



## FICA Frequently Asked Questions

### 1. Why is a Know Your Client (KYC) refresh required?

In terms of the FICA, the bank is required to conduct ongoing due diligence in respect of our customers and business relationships, which includes keeping specific information up to-date. To ensure compliance with these regulatory obligations, the bank conducts a periodic refresh of customer information and may require customers to re-confirm information or provide additional documentation as part of this process.

### 2. What happens if the required information is not provided?

FICA prevents the bank from concluding a transaction in the course of a business relationship or giving effect to a single transaction where it has been unable to obtain the required information or conduct ongoing due diligence. As a result, if the required information is not provided a hold will be placed on your profile, restricting access to your account(s).

### 3. How do I know if I am impacted by KYC refresh?

You may receive a notification on your RMB App that you have outstanding tasks, or we may send you a communication (SMS) notifying you that we need your FICA information.

### 4. How do I provide the required information?

You can provide this information using the RMB App by following the steps below:

- Log onto the RMB Banking App
- Tap 'My Profile'
- Select 'My To Do List'
- Follow the prompts to confirm your details

You may also use our assisted channels by:

- a. Contacting your Banking Suite on the number at the back of your RMB Card
- b. Contacting your Private Banker
- c. Contacting the RMB FICA Helpdesk on **087 730 5799**

### 5. What alternative documents can I provide

If the green bar-coded national identity document or identity card (smart card) is not available due to the fact that it is lost, stolen or not yet issued, then one of the following means of identification is acceptable:

- a. Valid passport, which is also suitable for foreign nationals
- b. Valid driving licence
- c. Valid birth certificate (for minors)
- d. A sworn affidavit or police statement and proof of reapplication for an ID from the Department of Home Affairs is required, as well as proof of your income.

### 6. What documents are required for businesses?

Existing private company (PTY Limited)

- a. Company registration documents
- b. Proof of your business physical address
- c. Mandate or resolution (Multi Directors)
- d. If you have related parties, you'll need to provide:
  - i. South African identity documents or passports of related parties
  - ii. Shareholder confirmation documents of related parties
  - iii. Proof of physical address of related parties
  - iv. Close Corporations (CC)

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- e. Proof of Head Office or Trading registered business address
- f. Registration documents
- g. Proof of Authority to submit application (Applicable if CC is owned by more than one party)
- h. If you have related parties, you'll need to provide:
- i. List of all members
- j. South African identity documents or passports of related parties

\*Please note only the following documents are acceptable as proof of registered business address:

- i. Letter from municipality confirming business address
- ii. Tribal authority letter confirming business address
- iii. Signed letter from an independent auditor/accountant on their company letterhead confirming physical/trading/operational address for the business

#### **7. How recent must be proof of residence documents be?**

All documents must be less than three months old except for:

- Signed lease or rental agreement (less than one year old)
- Home loan statement from another financial institution (less than six months old)
- Official SARS document (less than one year old)
- Long/Short-term insurance policy documents from another financial services provider (less than one year old)
- Body corporate/governing body letter or statement (less than one year old)
- Motor vehicle registration/licence documents (less than one year old)
- Television licence renewal confirmation letter (less than one year old)

#### **8. Where should I direct my queries or complaints about FICA?**

**If you have any complaints or queries regarding general KYC, please contact 087 730 5799**

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