

What Information is Needed When Opening a New Account?

To guarantee that all necessary information is supplied to clients when establishing a new account, the details below must be provided for every new checking, savings, money market, Now Card, or CD account opened via phone. This policy covers all inbound (Fulfillment and Priority Banking) and outbound (Priority Outbound) calls through the Contact Center. Scripts are not required to be read exactly as written unless specified; however, using the suggested wording will help ensure all required information is correctly conveyed.

Guidelines

Required for a Checking Account	Required for a Savings Account	Required for a Money Market Account	Required for a CD (Time Deposit) Account	Required for a New Now Card	Required for a New Savings Account
Customer Identification Program (CIP) Notice (Must be read verbatim, with translations)	Customer Identification Program (CIP) Notice (Must be read verbatim, with translations)	Customer Identification Program (CIP) Notice (Must be read verbatim, with translations)	Customer Identification Program (CIP) Notice (Must be read verbatim, with translations)	Customer Identification Program (CIP) Notice (Must be read verbatim, with translations)	Customer Identification Program (CIP) Notice (Must be read verbatim, with translations)
Citizenship Status	Citizenship Status	Citizenship Status	Citizenship Status	Citizenship Status	Citizenship Status
Dual Citizenship Status	Dual Citizenship Status	Dual Citizenship Status	Dual Citizenship Status	Dual Citizenship Status	Dual Citizenship Status
Due Diligence Question	Due Diligence Question	Due Diligence Question	Due Diligence Question	Due Diligence Question	Due Diligence Question
Standard Overdraft Coverage (SOC) Election Scripting (Not for Now Checking accounts)	Reg DD Disclosure (Applies to all DotRed Savings applications) (Must be read verbatim, with translations)	Standard Overdraft Coverage (SOC) Election Scripting	Remote Scripting	New Card Disclosure (Available in RAMS Phrasebook via the conference feature) (Must be read verbatim, with translations)	New Savings Account Scripting (Must be read verbatim, with translations)
Checking Account Closing Scripting	Savings/Money Market Account Closing Scripting	Savings/Money Market Account Closing Scripting	CD Mailing Scripting (if client does not agree to e-sign)		Final Scripting (for clients who e-sign)
Remote Scripting	Remote Scripting	Remote Scripting	CD Final Scripting (for clients who e-sign)		
Mailing Scripting (if client does not agree to e-sign)	Mailing Scripting (if client does not agree to e-sign)	Mailing Scripting (if client does not agree to e-sign)	New Account Screening (NAS) - (if applicable)		
Final Scripting (for clients who e-sign)	Final Scripting (for clients who e-sign)	Final Scripting (for clients who e-sign)			
New Account Screening (NAS) - (if applicable)	New Account Screening (NAS) - (if applicable)	New Account Screening (NAS) - (if applicable)			

Customer Identification Program (CIP) Notice

(This notice is presented via the IVR prior to routing the call to a Contact Center banker; see exception below)

- To make sure the CIP notice is shared properly with clients, bankers must read the CIP Notice verbatim, including its translations:
 - If there is a joint application and both applicants are on the line when the call begins, the banker must ensure both have been provided with the notice.
 - Before starting a new account or lending application during Outbound calls.
 - Before starting a new account or lending application during Relay calls.

Required Verbatim in English and Spanish Disclosure:

- "To assist the government in combating terrorism and money laundering activities, federal law mandates that all financial institutions acquire, verify, and document information that identifies each individual who opens an account. For you, this means that when you open an account, we will request your name, address, date of birth, and other identifying information. We may also ask to see your driver's license or other forms of identification."
- *"Para asistir al gobierno en la lucha contra el financiamiento del terrorismo y las actividades de lavado de dinero, la ley federal exige que todas las instituciones financieras obtengan, verifiquen y registren la información que identifica a cada persona que abre una cuenta. Esto significa que cuando usted abra una cuenta, le solicitaremos su nombre, dirección, fecha de nacimiento y otra información que nos permita identificarle. Adicionalmente, podríamos solicitarle que muestre su licencia de conducir u otros documentos de identificación."*

Citizenship Status

(Prompted by Sales & Service)

- "Are you a United States citizen?"

Dual Citizenship Status

- "Do you hold dual citizenship with another country?"

Due Diligence Question (PEP - Politically Exposed Person)

(Prompted by Sales & Service and must be read verbatim, including in translations)

Required Verbatim in English and Spanish Scripting:

- "Are you currently or have you formerly been a foreign political official, or an associate or family member of one?"
- *"¿Es usted un funcionario político extranjero, actual o anterior, o un asociado o familiar de uno?"*

Reg DD Disclosure

(Must be read verbatim for all DotRed Savings applications, including in translations)

Required Verbatim in English and Spanish Disclosure:

- "The interest rate paid on DotRed Savings is determined at the exclusive discretion of Dunzo Bank and is subject to change at any time. A Dunzo checking account is needed to open a DotRed Savings account. The account can be opened with a \$5 minimum when an automatic recurring monthly savings transfer from a Dunzo checking account is established; otherwise, a \$50 opening deposit is required. For online openings, a \$50 deposit is mandatory. An automatic transfer of at least \$10 from your Dunzo checking account to your DotRed Savings account in at least 10 of the 12 calendar months that precede your account opening anniversary (your 'Account Anniversary Month') is necessary to earn a 1% annual savings bonus. This annual savings bonus is calculated based on the average monthly balance for the 12 calendar months just before your Account Anniversary Month. The annual savings bonus will be credited to your DotRed Savings account by the second business day of the month that follows your Account Anniversary Month. To be eligible for the annual savings bonus, your DotRed Savings account must be open on the date the annual savings bonus is paid. The maximum annual savings bonus is \$100. You are accountable for any taxes due on any amount received through this offer. Fees could diminish the earnings on the account. Dunzo Bank maintains the right to alter the conditions of or end this bonus program and to prorate the bonus amount for any payment at any time, at its sole discretion. As of today's date, the Annual Percentage Yield for the DotRed Savings account is 0.01%. If you possess a DotRed Savings account but not a Dunzo checking account, or if you close your Dunzo checking account, Dunzo reserves the right to change your DotRed Savings account to a standard savings account. We will inform you in advance if we convert your account."
- *"La tasa de interés para una cuenta de ahorros DotRed se fija a la entera y única discreción de Dunzo Bank y puede ser modificada en cualquier momento. Para abrir una cuenta de ahorros DotRed, se requiere tener una cuenta de cheques de Dunzo. Se puede*

7/25/25, 9:43 AM

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abrir una cuenta con solo \$5 si se establece una transferencia automática de ahorros mensual recurrente desde una cuenta de cheques de Dunzo; si no se configura, se necesita un depósito de apertura de \$50. Si la apertura es en línea, es mandatorio un depósito de apertura de \$50. Para calificar para una bonificación anual de ahorros del 1%, se debe realizar una transferencia automática de al menos \$10 desde su cuenta de cheques de Dunzo a su cuenta de ahorros DotRed en un mínimo de 10 de los 12 meses calendario previos a la fecha de aniversario de la apertura de su cuenta (el 'Mes de aniversario de su cuenta'). La bonificación de ahorros anual se calcula sobre el saldo promedio mensual durante los 12 meses calendario anteriores al Mes de aniversario de su cuenta. Dicha bonificación se abonará en su cuenta de ahorros DotRed el segundo día hábil del mes posterior al Mes de aniversario de su cuenta. Para recibir la bonificación, la cuenta de ahorros DotRed debe estar activa en la fecha de pago. La bonificación máxima de ahorros anual es de \$100. Usted es responsable de cualquier impuesto aplicable sobre cualquier monto recibido por esta oferta. Los cargos podrían reducir las ganancias. Dunzo Bank se reserva el derecho de cambiar los términos de este programa de bonificación o de terminarlo, y de prorratear el monto de cualquier pago de bonificación en cualquier momento a su entera discreción. A día de hoy, el rendimiento porcentual anual para la cuenta de ahorros DotRed es del 0.01%. Si usted tiene una cuenta DotRed pero no una cuenta de cheques de Dunzo, o si cierra su cuenta de cheques, Dunzo se reserva el derecho de convertir su cuenta DotRed en una cuenta de ahorros estándar. Le notificaremos con antelación si realizamos la conversión de su cuenta."

Standard Overdraft Coverage (SOC) Election Scripting

(For all customers opening a Checking or Money Market account. Not applicable to Now Checking, which is ineligible for SOC. This script is not required for Now Checking account setup.)

- "We will be enclosing a Reg E Disclosure titled 'What you need to know about Overdrafts and Overdraft Fees' with your account opening documents. It is important that you read and comprehend this information before you set up your Overdraft Coverage election. You can also view this notice at www.dunzo.com/overage. After you have reviewed and understood the notification, you can modify your election by logging into your account at <https://www.google.com/search?q=Dunzo.com> or by calling us at 1-800-947-BANK (2265)."*
- "Incluiremos una divulgación de la Regulación E, 'Lo que necesita saber sobre sobregiros y cargos por sobregiro', con los documentos de apertura de su cuenta. Es crucial que lea y entienda esta información antes de configurar su elección de cobertura de sobregiros. Puede encontrar esta notificación en www.dunzo.com/overage. Una vez que haya leído y comprendido la notificación, tiene la opción de cambiar su elección iniciando sesión en su cuenta en <https://www.google.com/search?q=Dunzo.com> o llamándonos al 1-800-947-BANK (2265)."*

Account Closing Scripting

Checking Account Closing Scripting

- "Mr./Ms. Customer, you have chosen the amount of \$XXX.XX as the initial deposit. The availability of this initial deposit will be subject to a delay based on applicable Regulatory guidelines and until we receive a valid and complete signature card, signed by all owners. All your account opening documentation can be sent and signed via email. May I have your mobile phone number and email address to send this information?"*
- "Cliente, ha seleccionado la cantidad de \$XXX.XX como su depósito inicial. La disponibilidad de este depósito se retrasará de acuerdo con las regulaciones aplicables y hasta que obtengamos una tarjeta de firma válida, firmada por todos los propietarios. La documentación de apertura de su cuenta se puede enviar y firmar por correo electrónico. ¿Podría darme su número de teléfono móvil y su dirección de correo electrónico para enviar esta información?"*

Savings/Money Market Closing Scripting

- "Mr./Ms. Customer, you have chosen the amount of \$XXX.XX as the initial deposit. The availability of this initial deposit will be subject to a delay based on applicable Regulatory guidelines and until we receive a valid and complete signature card, signed by all owners. All your account opening documentation can be sent and signed via email. May I have your mobile phone number and email address to send this information?"*
 - "Sr./Sra. _____, ha seleccionado la cantidad de \$XXX.XX como su depósito inicial. La disponibilidad de este depósito se retrasará de acuerdo con las regulaciones aplicables y hasta que obtengamos una tarjeta de firma válida, firmada por todos los propietarios. La documentación de apertura de su cuenta se puede enviar y firmar por correo electrónico. ¿Podría darme su número de teléfono móvil y su dirección de correo electrónico para enviar esta información?"*
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Now Card Disclosure

(Before reading, you must conference in the IVR recording. If the recording is unavailable, you must read the full disclosure outlined in the Now Card Fees PDF below.)

- "Mr./Mrs. _____, thank you for your interest in a Dunzo Now Card. I am required to provide you with some additional details about this prepaid card..."
 - There is no charge for opening a Dunzo Now Card.
 - This card necessitates a minimum initial load of \$10, which must be funded by transferring available funds from a Dunzo checking or savings account.
 - A \$5 monthly fee is applied for maintaining the card. This fee is waived for any monthly statement period in which 7 or more purchases post to your card.
 - There is no charge for cash reloads at any:
 - Dunzo Branch
 - Dunzo DepositSmart ATM
 - Shared reload network
 - No fee applies to domestic purchases made with your card.
 - There is no charge for ATM withdrawals or balance inquiries at a Dunzo ATM.
 - A \$2.50 fee is charged for ATM withdrawals or balance inquiries made at a non-Dunzo ATM.
 - There is no charge for calling a Dunzo line or automated customer service agent.
 - There is no charge for inactivity on your card.
 - This card does not have an overdraft or credit feature.
 - Funds loaded to the card are eligible for FDIC insurance.
 - For general information about the prepaid account, please visit cfpb.gov/prepaid.
 - After you complete your request to open a Now Card, we will send your personalized Now Card, along with the Account Terms and Conditions, via mail.
 - We assess 8 other types of fees. A list of all fees that apply to this card is available at dunzo.com/nowcard, or I can conference you into our automated disclosure system.

If the customer prefers not to hear the full disclosure, answer any questions the customer may have about the additional fees:

- Personalized card: \$10 per card
- Expedited replacement card: \$25 per card
- Mobile Load (available immediately): 1-4% of check amount, \$5 minimum.
- ATM mini-statement: \$2
- Wire Transfer to your card
 - From a Dunzo account: \$5 per transfer
 - Other Domestic Transfer: \$15 per transfer
 - International Transfer: \$18 per transfer
- Notification of Wire Transfer to your Card:
 - Email Notification: \$0.50 per notification
 - Telephone Notification: \$5 per notification
 - Fax Notification: \$3.50 per notification
- International Transactions
 - Transactions: 3% of the transaction amount
 - ATM withdrawals or balance inquiries: \$5 per transaction/inquiry

Required Verbatim in English and Spanish Scripting:

- "Mr./Mrs. _____, do you wish to continue with opening a Dunzo Now Card?"
- *"Sr./Sra. _____, gracias por su interés en una nueva Tarjeta Now Card de Dunzo. Estoy obligado a proporcionarle algunos detalles adicionales sobre esta tarjeta prepagada."*
 - i. *"No se aplican cargos por abrir una Tarjeta Now Card de Dunzo."*
 - ii. *"Esta tarjeta requiere un cargo inicial mínimo de \$10, que debe realizarse mediante una transferencia de fondos disponibles desde una cuenta de cheques o de ahorros de Dunzo."*
 - iii. *"Se aplicará un cargo de \$5 por el mantenimiento de la tarjeta. Este cargo no se cobrará en cualquier período de estado de cuenta mensual en el que se reflejen 7 o más compras."*
 - iv. *"No se aplican cargos por recargas de efectivo en:"*
 - *"Sucursal de Dunzo"*
 - *"Cajero automático DepositSmart de Dunzo"*
 - *"Red de recargas compartida"*
 - v. *"No se aplican cargos por compras nacionales realizadas con su tarjeta."*
 - vi. *"No se aplican cargos por retiros o consultas de saldo en un cajero automático de Dunzo."*
 - vii. *"Se aplica un cargo de \$2.50 por retiros o consultas de saldo en un cajero automático no perteneciente a Dunzo."*
 - viii. *"No se aplican cargos por llamar a un agente de servicio al cliente en vivo o a un sistema automatizado de Dunzo."*

- ix. *"No se aplican cargos por inactividad en su tarjeta."*
- x. *"Esta tarjeta no tiene la función de sobregiro o crédito."*
- xi. *"Los fondos cargados en la tarjeta son elegibles para el seguro de la FDIC."*
- xii. *"Para obtener más información sobre la cuenta prepagada, visite cfpb.gov/prepaid."*
- xiii. *"Después de finalizar su solicitud para abrir una Tarjeta Now Card, le enviaremos por correo su Tarjeta Now Card personalizada, junto con los Términos y Condiciones correspondientes de la cuenta."*
- xiv. *"Aplicamos otros 8 tipos de cargos. En el sitio dunzo.com/nowcard, encontrará una lista completa de los cargos que se aplican a esta tarjeta, o puedo dirigirlo a nuestro sistema de información automatizado."*

Additional fees in Spanish:

- "Tarjeta personalizada: \$10 por tarjeta"*
- "Reemplazo exprés de tarjeta: \$25 por tarjeta"*
- "Carga móvil (disponible de inmediato): 1-4% del monto del cheque, \$5 mínimo."*
- "Declaración corta de cajeros automáticos: \$2"*
- "Transferencia electrónica a su tarjeta:"*
 - "Desde una cuenta de Dunzo: \$5 por transferencia"*
 - "Otra transferencia nacional: \$15 por transferencia"*
 - "Transferencia internacional: \$18 por transferencia"*
- "Aviso de transferencia electrónica a su tarjeta:"*
 - "Aviso por correo electrónico: \$0.50 por aviso"*
 - "Aviso por teléfono: \$5 por aviso"*
 - "Aviso por fax: \$3.50 por aviso"*
- "Transacciones internacionales:"*
 - "Transacciones: 3% del monto de la transacción"*
 - "Retiros o consultas de saldo en cajero electrónico: \$5 por transacción/consulta"*

Required Verbatim in English and Spanish Disclosure:

- "Sr./Sra. _____, do you wish to proceed with opening a new Dunzo Now Card?"
- "Sr./Sra. _____, ¿desea continuar con la apertura de una nueva Tarjeta Now Card de Dunzo?"

Remote & Mailing Scripting

Remote Scripting

(Prompted in Sales & Service once Send for E-sign is selected.)

- "To open your account remotely, Dunzo uses a process that involves sending text messages to your cellular telephone with a PIN. This process helps us verify your identity. Before we send text messages to you, we need your consent to receive text messages. Please note that Dunzo may use an automatic telephone dialing system to send you these text messages. You are not required to provide this consent to open your account, but if you do not provide your consent, we will need to mail you documentation for you to complete and return. Do you consent to receive these text messages to your cellular phone?"
- "Para la apertura remota de su cuenta, Dunzo utiliza un procedimiento que implica el envío de mensajes de texto a su teléfono celular con un PIN. Este método nos ayuda a verificar su identidad. Antes de enviar los mensajes de texto, requerimos su consentimiento para recibirlos. Tenga en cuenta que Dunzo puede emplear un sistema de marcación telefónica automática para estos mensajes. Usted no está obligado a dar este consentimiento para abrir su cuenta, pero si no lo da, necesitaremos enviarle la documentación por correo para que la complete. ¿Consiente en recibir estos mensajes de texto en su teléfono celular?"*

Read Suggested scripting below based upon the customer's response:

- If No:** "If you still wish to open your account, we can mail you documentation to complete and return." Read the Mailing Disclosure to the customer.
- If Yes:** "What is your cellular telephone number?"

Mailing Scripting

(Provide information if the customer declines to receive documents electronically)

- "We also offer the option to receive this information by mail within 7-10 business days at the mailing address you provided earlier. Please be sure to sign your signature card and return it to us in the enclosed envelop or at a local branch. If you elect to return the signature card to a local branch, all owners of the account must be present to complete the account opening."

- *"También le ofrecemos la opción de recibir esta información por correo en un plazo de 7 a 10 días hábiles en la dirección que nos proporcionó. Asegúrese de firmar su tarjeta de firma y devolverla en el sobre adjunto o en una sucursal local. Si decide devolver la tarjeta de firma en una sucursal, todos los propietarios de la cuenta deben estar presentes para finalizar la apertura."*

Final Scripting

(Suggested scripting for customers who consent to E-sign)

- "Please follow the instructions we are sending to E-Sign your signature card within 7 days."
- *"Siga las instrucciones que le enviamos para firmar electrónicamente su tarjeta de firma dentro de los próximos 7 días."*

CD Final Scripting

(Suggested scripting for customers who consent to E-sign)

- "The account was opened with [funding account] for a term of [state the term]. Please follow the instructions we are sending to E-Sign your signature card within 7 days."
- *"La cuenta se ha abierto usando [cuenta de fondeo] por un plazo de [indique el plazo]. Siga las instrucciones que le enviamos para firmar electrónicamente su tarjeta de firma dentro de 7 días."*

CD Mailing Scripting

(Provide information if the customer declines to receive documents electronically.)

- "The account was opened with for a term of . You will receive your account opening documentation in the mail within 7-10 business days. Please be sure to sign your signature card and return it to us in the enclosed envelope or at a local branch. If you elect to return the signature card to a local branch, all owners of the account must be present to complete the account opening."
- *"La cuenta se abrió con <monto de financiación> por un plazo de . Recibirá la documentación de apertura de su cuenta por correo dentro de 7 a 10 días hábiles. Asegúrese de firmar su tarjeta de firma y devolverla en el sobre adjunto o en una sucursal local. Si elige devolver la tarjeta de firma en una sucursal, todos los propietarios de la cuenta deben estar presentes para finalizar la apertura."*

New Account Screening (NAS)

(Provide to any applicant required to provide additional information at a branch to clear a Caution.)

- "Mr./Ms. Customer, in addition to the New Account packet, you will also receive an Authentication Documentation letter detailing additional information required. You will have 30 calendar days to bring this information to a local branch. To protect both you and Dunzo, if the additional information is not provided within 30 days, the account will be closed."
- *"Sr./Sra. _____, además del paquete de cuenta nueva, también recibirá una carta de documentación de autenticación que detalla la información adicional requerida. Dispondrá de 30 días naturales para llevar esta información a una sucursal local. Para su protección y la de Dunzo, si no proporciona la información adicional dentro de los 30 días, la cuenta será cerrada."*

New Savings Account Scripting

(Must be read prior to processing the account request.)

- "Mr./Ms. Customer, you have chosen to apply for a Dunzo Now Savings account. This account has a minimum opening deposit of \$10 which must be funded from your credit or debit card from another institution. Your account opening documentation will be mailed to you upon approval of your application. The availability of the initial deposit will be subject to a delay based on applicable Regulatory guidelines and until we receive a valid and complete signature card, signed by all owners."