

**CUSTOMER‘S QUESTIONNAIRE AND APPLICATION (F)**

According to the provisions of the law and the standards of the international banking business, it is necessary for the Bank to obtain the information as per questions listed in this questionnaire and application form.

The Bank guarantees that the Customer’s personal data, data on the Customer’s accounts, deposits and deeds will be kept secret in accordance with the legislative requirements.

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| **1. DETAILS OF THE CUSTOMER** |
| Name, surname | .... ... ....... | Date of birth | .... ... ....... |
| Nationality(ies) | .... ... ....... | Place of birth (country) | .... ... ....... |
| Registered residential address | .... ... .......(street, house / building name or number, apartment / Office No, city (region, inhabited place), zip code, country) |
| Actual address (if differs from address or registered residence) | .... ... .......(street, house / building name or number, apartment / Office No, city (region, inhabited place), zip code, country) |
| Correspondence address: | [ ]  | address of registered residence | [ ]  | other | [ ]  | .... ... .......(street, house / building name or number, apartment / Office No, city (region, inhabited place), zip code, country) |
| [ ]  | actual address |
| Home phone number | .... ... ....... | E-mail | .... ... ....... |
| Mobile phone number | .... ... ....... | Fax | .... ... ....... | Skype | .... ... ....... |
| **2. CONTACT PERSON (PROVIDED INFORMATION WILL BE USED IF CUSTOMER COULD NOT BE REACHED)** |
| **Type of Bank’s service / operation, in reference to which the contact person is to be contacted if Customer can not be reached:** |
| Name, surname | .... ... ....... | National identification number(or date of birth) | .... ... ....... |
| Actual address | .... ... .......(street, house / building name or number, apartment / Office No, city (region, inhabited place), zip code, country) |
| Home phone number | .... ... ....... | E-mail | .... ... ....... |
| Work phone number | .... ... ....... | Mobile phone number | .... ... ....... | Fax | .... ... ....... |
| **3. CUSTOMER’S APPLICATION FOR BANKING SERVICES** |
| [ ]  | Online banking service using the following means ofidentification: | [ ]  | Password card | [ ]  | Password generator |
| [ ]  | SMS banking service .... ... ....... |
| [ ]  | Settlement account .... ... ....... |
| **3.1. Payment cards and bundle** |
| Payment card | Currency | I wish to receive an additional card |
| [ ]  „X card“ without credit limit | [ ]  EUR [ ]  USD | [ ]  |
| [ ]  „X Platinum“ without credit limit | [ ]  EUR [ ]  USD | [ ]  |
| [ ]  „X Infinite“ without credit limit | [ ]  EUR [ ]  USD | [ ]  |
| [ ]  „Maestro“ | [ ]  EUR [ ]  USD | [ ]  |
| [ ]  „Mastercard Virtual“ | [ ]  EUR [ ]  USD | [ ]  |
| [ ]  „Citadele“ (only for Customer Legally Residing in the Country) | [ ]  EUR | [ ]  |
| [ ]  Use the „Citadele“ card account as the main payment account |
| **Password that will be used when calling the Bank by phone:** | .... ... ....... |
| Customer’s name, surname on the card | ... | ... | ... | ... | ... | ... | ... | ... | ... | ... | ... | ... | ... | ... | ... | ... | ... | ... | ... | ... | ... | ... | ... | ... |
| Send monthly account reports (check one): | [ ]  | By e-mail | [ ]  | I will check the reports using „Citadele“ online banking |
| [ ]  | **I need connection to world wide wireless internet (WiFi) chain „Boingo“ (only for „X Platinum“ card)** |
| Please indicate where would you like to collect the main card: |
| [ ]  **By mail to the correspondence address** | [ ]  To other address (please specify) | .... ... ....... | [ ]  **Bank branch (specify):** |
| [ ]  By non-registered mail in Lithuania | [ ]  By registered mail in Lithuania | [ ]  By courier mail in Lithuania | .... ... ....... |
| [ ]  By non-registered mail abroad | [ ]  By registered mail abroad |
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| **3.2. Information about the additional card holder** |
| Name, surname | .... ... ....... | National identification number(or date of birth) | .... ... ....... |
| Please set a monthly spending limit for the additional card (in the chosen currency of the account) | .... ... ....... |
| **Indicate the card holder’s name, surname on the card** | ... | ... | ... | ... | ... | ... | ... | ... | ... | ... | ... | ... | ... | ... | ... | ... | ... | ... | ... | ... | ... | ... | ... | ... |
| Please indicate password that will be used when calling the Bank by phone: | .... ... ....... |
| **4. OCCUPATION / PLACE OF WORK** |
| Occupation: | [ ]  hired worker | [ ]  entrepreneur | [ ]  student |
| [ ]  house keeper | [ ]  retired | [ ]  unemployed |
| [ ]  self-employed person | [ ]  other | .... ... ....... |
| **Present place of work:** |
| Company name | .... ... ....... |
| Actual address | .... ... .......(street, house / building name or number, apartment / Office No, city (region, inhabited place), zip code, country) |
| Phone | .... ... ....... | E-mail | .... ... ....... |
| Industry | .... ... ....... |
| **Position:**[ ]  lawyer[ ]  risk analyst[ ]  position for which knowledge of financial instruments is necessary [ ]  position related to enterprise management and finances[ ]  loan specialist-manager [ ]  other manager | [ ]  legal advisor or legal arrangement and company service provider who opens accounts on his / her behalf with financial institutions to perform financial opera-tions on customers’ behalf[ ]  external accountant who opens accounts with financial institution on his/her behalf to perform financial operations on customer’s behalf[ ]  real estate agent [ ]  other (specify) |
| Duration of the previous work (years, months) | .... ... ....... |
| **Previous place of work** |
| Company name | .... ... ....... |
| **Position:**[ ]  lawyer[ ]  risk analyst[ ]  position for which knowledge of financial instruments is necessary[ ]  position related to enterprise management and finances[ ]  loan specialist-manager[ ]  other manager | [ ]  legal advisor or legal arrangement and company service provider who opens accounts on his / her behalf with financial institutions to perform financial opera-tions on customers’ behalf[ ]  external accountant who opens accounts with financial institution on his/her behalf to perform financial operations on customer’s behalf[ ]  real estate agent [ ]  other (specify) |
| Duration of the previous work (years, months) | .... ... ....... |
| **5. INFORMATION ABOUT THE STATUS OF TAXPAYER** |
| Country for the payment of taxes shall be the country in which the natural person has the status of taxpayer under the national laws, for example, if the person’s place of habitual residence was in the country for more than 183 days during a period of 12 months, if the person has close personal or economic relations in the country, or satisfies other criteria for income taxation applied by the appropriate country (for example, taxpayers in the USA are citizens of the USA or persons holding residence permit (Green Card)). |
| **Are you a taxpayer in Lithuania?**[ ]  YES [ ]  NO**Are you a citizen of the United States of America (USA) or resident of the USA for tax purposes?**[ ]  YES [ ]  NOIf YES, the Bank employee will ask you to fill in a separate form (W-9).**Are you a resident of other countries (other than the Republic of Lithuania or the USA) for tax purposes?**[ ]  YES [ ]  NOIf YES, please specify the country(ies) and taxpayer’s identification number(s): |
| Country | Taxpayer’s identification number (do not specify if taxes are paid in the Republic of Lithuania) |  |
| .... ... ....... | .... ... ....... | [ ]  Not provided in the country |
| .... ... ....... | .... ... ....... | [ ]  Not provided in the country |
| .... ... ....... | .... ... ....... | [ ]  Not provided in the country |
| [ ]  I confirm I am a tax payer in the country, which actual adress I provided |
| **6. INCOME STRUCTURE (SPECIFY):** |
| [ ]  salary | .... ... ....... |
| [ ]  registered self-employment (specify type of activity) | .... ... ....... |
| [ ]  from lease of the personal property (specify property type) | .... ... ....... |
| [ ]  from real estate transactions (specify type of property) | .... ... ....... |
| [ ]  dividends / interest (specify payer) | .... ... ....... |
| [ ]  loans (credits) | [ ]  inheritance | [ ]  gift | [ ]  scholarship | [ ]  pension | [ ]  other (specify) .... ... ....... |

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| **7. MONTHLY INCOME (EUR)** |
| Customer’s income: | [ ]  salary (net) .... ... ....... [ ]  other income .... ... ....... |
| Total family income | .... ... ....... |
| **8. SERVICES, PRODUCTS OF THE BANK, WHICH THE CUSTOMER PLANS TO USE:** |
| [ ]  current account | [ ]  savings account | [ ]  term deposit | [ ]  payment card |
| [ ]  loan / Leasing | [ ]  currency transactions | [ ]  transactions with financial instruments | [ ]  remote account service |
| [ ]  other (specify) | .... ... ....... |
| **9. REASON WHY AB „CITADELE” BANKAS HAS BEEN CHOSEN:** |
| [ ]  favorable tariffs | [ ]  favorable collaboration conditions |
| [ ]  other persons’ recommendations | [ ]  Bank’s reputation |
| [ ]  other (specify) | .... ... ....... |
| **10. ACCOUNTS IN OTHER BANKS:** |
| [ ]  don‘t have [ ]  do have (specify banks and countries, in which the accounts are opened): |
| Name of the bank | .... ... ....... | Country | .... ... ....... |
| Name of the bank | .... ... ....... | Country | .... ... ....... |
| Name of the bank | .... ... ....... | Country | .... ... ....... |
| Name of the bank | .... ... ....... | Country | .... ... ....... |
| **11. PLANNED TURNOVER IN THE ACCOUNTS IN THE BANK** |
| **11.1. Purpose of incoming payments:** |
| [ ]  salary | [ ]  income from the personal property | [ ]  dividends / interest |
| [ ]  other (specify) | .... ... ....... |
| Specify countries from which payments will be made: .... ... ....... |
| **11.2. Purpose and regularity of outgoing payments (if there are several options, specify the most frequent regularity – x times per month / year):** |
| [ ]  household expenses | .... ... ....... | time (-s) per month | .... ... ....... | time (-s) per year |
| [ ]  loan repayment | .... ... ....... | time (-s) per month | .... ... ....... | time (-s) per year |
| [ ]  granting loan | .... ... ....... | time (-s) per month | .... ... ....... | time (-s) per year |
| [ ]  term deposits | .... ... ....... | time (-s) per month | .... ... ....... | time (-s) per year |
| [ ]  other (specify) | .... ... ....... | time (-s) per month | .... ... ....... | time (-s) per year |
| Specify countries to which payments will be made: .... ... ....... |
| **11.3. Monthly transactions on accounts (EUR):** |
| Transaction | Quantity | Average |
| Incoming transfer | .... ... ....... | .... ... ....... |
| Cash deposit | .... ... ....... | .... ... ....... |
| Outgoing payments | .... ... ....... | .... ... ....... |
| Cash withdrawal | .... ... ....... | .... ... ....... |
| Payments with a payment card for goods or services | .... ... ....... | .... ... ....... |
| Cash withdrawal using a payment card | .... ... ....... | .... ... ....... |
| **11.4. Planned maximum amount of one transaction (EUR)** |
| Transaction type | Amount |
| Non-cash transaction, incl. using a payment card | .... ... ....... |
| Cash transaction | .... ... ....... |
| **12. INFORMATION ABOUT POLITICALLY EXPOSED PERSONS** |
| Are you or your immediate family members1 or close associates2 holding or have been holding (at least one year ago) a prominent public function3 in the Republic of Lithuania, the European Union, international or foreign institutions (are politically exposed person)?[ ]  NO [ ]  YES, I am [ ]  YES (specify): |
| Name, last name, relation | .... ... ....... | Country | .... ... ....... | Public function | .... ... ....... |
| Name, last name, relation | .... ... ....... | Country | .... ... ....... | Public function | .... ... ....... |
| Name, last name, relation | .... ... ....... | Country | .... ... ....... | Public function | .... ... ....... |

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| 1**Immediate family members** include spouse, registered partner, parents, brothers, sisters, children and children’s spouses or partners.2**Close associate:**1) private person who is a participant in the same legal entity or another organization with politically exposed person or maintains other business relations with politically exposed person;2) private person who is the sole beneficiary of a legal entity or other organization established or operating *de facto* in order to pursuit wealth benefit or other personal benefit for politically exposed person**3Public functions:**1) Head of a State, Head of Government, Minister, Vice Minister or Deputy Minister, Secretary of State, Chancellor of the Parliament, Govern-ment or Ministry;2) Member of the Parliament;3) Member of the Supreme Court, Constitutional Court or other supreme judicial authority whose decisions cannot be appealed under;4) Mayor of the Municipality, Administration Director of Municipality;5) Member of a Governing Body of the Lithuanian Chamber of Auditors or Chairman of the Board of the Central Bank, his deputy or Member of the Board;6) Ambassador, Charge d’affairs, Special Envoy and Authorized Minister or high ranking military officer;7) Member of a governing or supervisory body of a state owned or municipality-controlled company;8) Head of international intergovernmental organization, its deputy head, member of its governing or supervisory body;9) Leader of a political party, its deputy leader, member of its governing body. |
| **13. CONFIRMATIONS OF THE CUSTOMER** |
| **Do you give your consent** for the Bank to process your personal data (except national identification number and sensitive personal data) for direct marketing purposes and provide such data to subsidiaries of the Bank and Citadele Group companies for direct marketing purposes, i.e. so that the Bank, subsidiaries of the Bank and Citadele Group companies could contact you, ask for your opinion and present information about their services using the contact information specified by you to the Bank (residential address, phone number, e-mail address or other means), and use information about your Bank accounts to prepare individual offer for a specific service?[ ]  I do [ ]  I do not |
| I hereby **confirm** that:- I hereby certify that the information provided in the Customer questionnaire and application is complete and true and I am aware I will be held liable according to applicable laws for providing false or misleading information. I am the actual owner of the funds in the accounts.- I undertake to inform the Bank immediately about changes in the information provided in the Customer questionnaire.The information presented herein is correct, and I undertake to immediately inform the Bank in writing of any changes in the presen-ted information. I undertake to use the banking services only for lawful purposes and I understand that the Bank shall have the right to inform law enforcement authorities of the Republic of Lithuania as well as unilaterally terminate the business relationship should it be found that the information presented herein is inaccurate or misleading;- I have read and agree with the transaction and service fees of the Bank;- I am aware of my right to object to the processing of my personal data for direct marketing purposes, as well as my right to access my personal data processed by the Bank and receive information on the processing of such data, and to request rectification, destruction of my personal data, or that the processing of my personal data be stopped, when such data are processed in breach of the laws of the Republic of Lithuania, and to object to the processing of my personal data;- I understand that the information presented herein or part thereof may be forwarded to the tax authority or other institution authorised in accordance with the legislation of the Republic of Lithuania according to the procedure and to the extent established by such authorities, where this is done for the purpose of complying with international treaties or agreements signed by the Republic of Lithuania, legislation of the European Union and the Republic of Lithuania on automatic exchange of information on financial accounts;- I have been informed that the questionnaire and the application shall not be returned and shall be stored in the Bank;- I have read the Rules for general regulations for AB „Citadele“ Bank service, for issue and use of payment cards, of providing payment services and management of Bank account and payment card account, of Internet bank use, safe use of internet bank principes, SMS bank funcions list, of „Citadele“ bundle. |
| **14. CUSTOMER CONFIRMATION** |
| Questionnaire andapplication is filled by: | [ ]  Customer | [ ]  Authorized personI hereby certify that I am authorized on behalf of the Customer to provide the information and self-certifications mentioned in the Customer questionnaire and application, and the information in my possession is sufficient to provide this information and self-certifications. |
| Date .... ... ....... | Name, surname and signature | **.... ... .......** |
| Fill in if the Questionnaire will be send to the Bank by internet banking: (Only for the Bank’s client!) | Account No: | .... ... ....... |
| Digipass No: | .... ... ....... |
| Key 1: | .... ... ....... |
| Key 2: | .... ... ....... |
| **15. TO BE FILLED IN BY THE BANK** |
| Date .... ... ....... | Name, surname and signature | .... ... ....... |

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