Notice

Know Your Customer(KYC)

Submit and update Know Your Customer (KYC) documents the safe and friendly way.

How to update your identification documents in a way that observes Covid19 safety protocols and advance our banking relationship?

Please submit your up-to-date identification documents as provided below not later than the 31st October 2021:

- email your documents to fnblkycremediation@fnb.co.za, Or
- any nearby FNB Lesotho branch

Which documents should you submits?

Individuals

- Identification Document (National Identity or Passport)
- Valid Proof of Residence (Copies of lease, copies of Utility Bill, Letter of Chief, statement from furniture shops, Statement from retail shops)
- Proof of income (Letter from employer/Payslip/ Income Declaration etc.)
- Work permit (for non-citizens)

Businesses

- Certificate of incorporation/memorandum or articles of association
- Valid Traders license
- Valid Tax clearance certificate
- Proof of income (Audited Financial Statements/Management Accounts/ Cash flow projections/ tender agreements etc.)
- Copies of Identity Documents for signatories and/or directors
- Copy of proof of residence for signatories and/or directors

How failure to submit the above documents will impact you?

Your account will be frozen/blocked since we are required by law to have our clients' identification documents regularly updated. Therefore, you will not be able to access your account; you will not be able to transact, and this will not only impact you but also others that are connected to you economically.

What can you expect after submission of documents?

- We can confirm that once you have submitted all the required information and/or documents, your details will be updated within 24 hours.
  We would appreciate your assistance, patience, and cooperation to ensure the completion of this initiative.

Important!

For all Premier Banking and business clients, please contact your respective Relationship Managers and Bankers to update your documents.

Should you have any enquiries regarding KYC, please contact us on **Call 2224 1000** contact your nearest Branch or Relationship Manager.

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