

Individual Identification, Verification and Contact Detail Form

For the identification and verification of Account Operators (Nominated Persons and Authorised Signatories) and Responsible Individuals of an account, and for capturing contact details and preferences.

1. ACCOUNT NAME

Account Name

Position Held

Will you be an Account Operator?

☐ Yes ☐ No

2. PERSONAL DETAILS AND CONTACT DETAILS

The following contact details will be used for service communications and enquiries about your Business or Commercial Account.

Title

Gender*

Home Telephone Number

First Name

Mobile Telephone Number

Middle Name(s)

Email Address

Surname

Country of Birth

Date of Birth

Nationality(ies)

Country of Residence

3. YOUR ADDRESS HISTORY

Current Address

Date effective from

Residential Status*
(Homeowner with or without mortgage/
Tenant etc)

Postcode

If you have lived at your current address for less than three years, please also provide your previous addresses below

Previous Address

Date effective from

Date effective to

Residential Status*
(Homeowner with or without mortgage/
Tenant etc)

Postcode

Previous Address

Date effective from

Date effective to

Residential Status*
(Homeowner with or without mortgage/
Tenant etc)

Postcode

* Not required for Business Bank Account, Commercial Current Account, Community Current Account and Insolvency Practitioner Account

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4. OTHER NAMES

Are you known by any other name

☐ Yes (if YES please provide details below)

☐ No

Other Name 1

☐ Alias

☐ Previous Name

☐ Maiden Name

Title

First Name

Middle Name(s)

Surname

Other Name 2

☐ Alias

☐ Previous Name

☐ Maiden Name

Title

First Name

Middle Name(s)

Surname

5. TAX COMPLIANCE: INTERNATIONAL EXCHANGE OF INFORMATION AGREEMENT - INDIVIDUAL SELF CERTIFICATION

Tax Regulations¹ require us to collect information about each investor's tax residency. In certain circumstances (including if we do not receive a valid self-certification from you) we may be obliged to share information on your account with HMRC. If you have any questions about your tax residency, please contact your tax advisor. Should any information provided change in the future, please ensure you advise us of the changes within 30 days.

Completion of this section is a regulatory requirement for Sole Traders.
Please note we are obliged to provide HMRC with details about Customers who are required to but do not complete this section.

Tax residency
Please answer questions a) and b):

a. Are you resident for tax in the UK? ☐ Yes ☐ No ☐ Don't Know
(If you have always lived in the UK then you are likely to be UK tax resident. However, if this does not apply and you are unsure of your status, you should seek professional tax advice.)

b. Are you resident for tax in any other country? ☐ Yes ☐ No ☐ Don't Know
If you have ticked "Yes" to question b, please indicate all countries in which you are resident for tax purposes and provide the associated Tax Reference Numbers. If you are a US citizen or resident, please include United States in this table along with your US Tax Identification Number (TIN). If you are unable to provide a TIN, please check the box to certify that a TIN is unavailable.

Country/Countries of Tax Residency	TIN / Tax Reference Number	TIN / Tax Reference Number Unavailable
		<input type="checkbox"/>
		<input type="checkbox"/>
		<input type="checkbox"/>

6. MAGIC WORD (TO BE USED FOR SECURITY PURPOSES) (NOT FOR STORE USE)

The Magic Word is used as part of the internet banking registration process. It should be 8 to 12 characters long made of both upper and lower case alphabetical characters only.

Magic Word

7. PRIVACY NOTICE *continued*

Who are we?

Metro Bank PLC (“**Metro Bank**”, “we” or “us”), registered in England and Wales, company number: 6419578.

We are a controller for the processing activities specified in this Privacy Notice that relate to your personal data.

This Privacy Notice also explains how other parties, including companies belonging to the Metro Bank group, may use your personal data excluding any products, applications or services that have separate privacy notices which do not incorporate this Privacy Notice.

If you have any questions about this Privacy Notice, or would like more information about how we use your personal data or to exercise any of your data subject rights (see “Your rights”), please contact our Data Protection Officer:

Write to: Data Protection Officer
Metro Bank PLC
One Southampton Row
London, WC1B 5HA

Email: DataProtectionOfficer@metrobank.plc.uk

If you are unhappy with our management of your information, you have the right to lodge a complaint with the Information Commissioner’s Office. Please visit www.ico.org.uk for more information.

Our collection and retention of personal data

Personal data includes any information that directly or indirectly (whether alone or in conjunction with other information) identifies you (or someone else). This includes information such as your name, address and contact details, but also includes, for example, any photograph we have of you (e.g. when you provide us with a selfie and a copy of a photo ID as part of the account opening process), online identifiers such as IP address or device ID, and location data.

The personal data we hold about you is limited to information that:

- You have given us directly, for example when you apply for an account or contact us (eg a copy of your ID, a selfie and your contact information, or details of your query or complaint)
- We capture through the use of CCTV when you visit one of our stores
- We record and monitor through our telephone calls to help improve the products and services we offer
- We receive from trusted third parties during eligibility checks
- We collect during the provision of our contracted services to you (e.g. your account details, and details of your transactions and interactions with us)
- We, or third parties acting on our behalf (such as Google Analytics), automatically collect when you use our website or interact with our emails (in each case, with your consent, where necessary). Examples of data collected include your IP address, browser type referral source, information about which parts of our page you have visited and how long you spent on them, the preferences you have set, and whether you have opened our emails
- We occasionally obtain personal data from publicly available sources, such as social media sites (e.g. we may collect your name and comments where you mention us in a post) and Government registers (e.g. Companies House).

Where we ask you to provide personal data to us on a mandatory basis, we will tell you at the time of collection. In the event that particular personal data is required by the contract or law, this will be made clear. We will also explain the consequences of any failure to provide any mandatory personal data: for example, if you can’t show us proof of identity, this will mean that we can’t open an account for you.

If you open an account with us and you are under 18, we may also collect personal data that directly or indirectly identifies your parent or legal guardian who helped you open an account. We may use and keep their personal data only for the purposes of checking your identity. You must not give us personal data about someone else (such as a joint applicant or a parent or guardian) without first getting their permission for it to be used and released. We will assume that that person has given permission, although we may still ask for confirmation.

At the end of your relationship with us (for example, if you decide to close your account), we retain your personal data for as long as required to meet our legal and regulatory obligations. Where retention is based on other reasons, we will retain it for no more than seven years, in line with our data retention policy.

The purposes and lawful basis for our collection of personal data

Your personal data is collected and processed for business and compatible purposes, in accordance with applicable laws and as set out below. Personal data may occasionally be used for purposes not obvious to you where the circumstances warrant such use (e.g. in fraud investigations or similar).

We generally process your personal data under one of the following legal bases:

- Our legitimate business interests (described in the section below), except where these are overridden by your interests or fundamental rights and freedoms which require protection of personal data (“Legitimate Interests”)
- Compliance with our legal obligations (“Legal Obligation”)
- For the performance of a contract to which you are a party or in order to take steps at your request prior to entering into such a contract (“Contractual Performance”).

We may also rely on other bases (for example, where the processing is necessary in the performance of a task carried out in the public interest or in order to protect your vital interests or those of another person or where you have given your consent) on an exceptional basis, where none of the above apply.

7. PRIVACY NOTICE *continued*

Sensitive personal data

We may collect a limited amount of Special Category Personal data (revealing racial or ethnic origin, religious or philosophical beliefs, trade union membership, genetic data, biometric data (where that information is used to identify an individual), information concerning physical or mental health, an individual's sex life or sexual orientation (in order to make appropriate accommodations or adjustments), or to provide biometric identification services. When we do so, we will explain to you why we need it, and obtain your consent to use it for the relevant purpose.

To the extent permitted by applicable laws, we may collect and process a limited amount of information regarding criminal convictions and offences and related proceedings (including information relating to allegations and suspicions of criminal offences).

Further processing

If we determine that your personal data is to be used for a new purpose, we will inform you beforehand.

Sharing your information

Your personal information may be shared with third party service providers, including companies belonging to the Metro Bank group, which may provide products or services to you or us.

We will only share your personal data where necessary and where we have a lawful basis for doing so (for the purposes previously outlined). Recipients of your personal data include:

- Other parties connected to your account (i.e. joint account holders)
- Credit reference agencies (please see section below)
- Our service providers (such as payment processors, IT service providers, email service providers and web analytics providers)
- Specific subcontractors who help to provide you with the services you have requested
- Tax authorities, regulatory authorities, law enforcement agencies and fraud prevention agencies
- Our insurers, lawyers, auditors, consultants and other professional advisers
- Other banks or financial institutions (where you ask us to share your personal data, or where we are asked to confirm your identity for the purposes of preventing or investigating financial crime)
- If you want to use our referral to selected third parties to get discounts for their services, or where you want to take advantage of our functionality to import or export your banking data
- Third parties where you have consented for us to share your data with them.

These recipients may be located in countries around the world (please see "Processing Personal Data outside of the EU (EEA) and UK").

The personal information we have collected from you will be shared with fraud prevention agencies, who will use it to prevent fraud and money laundering and to verify your identity. If fraud is detected, you could be refused certain services, finance or employment. Further details of how your information will be used by us and these fraud prevention agencies, and your data protection rights, can be found at www.cifas.org.uk/FPN.

Your rights

You have specific rights over your personal data, as explained below. These may not apply in all circumstances – we will let you know where this is the case.

- Data subject access request
- Rectification of inaccurate personal data
- Erasure of personal data
- Restricting processing of personal data
- Right of portability
- Object to the processing of your personal data
- Right not to be subject to automated decision-making
- Right to withdraw consent.

You can exercise your rights by contacting us on 0345 08 08 500, in writing using the contact details given at the top of this document, or by visiting one of our stores.

We will respond to your request within one calendar month. We may need to confirm your identity before processing your request. If you can't give us satisfactory proof of your identity, we have the right to refuse your request. We also have the right to reject requests that are manifestly unfounded or excessive.

For more information on how we process your personal data, please see our website Privacy Notice <https://www.metrobankonline.co.uk/about-us/privacy-and-security/>

Individual Identification & Verification Form *(continued)*

8. CONSENT FOR US TO CONTACT YOU

We'd like to get in touch about new products, services and offers which we think you'll find interesting.

- ☐ Email
- ☐ Online and Mobile Banking - Messages when you are logged in to internet banking or our mobile app
- ☐ Device Messaging - Messages on your phone or tablet
- ☐ Post

About Metro Bank

By opting in you are providing your consent to Metro Bank to use your personal information to tell you about new products, services and offers.

Our privacy promise to you

We use your data to make our marketing as relevant and helpful as possible. Your data is in safe hands with us:

We don't sell your personal data to third parties

We do use data to help us provide a great customer service, which includes tailoring the information we share with you to ensure it's relevant, timely and useful

We do work hard to keep your personal data secure.

We regularly review our Privacy Notice. When there's a change we'll remind you to take a look, so you're aware of how we use your data and what your options are.

For more information on how we process your personal data please visit our website Privacy Notice
<https://www.metrobankonline.co.uk/about-us/privacy-and-security/>

9. DECLARATION AND SIGNATURE

Credit Reference Agencies

When you make this request to become an Account Operator as defined in "Our Service Relationship with Business Customers" brochure (Terms and Conditions), Metro Bank will make various checks in order to assess your eligibility to become an Account Operator, to verify your identity and to prevent and detect crime and money laundering. Metro Bank will search records held by credit reference agencies ('CRAs') when considering this request.

Fraud Prevention Agencies

The personal information we have collected from you will be shared with fraud prevention agencies who will use it to prevent fraud and money-laundering and to verify your identity. If fraud is detected, you could be refused certain services, finance or employment. Further details of how your information will be used by us and these fraud prevention agencies, and your data protection rights, can be found by visiting -www.cifas.org.uk/FPN or please speak to a colleague in store for further information.

Any decision by Metro Bank to accept your request to become an Account Operator in relation to the Account identified in section 1 (the 'Relevant Account') will be based on the information set out in this request. By signing this form, you declare that the information set out in this request is, to the best of your knowledge and belief, correct and not misleading. If it alters at any time you must tell Metro Bank promptly in writing.

If your request is accepted, you will not have any rights under the Terms and Conditions in your capacity as Account Operator. However the Relevant Entity will be responsible for your acts or omissions as if they were its own. We have recommended that the Relevant Entity should make you aware of its obligations to Metro Bank under the Terms and Conditions.

Before signing this form you should carefully read "Our Service Relationship with Personal Customers", "Privacy Notice" and the "Important Information Summary". If there is any term that you do not understand then please discuss it with a Metro Bank Customer Service Representative before signing.

Print Name

Signature

Date

Individual Identification & Verification Form *(continued)*

Metro Bank staff use only

Individual Customer Number

Customer seen in store:	Face-to-face ID&V completed	<input type="checkbox"/>
Customer not present:	Remote ID&V completed	<input type="checkbox"/>
Existing Customer:	ID&V already held	<input type="checkbox"/>

Colleague name

Colleague signature

Date