..	Date: ……..