

# ACCOUNT OPENING FORM Institutions & Non-Individual Account

Account Opening Requirements	Sole Proprietorship	qidzıənfieq	Vilided Liability VneqmoD	Company Limited by Guarantee	Public Limited Company	External Company	Embassy/ Diplomatic Mission	& səənimok tə'rusts, Mominees & Fiduciaries	Ministries, Departments & AGM) seincies	Unincorporated Society, Club or Association
1 Duly completed account opening forms	>	>	>	>	>	>	>	>	>	>
2 Certificate of Incorporation/Certification of Registration/Registration of Business Name/Act/ Gazette	>	>	>	>	>	>	N/A	N/A	>	N/A
3 Certified true copy of regulations/partnership agreement/trust deed/constitution (certified true copies)	N/A	>	>	>	>	>	N/A	>	N/A	>
4 Certificate to commence business	N/A	N/A	>	>	>	N/A	N/A	N/A	N/A	N/A
5 Form A/Forms 3 & 4 (where applicable)	>	N/A	>	>	>	N/A	N/A	N/A	N/A	N/A
6 TIN certificate/Tax Clearance Certificate bearing tax identification number (for each sole proprietor, signatory, partner or director)	>	>	>	>	>	N/A	N/A	N/A	N/A	N/A
7 Utility bill	>	>	>	>	>	>	N/A	>	N/A	>
8 Evidence of registration with Ghana Investment Promotion Centre (where applicable)	N/A	>	>	>	>	>	N/A	N/A	N/A	N/A
Oppy of trade license or business license from relevant government authority (where applicable)	>	>	>	>	>	>	N/A	N/A	N/A	N/A
10 Resolution or authority letter appointing Zenith Bank (Ghana) Ltd as the entity's bankers and including names of all signatories to the account and directors of the entity in attendance e.g. Board Resolution, Mandate Letter, Controller & Accountant General's authority	N/A	>	>	>	>	>	>	>	>	>
11 Letters of accreditation	N/A	N/A	N/A	N/A	N/A	N/A	>	N/A	N/A	N/A
12 Proof of identity of each (i) Signatory (ii) Director	>	>	>	>	>	>	>	>	>	>
13 Recent clear passport-size photograph of each signatory (i.e. within the past 3 months)	>	>	>	>	>	>	>	>	>	>
14 Speciment signature form completed by each signatory to the account	>	>	>	>	>	>	>	>	>	>
15 Proof of address of each (i) Signatory (ii) Director e.g. Utility bill	>	>	>	>	>	>	N/A	>	N/A	>
16 Residence permit or Diplomatic ID/Work Permit (where applicable)	N/A	>	>	>	>	>	>	>	N/A	>
17 Non Citizen Ghana Card (where applicable)	N/A	>	>	>	>	>	N/A	>	N/A	>
18 Mandatory intial deposit	>	>	>	>	>	>	>	>	>	>

Please be advised that where copies of original documents are provided, original documents must be sighted.



#### APPLICATION FOR THE OPENING OF AN ACCOUNT: INSTITUTIONS AND NON-INDIVIDUALS

Please read carefully and onecessary	complete all relevant sections and re	eturn to the Custom	er Service Unit of your local b	oranch. Please com	plete in block capitals and tick where
<b>ENTITY TYPE</b> [ ] Sole Proprietorship	[ ] Limited Liability Company	[ ] Public Compar	ny [ ] Parastatal (	(Including MDAs)	[ ] Embassy/Diplomatic Mission
[ ] Partnership	[ ] Guarantee Company: NGO, Foundation etc.	[ ] External Comp	pany [ ] Trusts, Nor Fiduciaries		[ ] Unincorporated Society, Club or Association
ENTITY DETAILS					
Full Legal Name of Customer:					
Business Name/Trade Name:			Registered Office Address:		
Tax Identification Number (TIN	1):				
Date of Incorporation:					
Country of Incorporation:					
Name of Parent Company and	Country of Incorporation				
Operating Business Address 1:					
Operating Business Address 2:					
Mailing/Correspondence Addr	ess:				
Company Registration Number		Othe	er Reference Number:		
Telephone Number(s):		Ema	il:		
Fax Number:		Busi	ness Website:		
NATURE OF BUSINESS/  [ ] Accounting/Audit Ser  [ ] Agriculture, Forestry & [ ] Commerce & Finance  [ ] Construction  [ ] Education  [ ] Electricity, Gas & Wat  [ ] Other (please specify)	vices [ ] & Fishing [ ] [ ] [ ] [ ] [ ] er [ ]	Energy Health Care Hospitality Information Technology Investment Advisor Legal Services	= :	[ ] Other Pro [ ] Real Estat [ ] Religious	Quarrying fessional Services
ACCOUNT SPECIFICATION	ONS				
Purpose of Account:  [ ] Salary Processing  [ ] Business/Transaction:	[ ] Savings & Investm [ ] Conduct a single t al [ ] Other (please spe	ransaction [ ]	Security/Safe keeping Access to banking services		n of third party payments f inflows from family & friends
Source of Funding:  [ ] Commissions  [ ] Dividends	[ ] Business Income [ ] Personal Savings [ ] Trust Funds per T	[ ]	Salary Family & Friends Other (please specify):	[ ] Rental Ind	
Expected Transaction Act	vity Ant	cicipated No. of Tran	sactions per Month	Anticipated A	mount per Month
Deposits (including inwar	d remittances):	0 - 10	25 26 - 50 > 50		
Withdrawals (including o	utward remittances):	0 - 10	25 26 - 50 > 50		
Beneficial Ownership*					
-	owners of the funds in the account				
[ ] We are holding the fu	nds in the account on behalf of a th	nird party (please spe	ecify):		
[ ] We are holding the fu	nds in the account on behalf of mo	re than one third par	rty (please specify):		

<sup>\*</sup>Beneficial owner means (a) a natural person(s) who ultimately owns or controls a customer and or (b) the person who has the ultimate effective control over a legal person or arrangement and relevant third parties.



#### APPLICATION FOR THE OPENING OF AN ACCOUNT: INSTITUTIONS AND NON-INDIVIDUALS

Please indicate whether the applicant is licensed as a	free zones enterprise unde	er the Ghana Free Zones Act:		[ ] Yes [ ] No
Please indicate whether the applicant is listed on any	stock exchange and provid	de its reference number (if applica	able):	[ ] Yes [ ] No
Please indicate whether the applicant or any of the be	eneficial owners or directo	rs is a Politically Exposed Person	or closely associated with one:	[ ] Yes [ ] No
If you responded 'Yes' to the above, please provide the *Politically Exposed Persons (PEPs) are individuals who are or	· · ·	· · · <u></u>	a and foreign countries and those assoc	ciated with them
OTHER INFORMATION				
Major Products				
Key Customers				
Countries with which applicant normally conducts business (li	st top four countries)			
RELATED ENTITIES				
Name	Address:		Zenith Bank Account No. (if applicable	e) 
Name	Address:		Zenith Bank Account No. (if applicable	e)
Name	Address:		Zenith Bank Account No. (if applicable	e)
ACCOUNTS WITH OTHER BANKS (Including Zenith	Ghana) Limited)			
Name and Address of Bank/Branch	chana, Emilica,	Account Name & Number		
Name and Address of Bank/Branch		Account Name & Number		
Name and Address of Bank/Branch		Account Name & Number		
We request the opening of a current account with Zenith Ban	k (Ghana) Limited. We certify t	that the above particulars are correct		
DISCLOSURE TO CREDIT REFERENCE BUREAUX Furthermore, I/We hereby authorize Zenith Bank (Ghana) Lim Credit Reporting Act, 207, Act 726, or (b) obtain credit report			, ,	
Name:	Signature	н	Date:	
Name:	Signature	p:	Date:	



# ZENITH BANK (GHANA) LIMITED

	APPLICATION FOR OPENING A FOREIGN CURRENCY/FOREIGN EXCHANGE ACCOUNT
1.	Do you have any related account(s) with Zenith Bank Ghana Limited?
	Yes No
2.	Please provide the account numbers for any related accounts (if applicable)
3.	Will you maintain the same mandate as applicable to the account(s) indicated above?
	Yes No
1.	TYPE OF ACCOUNT/CURRENCY (Please tick as applicable)
	i. Foreign Currency Account (off shore)
	ii. Foreign Exchange Account (on shore) USD GBP EUR
5.	Purpose of Account: Salary Processing Business/Transactional Other (Please specify)
ō.	Source of Funds: Salary Business Income Other (Please specify)
	Please provide the name and details of the sender/investor
7.	FREQUENCY AND AMOUNT OF INFLOW (Please tick where applicable)
	Weekly Monthly Quarterly
	Others (Please specify):
3.	RULES GOVERNING FOREIGN EXCHANGE TRANSACTIONS:  1. Please note that funds will be used only for eligible transactions.
	<ol> <li>Returns will be rendered to Bank of Ghana on all funds received and utilized.</li> </ol>
	3. Conversion of foreign currency to cedis will be at the Zenith customer rates.
	4. There is a surcharge on certain eligible transactions subject to the Bank's tariffs.
	WE HEREBY CONFIRM THAT THE ABOVE INFORMATION IS TRUE AND AGREE TO ABIDE BY THE RULES GOVERNING FOREIGN EXCHANGE TRANSACTIONS AS STATED IN 8 ABOVE.
	CHAIRMAN SIGNATURE
	SECRETARY/DIRECTOR SIGNATURE
	FOR OFFICIAL USE ONLY  I/We recommend the above customer for the specified transactions.
	Dulation skip Advances
	Relationship Manager Branch Head (Name, Signature & Date) (Name, Signature & Date)

KEY PERSONNEL INFORMATION: PRINCIPAL OFFICERS/SIGNATORIES/DIRECTORS

	Key Person I		Key Person II		Key Person III	
Full Legal Name:						
Other Names:						
Mother's Maiden Name:						
Date of Birth: (mandatory) Place of Birth/TIN:	D D M W Y Y	Y Tax Identification Number	D D M M Y Y Y Place of Birth	Y Tax Identification Number	D D M Y Y Y P Place of Birth	Y Tax Identification Number
Sex: Identification Type:	[ ] Male [ ] Voters ID Card	[ ] Female )Card [ ] Passport	[ ] Male [ ] Voters ID Card [ ] NA Card [ ] SKNIT Card	[ ] Female ard [ ] Passport	[ ] Male [ ] Noters ID Card [ ] NIA Card [ ] SKNIT Card	[ ] Female ard [ ] Passport
ID Number/Issuing Country	ID Number	Issuing Country		Issuing Country	ımber	Issuing Country
ID Issue/Expiry Date:	Issue Date	Expiry Date	Issue Date	Expiry Date	Issue Date	Expiry Date
Residence Permit No: (if applicable)	Permit No	Expiry Date	Permit No	Expiry Date	Permit No	Expiry Date
Citizenship/Hometown:	Citizenship	Hometown	Citizenship	Hometown	Citizenship	Hometown
Occupation/Job Title:	Occupation	Job Title	Occupation	Job Title	Occupation	Job Title
Residential Address (including important landmarks) & Metropolitan, Municipal District Assembly Area	Street Address: City, Region & Country	MMDA	Street Address: City, Region & Country	MMDA	Street Address: City, Region & Country	MMDA
Personal Phone No:						
Email Address:						
Key Person Status: Tick all applicable boxes	[ ] Principal Officer [ ] Signatory	natory [ ] Director	[ ] Principal Officer [ ] Signatory	ory [ ] Director	[ ] Principal Officer [ ] Signatory	ory [ ] Director
I hereby attest that the above information is true and complete.	Signature		Signature		Signature	

Verified by: (For Bank Use Only)

# ZENITH BANK (GHANA) LIMITED KEY PERSONNEL INFORMATION: PRINCIPAL OFFIN

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'ERSONNEL INFORMATION: PRINCIPAL	

	Key Person IV		Key Person V		Key Person VI	
Full Legal Name:						
Other Names:						
Mother's Maiden Name:						
Date of Birth: (mandatory)		>	. У W М Д Д	>		>
Place of Birth/TIN:	Place of Birth	Tax Identification Number	Place of Birth	Tax Identification Number	Place of Birth	Tax Identification Number
Sex: Identification Type:	[ ] Male [ ] Voters ID Card [ ] NA Card [ ] SNIT Card	[ ] Female Card [ ] Passport	[ ] Male [ ] Voters ID Card [ ] NIA Card [ ] SSNIT Card	[ ] Female ard [ ] Passport	[ ] Male [ ] Uoters ID Card [ ] SSNIT Card	] Female d [ ] Passport
ID Number/Issuing Country	ID Number	Issuing Country	umber	Issuing Country	umber	Issuing Country
ID Issue/Expiry Date:	Issue Date	Expiry Date	Issue Date	Expiry Date	Issue Date	Expiry Date
Residence Permit No: (if applicable)	Permit No	Expiry Date	Permit No	Expiry Date	Permit No	Expiry Date
Citizenship/Hometown:	Citizenship	Hometown	Citizenship	Hometown	Citizenship	Hometown
Occupation/Job Title:	Occupation	Job Title	Occupation	Job Title	Occupation	Job Title
Residential Address (including important landmarks) & Metropolitan, Municipal	Street Address:	Y GIVEN	Street Address:	VOLVAN	Street Address:	VANVA
District Assembly Area (MMDA)	CITY, KEBION & COUNTRY	MMDA	Lity, Region & Country	MINDA	City, Region & Country	MINIDA
Fersonal Priorie No: Email Address:						
Key Person Status: Tick all applicable boxes	[ ] Principal Officer [ ] Signatory	atory [ ] Director	   ] Principal Officer   [ ] Signatory	tory [ ] Director	 [ ] Principal Officer	γ [ ] Director
I hereby attest that the above information is true and complete.	Signature		Signature		Signature	

Verified by: (For Bank Use Only)

# ZENITH BANK (GHANA) LIMITED BENEFICIAL OWNERSHIP

	Beneficial Owner I	Beneficial Owner II	Beneficial Owner III
Full Legal Name:	Kindly provide details for each beneficial owner or shareholder with share holding of 10% or greater	of 10% or greater	
Nationality/Country of Incorporation.: Date of Birth:	Y         Y         Y         M         M         D         D	A A A M M Q Q	Y         Y         Y         M         M         O         O
Identification Type:	[ ] Driver's License [ ] Voters ID Card [ ] Passport [ ] NIA Card [ ] SSNIT Card	[ ] Driver's License [ ] Voters ID Card [ ] Passport [ ] NIA Card [ ] SSNIT Card	[ ] Driver's License [ ] Voters ID Card [ ] Passport [ ] NIA Card [ ] SSNIT Card
Tax Identification No:			
Current Permanent Residential Address:			
Personal Phone Number:			
Email Address:			
Nature of Business:			
% Shareholding:			
Name of Spouse:			
Spouse's Address:			
For corporate shareholders:			
Name of Ultimate Beneficial Owner:			
Names of Affiliated Entities:			



# **BOARD RESOLUTIONS**REPUBLIC OF GHANA

		COMPANIES	CODE 1963		
(A) L	IST O	F DIRECTORS PRESENT			
S/N	1	NAME		POS	ITION
1					
2					
3					
4					
5					
IN AT	TEND	ANCE			
J				(COMPANY	SECRETARY)
<u>RESO</u>	<u>LUTIO</u>	<u>N</u>			
At the n Head c	neeting office, th	of the Board Directors of e following resolutions were proposed and duly pa	held on ssed:	_day of2	0 at the company
com any belo	nbine or a one or r onging to	any general lien or similar right to which you as a bank n consolidate all or any of the Company's accounts with it's nore of such accounts or any other credits, be they cash the Company held with you in or towards satisfaction of a her such liabilities be actual or contingent, primary or coll	s liabilities to you and set of , cheques, valuables, secu ny of the Company's liabilit	ff or transfer anv sum	standina to the credit o
Com case the c instr	npany an of any c offices re ument si	y and a Director of the Company be, and hereby are, a d other Persons authorized to sign for it and the offices res nange of any holder of any such office or holders of any su spectively held by them, together with specimens of thei gned by any new officer or officers in respect of whom it said officer or officers were named in the foregoing resolu	pectively held by them, toge ich offices, the fact of such o r signatures and the Bank has received any such certi	ether with specimens of change and the name be, and hereby is, and ificate or certificates	of their signatures and in es of any new offices and othorized to honour and with the same force and
whic purs the E the E cont	h any ac uance of Bank in d Bank ma inuing to	cromptly notified in writing by the Secretary of any change count of the Company may be maintained, and that unt these resolutions, and that until it has actually so receive ue course and by such means as it may deem appropriate by deem to be concerned thereby, it shall be indemnified act in pursuance of these resolutions, even though these ext the general intention of this resolution.	il it has actually received su d such notice and sufficient to notify such of its departr d and held harmless from	uch notice of writing, times shall have elar ment offices, branche any loss suffered or	it is authorized to act in used thereafter to permi s and correspondents as liability incurred by it in
that	the Bank	thdrawals and borrowing of money and/or other transac may rely upon the authority conferred by this entire resolo nodifying the same.	tions on behalf of the Compution until the receipt by it o	oany with the Bank ar of a certified copy of a	e hereby approved, and resolution of this Board
(or b	eyond th	all withdrawals and borrowings of money and/or other tra e approved debit limit, where an approved OD facility by be determined by the Bank.	nsactions on behalf of the C duly exists) on the Compar	Company resulting/leny's account with the	ading to a debit balance Bank will attract pena
6. That	the Com	pany should open and operate an Account(s) Denomino ank Ghana Ltd.	ated in Ghana Cedis and/o	r Foreign Currency a	nd/or Foreign Exchange
7. That	the signo	tories to the account shall be:			
(B) SIC	SNATO	PRIES TO THE ACCOUNT			
(S/N)		NAME	CATEGORY	SPECIM	en signature
resolution We furth amenda We inde	ons and the ner certifinents to F mnify the	RTIFY that there is no provision in the Regulations of the Conat the same are in conformity with the provisions of the same that the Regulations of the company given by us to the Regulations will be advised to the Bank within fourteen days. Bank against any loss, expense and damages it may sus diment or addition to the Regulations.	id Regulations. e Bank are amended up to s of such amendments.	o date. We further ur	ndertake that any future
The ma	ndate of	the company shall be:			
We certi	fy that th	e above is a true and correct extract of the minutes of th	ne Board Meeting		
Data at		ale in a discount	2	10	

Secretary

 ${\sf Chairman}$ 



#### PARTNERSHIP CURRENT ACCOUNT MANDATE

#### TO: ZENITH BANK (GHANA) LIMITED

1.

We the undersigned
(1)
(2)
(3)
(4)
(5)
being the present individual Partners in the firm of
carry on business as
at
and until written notice from us to the contrary hereby request and authorise you to honour respective signature as under on behalf of the firm.

- 2. We also request and authorise you, until any one of us shall give notice in writing to the contrary, to honour all cheques or other orders which may be drawn or bill or notes made or receipt for moneys owing by you to the firm signed by any one of us on behalf of the firm and to debit such cheques, orders, bills notes and receipts to the firm's account or accounts with you whether such account or accounts be for the time being in credit or overdrawn or may become overdrawn in consequence of such debit and we will be jointly and severally responsible for the repayment of any such overdraft and interest.
- 3. We further authorise you to honour the signature of any one of us until any of us shall give you notice in writing to the contrary on instructions to withdraw and deal with any of the partnership property or securities, to buy or sell foreign exchange, execute and deliver guarantees, indemnities, pledges and other agreements related thereto, open letters of credit or requests for the granting of credit, discount and negotiate any bill of exchange or any paper held by the firm, request for the release of goods to the firm on D/P or D/A forms or regarding purchase or sale of any securities by the firm and we will be jointly and severally responsible for the payment to the bank of any money which may at any time become payable to the bank as a result thereof.
- 4. Any securities or other property of or deposited in the name of the firm may be withdrawn and moneys may be borrowed from you on any terms and conditions, in the name or on behalf of the firm and may be secured in any manner upon any securities moneys or property of or deposited in the name of the firm by any one of us and we will be jointly and severally responsible for the repayment of such moneys with interest costs charges and Expense.
- 5. Upon any partner ceasing to be a member of the firm by death or otherwise you may in the absence of written notice to the contrary from us or any of us or the legal personal representatives or trustees of any of us treat the surviving or continuing partners or partner or other partners or partner for the time being as having full power to carry on the business of the firm and to deal with its assets as freely as if there had been no change in the firm.
- 6. We note that the Bank will accept no liability whatsoever for funds handed to members of the staff outside banking hours or outside the Bank's premises.
- 7. Our attention has been drawn to the necessity of safeguarding our cheque book so that unauthorised persons are unable to gain access to it and to the fact that neglect of this precaution may be a ground for any consequential loss being charged to our account.

8. We understand and agree that the Bank is under no obligation to honour any cheque(s) drawn on our account unless there are sufficient funds in the account to cover the value of the said cheque(s). We understand and agree that such cheques may be returned to the firm unpaid.

Furthermore we understand and agree that any sum outstanding to the credit of this account shall bear interest at a rate fixed by the bank from time to time.

- 9. We agree that in addition to any other general lien or similar right which you as bankers may be entitled be law you may at any time and without notice to us combine or consolidate all or any of our account with and liabilities to you and set-off or transfer any sum or sums standing to the credit be it cash, valuables, deposits, securities, negotiable instruments or other assets belonging to us with you in or toward satisfaction of any of our liabilities to you on any other account or in any other respect whether such liabilities be actual or contingent primary or collateral and several or joint.
- 10. This authority shall remain in force until revoked notwithstanding any change in the constitution or name of the firm and shall apply notwithstanding any change in the membership of the firm by death, bankruptcy, retirement or otherwise or the admission of any new partner or partners.
- 11. We agree to comply with, and to be bound by the rules of the Bank for the time being in force.

Date	ed this	day of		,20
		Signature o Individual Partners	(1) (2) (3) (4) (5)	
Whe	en signing for partnership:			
(1)		will sign		
(2)		will sign		
(3)		will sign		
(4)		will sign		
(5)		will sign		

- 1. Note: At least one signature to be over 5 Gp Stamp
- 2. (Alterations must be initialed by all signatories)



# MANDATE (SOLE PROPRIETORSHIP)

To: ZENITH BANK (GHANA) LTD.	
being the sole proprietor of the firm	
	or debit as on behalf of the said firm and in consideration of you
doing so I agree, covenant and declare as follows:	or debit as on behalf of the sala little and in consideration of you
hereby acknowledge that I am and shall continue to be perso anyone else duly authorised by me. To the same extent as if th name you are hereby authorised to debit such account whe	w conducted and/or to be conducted under the said style and I do onally and fully responsible for all business conducted by me and e said business had been operated and conducted under my owr ther it be in credit or overdrawn with all cheque or other orders by me or my authorised attorney as indicated on your specimen
I declare myself liable on all such cheques or the orders which bound by the Bank's rules of the conducts of current accounts	n may be on the said account and agree to comply with and to be
My attention has been drawn to the necessity of safeguarding access to it and to the fact that neglect of this precaution maccount.	my cheque book so that unauthorised persons are unable to gair ay be a ground for any consequential loss being charged to my
l agree that in addition to any other general lien or similar r anytime and without notice to me combine or consolidate a	ight to which you as bankers may be entitled by law you may a ll or any of my accounts with and liabilities to you and set-off o edit, be it cash, cheque, valuables, deposits securities, negotiable al or contingent, primary or collateral and several or joint.
I note that the Bank will accept no liability whatsoever for foutside the Bank's premises.	unds handed to members of the staff outside banking hours o
Dated this	Day of
Full Name	Signature
Address	
Witnessed by(Signature)	Full Name
Occupation	
Address	



# MANDATE FOR UNINCORPORATED SOCIETIES, CLUBS AND ASSOCIATIONS

	ITH BANK (GHANA) LIMITED						
"That an account be opened in the name of							
of							
And that other pro	perty, whether the accounts b	d other Orders for the payr e in credit or overdrawn, b	nent or disposal of Money or Sec e signed on behalf of the said				
We agree at any tim or transfe or other o	that in addition to any other genee and without notice to us combon any sum or sums standing to the assets belonging to us with you in	neral lien or similar right to oine or consolidate all or any he credit be it cash, cheques n or towards satisfaction of c	which you as bankers may be entity of our accounts with and liabilitie, valuables deposits, securities, negny of our liabilities to you on any eary or collateral and several or joi	led by law, you may s to you and set-off gotiable instruments other account or in			
	that the Bank will accept no lia e the Bank's premises.	bility whatsoever for funds h	nanded to members of its staff ou	tside banking hours			
hereby a		rely upon the authority con	or other transactions on behal- firmed by this entire resolution usering the same.	·			
are unabl			uarding our chequebook so that uution may be a ground for any co				
	py of this Resolution be forward ed to sign"	ed to the Bank by the Chair	nan, together with specimens of si	ignatures of Officers			
S/N	FULL NAME:	POSITION:	USUAL SIGNATURE:	CATEGORY			
1.							
2.							
3.							
4.							
5.							
6.							
7.							
8.	8. SECRETARY						
I certify th	at the above Resolution was du	ly passed at a Meeting held	at				
and the a	bove Signatures are correct.						
I enclose	herewith a copy of the Rules of	the					



#### AUTHORITY TO SEND STATEMENTS OF ACCOUNT AND OTHER CORRESPONDENCE BY E-MAIL

	·	city to provide correspondence by e-mail	•			
my/our statements of account and other correspondence in respect of the under listed accounts to the e-mail address(es) provided below on a Daily Weekly Monthly basis. (Please tick as						
		low on a Daily Weekly	nly basis. (Please tick as			
appropri	are)					
S/N		AUTHORIZED E-MAIL ADDRESSES	,			
1.						
2.						
3.						
4.						
5.						
6.						
l/we the or tort (i	y affected or unsafe to refore agree to indem ncluding negligence) i c communication of inf limited to) the acts or o	intercepted, corrupted, lost, destroyed, ouse.  nify and hold the bank harmless under warm respect of any error or omission formation to me/us and my/our reliance emissions of our service providers.	vhatsoever basis, whether in contract arising from or in connection with			
	Signature/Date		Signature/Date			
FOR BAI	NK USE ONLY					
Received	and Verified:	CSU	Date:			
Confirme	d:	RSM	Date:			
Authorise	ed :	Head of Operations/Branch Head	Date:			



#### RELEASE AND INDEMNITY IN RESPECT OF FAX, E-MAIL AND TELEPHONE INSTRUCTIONS

#### **WHEREAS**

- A. I/We have requested Zenith Bank (Ghana) Limited ("the Bank") to act on instructions transmitted by me/us to it by facsimile transceiver, e-mail or telephone;
- B. The Bank has informed me/us that it is prepared to act on such fax, e-mail or telephone instructions which purport to emanate from me/us if it receives a suitable release and indemnity against certain claims, losses, damages, demands and actions; and
- C. I/We are prepared to give such release and indemnity,

TITLE.....

NOW,	THEREFORE		
I/We the	undersigned.		
DO HE	REBY		
1.	In consideration of the Bank's cap under listed accounts via the fax n	acity to receive correspondence by fax/ umber(s)/e-mail address(es) provided b	e-mail authorize the Bank to act on instructions in respect of the elow:
	ACCOUNT NAME	ACCOUNT NUMBER	E-MAIL ADDRESS/FAX NUMBER
2.	Acknowledge that it is not practice by telephone to the Bank, which p		ticity of all messages and instructions faxed, e-mailed or relayed
3.	Agree that all such instructions, m mail and/or telephone instruction	andates, consents, commitments and th s") shall be deemed to have been given	ne like which purport to emanate from me/us ("purported fax/e- by me/us and I/We shall be bound thereby;
4.	Release the Bank from all claims, which I/We may suffer or incur as telephone instructions;	demands, actions, losses and damage s a result of the Bank acting or, for reas	s of whatsoever nature which may be brought against me/us or sonable cause, not acting on any purported fax/e-mail and/or
5.	brought against the Bank which it mail and/or telephone instruction above purported fax/e-mail and/o distortion of communication link	may suffer or incur arising from its acting as or arising from or out of the malfunc or telephone instructions are transmitted	ions, losses and damages of whatsoever nature which may be ng or, for reasonable cause, not acting on any purported fax/e- tion, failure or unavailability of any medium through which the I, the loss or destruction of any data, the failure, interpretation or by incorrect, incomplete information or data contained in any
6.	Agree that in respect of the purpo only be given if the message is rec	orted fax/e-mail and/or telephone instru eived by the Bank at a reasonable time b	uctions regarding the transfer of money, "same day" value may efore the close of its business to the public;
7.	Understand that this Release and I result of any unlawful or fraudulen	ndemnity does not absolve the Bank from tacts of the Bank.	m liability in respect of losses or damages suffered by me/us as a
SIGNED	) at	this	day of20
Ву			
SIGNA	TURE	SIGNA	TURE
NAME.		NAME	

TITLE.....



### **E-Banking Application Form**

We are glad you chose Zenith Bank as your financial solution provider. We would like to introduce to you some of our e-banking products. Please tick as appropriate the solution you may wish to use.

some of our c banking products. Fredse fick as	s appropriate the solution	Tryou may wish to use.	
SMS Banking Access your account balance, transaction his funds (Inter and Intra account)	story (last five (5) transa	ctions), buy mobile top up	vouchers and transfer
SMS Banking (Enquiries via mobile phone, tra	ansaction history (last five (5	transactions)	
<b>Z-Prompt</b> Receive notification of transactions made on	your accounts (deposit	s and withdrawals) via:	
SMS E-mail Both	] (Please indicate below you	r preferred E-mail address / Mobile	e No. )
Phone Number			
E-mail Address			
i-Bank (Internet Banking)  View account balance, download your account balance, capacity and state account balance, account balance, download your account balance, account balance, download your account balance,	ard transfer and bill pay  n)	ment. Download the <b>Z-M</b>	<b>obile App</b> on
SIGNED at	this	day of	20
AUTHORISED SIGNATURE	AUTHOR	ISED SIGNATURE	
NAME	<b>NAME</b>		
TITLE	TITLE		
By signing, I confirm that I have read ZENITH BANK (GHANA) LIMITED E-E			
Processed by	CSU Officer		



#### **E-Banking Service Terms and Conditions**

The following terms and conditions shall govern the Zenith Bank (Ghana) Limited E-Banking Service.

#### 1. Definitions

- "Customers" means a customer of Zenith Bank Ghana (Limited) who has or operates an account with the Bank and is named in the application form but where two individuals are named, either or both of them are customers. "The Bank" means Zenith Bank (Ghana) Limited
- **"Service"** means the Zenith Bank Ghana Internet Banking, Telephone Banking, Secure message facility, online bill payments and other e-banking services
- "Access code, Pass code, User name and Password" means the enabling code with which you access the system and which is known to you only."Account" means a current or savings account or other account maintained with the bank at any of the Bank's branches in Ghana
- "PIN" means the customer's personal identification number
- "Mailing Address" means the customer's mailing address in the Bank's records.
- "Instruction" means the customer's request to the Bank for the services.
- "ATM" means Automated Teller Machine that dispenses cash to account holders or accepts cash deposits with the use of a smart card i.e debit card or credit card
- **"Secure Message Facility"** means the facility within the e-Banking Service that enables the Client to send electronic messages (e-mail,sms) to the Bank, including without limitation free-format messages, fixed format messages, or instructions to make payments, requests for cheque books, bankers drafts or the purchase or sale of securities and interests in mutual funds.
- 2. The service allows the customers to give the Bank instructions by use of:
- (a) Telephone, ATM, PIN, Password, Access code, User name and secure message (email, sms) for the following:
- (i) Obtain information regarding customer's balances as at the last date of business with the Bank.
- (ii) Obtain information with regards to any instrument in clearing or any credit standing in the customers account as at the last date of transaction on the customer's account.
- (iii) Authorize the Bank to debit customer's account to pay a specified utility bill such as WATER RATE and/or any other bills as specified by the customer subject however to availability of such bill payment under this service.
- (iv) Authorizing the Bank to effect a transfer of funds from the customer's account to any other account with the bank.
- (v) Authorizing the Bank to effect any stop payment order.
- 2(b) On receipt of instructions, the Bank will endeavor to carry out the customer's instructions promptly, excepting all or any unforeseen circumstances such as an Act of God, Force Majeure, and other causes beyond the Bank's control.
- 3. Before the service can avail any customer, he/she must have:- any one or a combination of the following:
- (i) An account with the Bank
- (ii) A Pass code, Access code, username and Password
- (iii) A touch-tone telephone/GSM handset and computer
- (iv) A Personal Identification Number "PIN"
- (vi) An E-mail address
- 4. Under no circumstances shall the customer allow any body access to his/her account through the service.
- 5. The Pass code/Access Code/Password/E-mail
- (a) The Customer understands that his/her Pass code, Access Code/ Password/E-mail is used to give instructions to the Bank and

- accordingly undertakes:
- (i) That under no circumstances shall the Pass code, Access Code/Password be disclosed to any body.
- (ii) Not to write the Pass code, Access Code/Password in an open place in order to avoid third party coming across same.
- (b) The customer instructs and authorizes the Bank to comply with any instructions given to the bank through the use of the service.
- (c) Once the Bank is instructed by means of the customer's Pass code, Access code and PIN the Bank is entitled to assume that those are the instructions given by the customer and to rely on the same.
- (d) The customer's Pass code, Access code must be changed immediately it becomes known to some one else.
- (e) The Bank is exempted from any form of liability whatsoever for complying with any or all instruction(s) given by means of the customer's Pass code, Access code if by any means the Pass code, Access code becomes known to a third party.
- (f) Where a customer notifies the Bank of his intention to change his Pass code, Access code arising from loss of memory of same, or that it has come to the notice of a third party, the Bank shall, with the consent of the customer, delete same and thereafter allow the customer to enter a new Pass code, Access code PROVIDED THAT the Bank shall not be responsible for any loss that occurs between the period of such loss of memory of the Pass code, Access code or knowledge of a third party and the time the report is lodged with the Bank.
- (g) Once a customer's Pass code/Access code is given, it shall be sufficient confirmation of the authenticity of the instruction given.
- (h) The customer shall be responsible for any instruction given by means of the customer's Pass code/Access code. Accordingly, the Bank shall not be responsible for any fraudulent, duplicate or erroneous instructions given by means of the customer's Pass code/Access code.

#### **Customer's Responsibility:**

- (i) The customer undertakes to be absolutely responsible for safeguarding his username, Access code, Pass code, PIN and Password, and under no circumstance shall the customer disclose any or all of these to any person.
- (ii) The customer undertakes to ensure the secrecy of his Access code, Pass code, PIN and password by not reproducing same in any manner whatsoever either in writing or otherwise capable of making it known to persons other than the customer.
- (iii) The Bank is expressly exempted from any liability arising from unauthorized access to the customer's account and/or data as contained in the Bank's records via the service, which arises as a result of inability and/or otherwise of the customer to safeguard his PIN Pass code/Access code and/or Password and/or failure to log out of the system completely by allowing on screen display of his account information.
- (iv) The Bank is further relieved of any liability as regards breach of duty of secrecy arising out of customer's inability to scrupulously observe and implement the provisions of clauses 3(i) (iii) above, and/or instances of breach of such duty by hackers and other unauthorized access to the customer's account via the service.
- (v) The customers Access code and Password must be changed immediately it becomes known to anyone else and therefore the customer is under a duty to notify the Bank whenever his/her Access code and/or Password has become known to another person.
- (vi) Where a customer notifies the Bank of his intention to change his Access code and/or Pass code arising from either his loss of memory of same or that it has come to notice of a third party, the Bank shall with the consent of the customer, delete same and thereafter allow the

customer to enter a new Pass code, Access code and Password. Provided that the Bank shall not be responsible for any loss(es) that occurs between the period of such memory of the Access code Pass code and/or Password or knowledge of a third party and the time the report is lodged with the Bank

(vii) The customers shall be responsible for any fraud, loss and/or liability to the Bank or third party arising from usage of the customer's Access code, Pass code, PlN and/or password being used by a third party and other unauthorized access. Accordingly the Bank shall not be responsible for any fraud that arises from usage of the customer's Access code, Pass code, PlN and/or Password.

- 6. Upon enrolling of a customer for the service the customer may be charged the applicable monthly fee and/or usage fee whether or not the customer makes use of the service during the period in question.
- 7. Under no circumstances will the Bank be liable for any damages, including without limitation direct or indirect, special, incidental or consequential damages, losses or expenses arising in connection with this service or use thereof or inability to use by any party, or in connection with any failure of performance, error, omission, interruption, defect, delay in operation, transmission, computer virus or line or system failure, even if the Bank or its representatives thereof are advised of the possibility of such damages, losses or hyperlink to other internet resources are at the customers risk.
- 8. Copyright in the pages and in the screens displaying the pages, and in the information and material therein and arrangement is owned by the Bank.
- 9. The Bank shall not be responsible for any electronic virus or viruses that the customer may encounter in course of making use of this service.

#### Rules of the Road:

- 10. For the benefit and security of our customers and to comply with applicable laws, we have a few mandatory guidelines that we call "rules of the road". And conduct that violates the rules of the road is grounds for termination of this services and the Bank may for whatsoever reason vary these terms and conditions. For this reason, the customer undertakes to:
- (i) Provide accurate information. Agree to provide true, accurate, current and complete information about yourself as requested in our registration form and account opening forms and the customer agree not to misrepresent his/her identity or information, which may include user names, password or other access devices for such accounts.
- (ii) Obey the law. Customer agrees not to use the service for illegal purposes or for the transmission of material that is unlawful, harassing, libelous (untrue and damaging to others), invasive of another's privacy, abusive, threatening, or obscene, or that infringe the right of others.
- (iii) Restrictions on commercial use or resale. Customer's right to use the service is personal therefore customer agrees not to assign or make any commercial use of the service.
- (iv) Proprietary rights. The customer acknowledges and agrees that the Bank own all rights to this web site and the content displayed on the site. The customer is only permitted to use this content as expressly authorized by the service. Customer may not copy, reproduce, distribute, or create derivative work from this content. A violation of any of the rules (i-iv) is a ground for discontinuation of the service by the Bank.

#### **Disclaimer of Warranties**

- 11. The customer expressly understands and agrees that use of the service is at his sole risk. The service is provided on an "as is" and "as available" basis. The Bank expressly disclaims all warranties of any kind, whether express or implied, including, but not limited to the implied warranties of merchantability, fitness for a particular purpose and non-infringement.
- 12. The Bank makes no warranty that:
- (i) The service will meet customers requirements
- (ii) The service will be uninterrupted, timely, secure, or error-free
- (iii) The results that may be obtained from the use of the service will be accurate or reliable

- (iv) The quality of any products, services, information or other material purchased or obtained by the customer through the service will meet your expectations, and
- (v) Any errors in the technology will be corrected.
- 13. Any material downloaded or otherwise obtained through the use of the service is done at customer' own discretion and risk and the Bank is not responsible for any damage to customer's computer system or loss of data that results from the download of any such material. No advice or information, whether oral or written, obtained by customer from us or through or from the service will create any warranty not expressly stated in these terms.

#### **Limitations of Liability**

14. Customer agree that the Bank will not be liable for any liability, whether direct, indirect, incidental, special, consequential or exemplary damages, including but not limited to damages for loss of profits, goodwill, use or other

intangible losses, even if we have been advised of the possibility of such damages, resulting from:

- (I) The use or the inability to use the service
- (ii) The cost of getting substitute goods and service resulting from any products, data, information or services purchased or obtained or messages received or transactions entered into through or from the service:
- (iii) Unauthorised access to or alteration or your transmission of data;
- (iv) Statements or conduct of anyone on the service; or
- (v) Any other matter relating to the service.
- 15. Indemnification. Except when caused by the Bank's intentional misconduct or gross negligence, customer agree to protect and fully compensate the Bank and its affiliates and service providers from any/and all third party claims, liability, damages, expenses and costs (including, but not limited to, legal fees) caused by or arising from customer's use of the service, violation of the terms or infringement, or infringement by any other user of customer's account, of any intellectual property or other right of anyone.
- 16. Service changes and discontinuation. The Bank reserve the right to change or discontinue, temporarily or permanently, the service at any time without notice. In other to maintain the security and integrity of the service the Bank may also suspend customer's access to the service at any time without notice. Customer agree that the Bank will not be liable to the customer or any third party for any modification or discontinuation of the service.

#### Others.

The Bank shall not be considered an agent or other legal representative of the customer for any purpose by reason of

this agreement and/or any other party whom the customer is using this service to pay. This agreement cannot be changed by the customer nor any of the Banks rights waived unless the Bank agree in writing or customer continue using the service following receipt of notice of any changes proposed by the Bank. This agreement is personal to the customer and the customer may not assign it to anyone. All notice to the customer shall be in writing via the address the customer has provided to the Bank, all notices to the Bank must be made in writing sent to the Bank's address. All notice to the customer shall be in writing via the address the customer has provided to the Bank, all notices to the Bank must be made in writing sent to the Bank's address. The Bank and the customer shall be an independent contractor, and nothing contained in this agreement shall be deemed to create any association, partnership, joint venture, or relationship of principal, agent or master and servant, employer or employee between parties. If any of these terms is held to be unenforceable, then such provision shall be construed, as nearly as possible, to reflect the intentions of the parties with other provision remaining in full force and effect. The laws of Ghana shall apply to this agreement.



#### PHYSICAL VISITATION REPORT

DATE:			_
In line with the Bank's account opening requirements, I hereby submit the report on physical visitation to the customer's corporate residence as follows:  PART "A"	office and	signatory	's place(s) c
1. NAME OF CUSTOMER:			
2. CORPORATE OFFICE/RESIDENTIAL ADDRESS VISITED (include graphical sketch of directions to location):			
3. TEL. NO: PHYSICAL CORPORATE VISITED:			
4. DATE OF PHYSICAL VISITATION:			
5. SIGNATURE OF CUSTOMER:			
PART "B" (FOR OFFICIAL USE ONLY)			
6. ADDRESS GIVEN BY CUSTOMER (In the Account Opening form):			
7. EXPLANATION FOR DIFFERENCE BETWEEN (2) & (6):			
8. HAS A TELEPHONE CONTACT BEEN ESTABLISHED WITH THE CEO OR HIS APPOINTED DESIGNATE INFORMING HIM OF THE APPLICATION TO OPEN THE ACCOUNT? (For MDAs and public institutions only). IF SO,	[] YES	[ ] NO	[ ] N/A
A. PROVIDE CONTACT NUMBER(S) USED:			
B. PROVIDE NAME OF CEO/APPOINTED DESIGNATE CONTACTED:			
C. WAS AUTHORISATION FOR THE OPENING OF THE ACCOUNT CONFIRMED?	[] YES	[ ] NO	
9. OBSERVATIONS ON THE CORPORATE ADDRESS VISITED:			
A. DOES THE ADDRESS EXIST?	[] YES	[ ] NO	[ ] N/A
B. DOES THE COMPANY OPERATE FROM THIS ADDRESS?	[] YES	[ ] NO	[ ] N/A
C. DOES THE COMPANY HAVE ANY OTHER PLACE OF BUSINESS, WAREHOUSE OR FACTORY?	[] YES	[ ] NO	[ ] N/A
IF SO, WHERE?			
D. IN YOUR OPINION AND CONSIDERING THE OBSERVATIONS, ARE THERE ANY VISIBLE SIGNS OF OPERATION?	[] YES	[ ] NO	[ ] N/A
BASED ON THE ABOVE INFORMATION, I HEREBY CONFIRM THE EXISTENCE OF THE OFFICE/RESIDENCE AT:			
NAME & SIGNATURE OF THE RELATIONSHIP OFFICER VISITING ADDRESS(ES):			
NAME & SIGNATURE OF ACCOMPANYING RSM VISITING ADDRESS(ES):		Date	
SIGNATURE OF GROUP HEAD/SECTOR HEAD/BRANCH HEAD:		Date	

	Provise a merchant laterth of dividuant to the cascomer's location.
>	You may also provide other descriptive information that will assist in identifying the customer's location





# FOR BANK USE ONLY

- Is e	s screening against the Bank's internal database of listed persons been carried out for either the applicant, any of its directors or beneficial owners a politically exposed pers licate the applicant's risk score:		its directors	and beneficial owners	;? [] Yes [] No [] Yes [] No [] 3 [] 4 [] 5	
	e: An Enhanced Due Diligence (EDD) form must be completed and approved by Senior Mana licate the applicant's FATCA status	agement (e.g. Gr			achieving scores of 4 or 5.	
C/N	DOCUMENTS OF TAINED		NI/A	INI DI ACE	DECEMBED	
<b>S/N</b>	DOCUMENTS OBTAINED		N/A	IN PLACE	DEFERRED	
2	Identification			-		
3	Passport Photograph(s)  Mandate Card			<del> </del>		
4	CTC of Certificate of Incorporation/Certificate of Registration					
5				-		
6	Board Resolution/Society Resolution			-		
7	Certificate to Commence Business			-		
8	CTC of Regulations/Rules/Constitution by President or Secretary	\		-		
9	Evidence of registration with GIPC (for companies with foreign participation			<del> </del>		
10	Evidence of registration with other government agency (where applicable	=)		<del> </del>		
11	Act/Gazette establishing government agency (where applicable)  Power of Attorney (where applicable)			-		
12	Search Report			-		
13						
14	Visitation Report Public Utility Receipt					
15						
16	Residence Permit (for resident foreign nationals)  Work Permit (for foreign nationals working in Ghana)			-		
17				-		
18	Evidence of income tax registration number			-		
19	Completed Key Personnel Information Form			-		
20	Completed Beneficial Ownership Form  Graphical Sketch of Location			-		
21	Enhanced Due Diligence form (where applicable)			-		
22	Physical Visitation			-		
23	Form 3/Form A			-		
23	rollii syrollii A			<u> </u>		
	Checked and processed by:  NAME & SIGNATURE (CSU OFFICER)  Relationship Manager:  NAME & SIGNATURE  NAME & SIGNATURE					
Approv	ed by:					
Name:		Designation	<u>Brancl</u>	n Head		
Signatu	re:	Date:				