1. **Unclear Documents**

Dear [Title] [Surname] [UCN] **OR** [Banker] [UCN]

We refer to our previous correspondence requesting CRS documentation

We would like to confirm that we have received the required document from you, however certain information is unclear or missing. Please re-submit the document by completing the following information:

* Section A: Entity details missing for example: Entity Name or Entity address,Details of main contact person of Entity
* Section A:Entity tax details for example number 1,2,3,4 or 5
* Section A:Entity tax details point 6 kindly complete entity's main source of income/ revenue ( kindly see highlighted section on form)
* Section B:Entity classification (1) for example A,B,C etc
* Section B:Entity classification (2) for example A,B,C etc
* Section B:Entity classification kindly confirm entity type as default option government entity was chosen (form to b completed electronically as it is an interactive form)
* Section B:Entity classification (2) C kindly confirm entity type, (kindly complete form electronically as it is an interactive form)
* Kindly complete Ultimate Beneficial Owner (kindly see highlighted section on form)
* Client signature to be ticked
* IRS document: Withholding certificates, also referred to as W-forms are US IRS tax forms. Form W-9 is a Request for Taxpayer Identification Number and Certification. This US Tax Form is provided by an account holder to confirm and certify their US status. The W-8 series forms are currently used by foreign persons (including corporations) to certify their non-U.S. status. The form establishes that one is a non-resident alien, to avoid or reduce tax withholding from U.S. source income. These forms will permit a non-US customer to self-certify their status under FATCA.

Please assist by submitting the above document to us by simply replying to this email with a clear copy of the document attached. This is required to prevent any interruption (or freezing) of your account.

We appreciate your cooperation in this regard. Should you require any further information, please contact our Inbound CRS call centre on 0877365333.

Yours sincerely,

CRS