

INSTRUCTION OF CUSTOMER INFORMATION UPDATE

It will take you about 10 minutes to update the form. There is no need to sign and scan the form. Data provided in the form will be confirmed using the means of logging in to the Internet bank.

We will receive the form automatically, so there is no need for you to additionally arrive to a bank division.

Follow the steps below

Log in to the IB, click on Notifications and Applications “Messages”. On the left, click on Forms “Questionnaire” in the menu

The screenshot displays the Citadele user interface. At the top, a dark navigation bar contains icons for Messages, Settings, and Help, along with the user's name and a Logout button. Below this is a red header bar with the Citadele logo and a menu of services: Accounts and payments, Payment cards, Loans and leasing, Savings and investments, and E. Services. The main content area is divided into a left sidebar and a main panel. The sidebar, titled 'Messages', lists options: Free form application, Send Document, Questionnaire, Processing of personal data (with an expand/collapse arrow), Submit the request, and Consent for direct marketing. A red circle with an exclamation mark is positioned next to the 'Questionnaire' option. The main panel, also titled 'Messages', shows 'Topics 1 - 2 (Total: 2)' and contains several horizontal bars representing message content. At the bottom of the main panel, there are 'New Message' and 'Search' buttons.

Messages Settings Help Name Surname Logout

Citadele Accounts and payments Payment cards Loans and leasing Savings and investments E. Services

Messages

Free form application

Send Document

Questionnaire

Processing of personal data

Submit the request

Consent for direct marketing

Questionnaire

Terms and Conditions

QUESTIONNAIRE

Residents

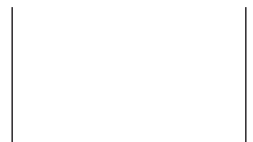
- Questionnaire for Natural person. [Download](#)
- Questionnaire for Legal entity. [Download](#)

Non-Residents

- Questionnaire for Natural person. [Download](#)
- Questionnaire for Legal entity. [Download](#)

IMPORTANT. It is required to complete all fields/questions in the questionnaire. Incomplete questionnaires shall be returned for completion.

Click on "Download" and download the required form for natural or legal persons



Save the downloaded
form to your computer

CUSTOMER'S QUESTIONNAIRE (F)



Dear Customer, pursuant to laws and other legislation governing money laundering and terrorism financing prevention, and tax administration, AB “Citadele” bankas is required to gather information about its customers and their operations. For the above reason, we are asking you to fill in this questionnaire. We will ensure confidentiality of your data. Please fill in the questionnaire in block letters using a black or blue pen; where the answer has to be marked, use symbol X. If you need more space to provide your answer, please provide it in the additional page(s) and submit them to the bank employee together with this questionnaire. **Thank you for cooperation.**

1. DETAILS OF THE CUSTOMER			
Name, surname	<input type="text"/>	National identification number (or date of birth, if the person does not have national identification number)	<input type="text"/>
Citizenship(s)	<input type="text"/>	Place of birth (country)	<input type="text"/>
Residential address (street, house, apartment No., postal code, city, country)	<input type="text"/>		
Correspondence address (if different from the residential address)	<input type="text"/>		
Phone number	<input type="text"/>	E-mail	<input type="text"/>
Are you a permanent resident of the Republic of Lithuania?	<input type="checkbox"/> YES <input type="checkbox"/> NO	Do you have a residence permit in Lithuania? (for foreigners only)	<input type="checkbox"/> YES <input type="checkbox"/> NO
If you are not permanent resident of the Republic of Lithuania, please specify the country of your	<input type="text"/>		

Fill in all the fields of the form, provide answers to all the questions and tick off the appropriate answers

CUSTOMER'S QUESTIONNAIRE (F)



Citadele

Dear Customer, pursuant to laws and other legislation governing money laundering and terrorism financing prevention, and tax administration, AB "Citadele" bankas is required to gather information about its customers and their operations. For the above reason, we are asking you to fill in this questionnaire. We will ensure confidentiality of your data. Please fill in the questionnaire in block letters using a black or blue pen; where the answer has to be marked, use symbol X. If you need more space to provide your answer, please provide it in the additional page(s) and submit them to the bank employee together with this questionnaire. **Thank you for cooperation.**

1. DETAILS OF THE CUSTOMER			
Name, surname	<input type="text"/>	National identification number (or date of birth, if the person does not have national identification number)	<input type="text"/>
Citizenship(s)	<input type="text"/>	Place of birth (country)	<input type="text"/>
Residential address (street, house, apartment No., postal code, city, country)	<input type="text"/>		
Correspondence address (if different from the residential address)	<input type="text"/>		
Phone number	<input type="text"/>	E-mail	<input type="text"/>
Are you a permanent resident of the Republic of Lithuania?	<input type="checkbox"/> YES <input type="checkbox"/> NO	Do you have a residence permit in Lithuania? (for foreigners only)	<input type="checkbox"/> YES <input type="checkbox"/> NO
If you are not permanent resident of the Republic of Lithuania, please specify the country of your	<input type="text"/>		

- Messages
 - Free form application
 - Send Document
 - Questionnaire**
 - Processing of personal data** ^
 - Submit the request
 - Consent for direct marketing
-
- ████████████████████
 - ████████████████
 - ████████

Questionnaire

Terms and Conditions

QUESTIONNAIRE

Residents

- Questionnaire for Natural person. [Download](#)
- Questionnaire for Legal entity. [Download](#)

Non-Residents

- Questionnaire for Natural person. [Download](#)
- Questionnaire for Legal entity. [Download](#)

IMPORTANT. It is required to complete all fields/questions in the questionnaire. Incomplete questionnaires shall be returned for completion.

Attach the completed form (Word document, there is no need to sign and scan it) via the "Choose File" function and click on "Create and Sign" button

Name Surname/Title:

Please upload questionnaire

Questionnaire: No file chosen



Messages Settings Help Name Surname Logout

Citadele Accounts and payments Payment cards Loans and leasing Savings and investments E. Services

Messages

Free form application

Send Document

Questionnaire

Processing of personal data ^

Submit the request

Consent for direct marketing

Questionnaire

Operation created.
Now it should be signed.

Please upload questionnaire

Questionnaire: EN (3).docx

Logon with Code Card

07:

Sign Postpone sign Cancel

Sign the operation using your means of logging in to the Internet bank: code card, code generator or electronic signature



The questionnaire has been uploaded successfully

Messages Settings Help Name Surname Logout

Citadele Accounts and payments Payment cards Loans and leasing Savings and investments E. Services

Messages

Free form application

Send Document

Questionnaire

Processing of personal data ^

Submit the request

Consent for direct marketing

There are signed operations

Actions with operation

Operation has been signed. It will be executed after being confirmed by the bank.

✓



We will check the form. In the event of any errors, you will be sent a notification via the Internet bank. In such event, you will have to fill in the form again and attach the correct form.

If you have any questions, please call 19091 or +370 5 221 9091 (calls from abroad).

Thank you for your time!

