

Account management

Frequently Asked Questions (FAQs) – Approving Customer

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| Question: | Answer: |
| Can customer be captured without KYC documents on the system? | No, a customer should submit KYC documents. |
| When applying for account, will the system allow you save without completing some of the fields? | 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. |
| How will I know that my account is approved? | You will receive confirmation via email or sms. |
| Can I apply for Silver Cheque Account or Gold Cheque Account and Platinum Cheque Account at the same time? | No, Only Allowed to apply for one. |
| I have Student Cheque Account, Can I apply for Silver/Gold/Platinum Cheque Account? | No, you will need to have pay slip to meet the requirements for those Cheque Account. |