



**ROYAL  
BANK**

## Account management

### Frequently Asked Questions (FAQs) – Approving Customer

| Question:   | Answer:  |
|---|--|
| <b>Can customer be captured without KYC documents on the system?</b>  | No, a customer should submit KYC documents.  |
| <b>When applying for account, will the system allow you save without completing some of the fields?</b>           | No, All fields must be completed. If these fields have not been completed, the system will prompt the user to complete before enabling them to submit. |
| <b>How will I know that my account is approved?</b>   | You will receive confirmation via email or sms.  |
| <b>Can I apply for Silver Cheque Account or Gold Cheque Account and Platinum Cheque Account at the same time?</b> | No, Only Allowed to apply for one.   |
| <b>I have Student Cheque Account, Can I apply for Silver/Gold/Platinum Cheque Account?</b>                        | No, you will need to have pay slip to meet the requirements for those Cheque Account.  |