

Contents

- 01 Why would I want the FNB Channel Islands offering?
- What are the FNB Channel Islands
 Service Suite contact details?
- What are electronic transfers and payments and what methods are available?
- What are Standing Orders and are they available?
- 05 What are the payments turnaround times?
- What is a Sort code (also known as Banking Routing code), IBAN and Swift code?
- 07 Debit Card
- © Current Account
- Online Banking
- 10 Savings Accounts
- Where can the Terms and Conditions of the products be obtained?
- 12 Account opening
- 13 Who is considered a suitable certifier?

- Will I need to resubmit documents if I am applying for an additional FNB Channel Islands product?
- 15 Can I open joint accounts?
- Can I deposit cash into my FNB Channel Islands account at a Branch?
- 17 Foreign Exchange
- 18 Is my money protected?
- Can I appoint someone to manage my FNB Channel Islands account?
- 20 Where can I obtain my account statements?
- 21 What is inContact?
- Will I get InContact messages on my accounts?
 And can I also add international numbers
 for my InContact?
- 23 Is interest earned from FNB Channel Islands taxable?
- Where can I access the applicable fees and pricing?

- If I cannot get hold of my proof of address, can my Private Banker complete a site visit form?
- If I am a foreign national, with a valid work permit can I open the FNB Channel Islands accounts?
- Why was Guernsey chosen as a preferred financial centre for FNB Channel Islands?

Why would I want the FNB Channel Islands offering?

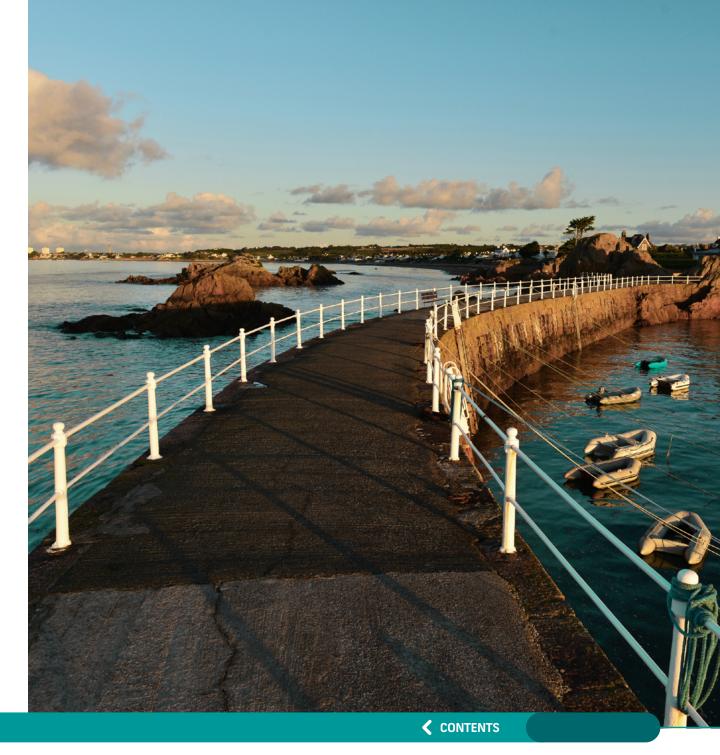
The following are reasons why you would want an offshore offering:

- 1. To diversify and protect your wealth
- 2. To transact and save in a foreign currency
- 3. Frequent travellers to the UK cheaper to have a UK card
- What are the FNB Channel Islands Service Suite contact details?

Operating hours

The FNB Channel Islands Service Suite is available within the following operating hours (UK operating times and public holidays)

- Mon Fri: 06:00 17:00
- Sat: 06:00 12:00
- Sunday & South African public holidays: Closed - please e-mail info@fnbci.co.uk
- Contact numbers
 - SA local: 087 730 6010
 - SA international: +27 (0)11 369 1500
 - Fax: +27 (0)11 438 8407
 - UK international: +44 148 174 8138
- **⊠** Email
 - · info@fnbci.co.uk



What are electronic transfers and payments and what methods are available?

Money can be transferred from one account to another within one bank or between banks. SWIFT, Faster Payments and CHAPS are all types of electronic transfers.

The below payment methods are applicable for payments within the UK, Guernsey, Jersey and Isle of Man.

Faster Payments

A UK payment service which is free of charge and is available via FNB Channel Islands Online Banking or the FNB Channel Islands Service Suite. Faster Payments are in GBP and you can make payments of up to £250 000 through Faster Payments. Most electronic payments sent through Faster Payments will arrive at the recipient bank (receiving bank) on the same day, but this is not guaranteed. For more information, kindly contact the **FNB Channel Islands Service Suite**.

CHAPS (GBP only)

A payment service which you can use to make payments of £250 000 or more. These payments can be made between 08:00 until 15:00, UK time (this excludes UK bank holidays) and are only available Monday to Friday. These payments can be made via the FNB Channel Islands Service Suite and the recipient bank must also be a member of CHAPS. For more information, kindly contact the **FNB Channel Islands Service Suite**.

SWIFT (Forex/international payments)

When making payments which are denominated in currencies other than GBP, or when paying GBP outside the UK, Guernsey, Jersey and IOM, the Bank makes use of SWIFT (Society for Worldwide Interbank Financial Telecommunications). These payments may take between 3-5 days. Therefore, the onus is on you, as the client, to ensure sufficient time is provided for when making payment commitments. For more information, visit www.swift.com.

When making use of SWIFT, you are provided with 3 (three) fee/service charge type options, all of which differ in terms of who (between the sender and receiver of the payment) will bear the costs of the associated transaction. As such these charges may differ depending on the way the payment has been requested. These three options include:

• "SHARE" (also known as SHA)

The sender (you) will pay fees to the sending bank i.e. the Bank's transaction charge/fee. The receiver will receive the amount transferred, minus the correspondent/intermediary bank charges and his own bank's fees. Correspondent/intermediary bank charges may be applicable if your Bank's appointed correspondent bank charges a fee or makes use of an intermediary bank which charges a fee to process your payment. In both scenarios, the correspondent/intermediary bank may deduct a fee off your capital amount, therefore the onus is on you to make provision for a fee.

"OUR"

All fees will be charged to you as the sender – i.e. the receiver gets the full amount that you send. Any charges (as described above) applied by any correspondent bank or by the receiving bank will be charged to you directly.

Note: the receiving bank's charges can take up to 6 months to be charged to your account. It is important to note that your Bank does not have any sight or knowledge of if and when the correspondent and/or the receiving bank will charge a fee. This will be solely dependent on whether the correspondent and/or the receiving bank charges a fee to process and/or receive incoming payments.

"BENEFICIARY" (also known as BEN)
means the sender (you) are not charged for any fees
related to the transaction. Receiver receives your
payment amount minus all the related transaction
charges.



What are Standing Orders and are they available?

A Standing Order, also known as a Scheduled Payment, is an instruction you give to the bank to pay a fixed amount to someone else on a regular basis.

You can amend or cancel Standing Order as and when you like and these can be set up via Online Banking or by phoning the FNB Channel Islands Service Suite.

You will need to provide the following information when setting up a standing order:

- · Account holder's name
- UK Sort Code
- UK account number
- Initial and regular amount
- Frequency
- Payment reference
- Where applicable, an end date for payments or number of payments
- Whether payments will escalate by a certain amount/ percentage annually

What are the payments turnaround times?

CHAPS

This is same day processing but it is only available **Monday to Friday, 08:00 until 15:00** (UK time - excluding UK bank holidays)

Faster Payments

If these payments are done via Online Banking (www.fnbci.co.uk) they will be processed on the same day. If they are processed through the Service Suite, they will be released the following day. It is advised that clients use Online Banking (www.fnbci.co.uk).

SWIFT (Forex / International payments)

This payment may take between 3–5 days. Therefore, the onus is on you, to ensure sufficient time is provided for when making payment commitments.

For more information, visit www.swift.com.

What is a Sort Code (or Banking Routing code), IBAN and Swift code?

UK Sort Code (Banking Routing code)

The UK Sort Code, which is a six-digit number, identifies both the bank and the branch where an account is held. The UK Sort Code for FNB Channel Islands is **40–64–40**.

What is an IBAN and where can I find it?

IBAN stands for International Bank Account Number, and may be used when making or receiving international payments. IBAN does not replace your sort code and account number – it is a unique number that contains extra information to help international banks identify your account. You can find your IBAN on your welcome letter, statement or by contacting the FNB Channel Islands Service Suite. There are certain countries for which inputting the IBAN field is mandatory (for example all EU countries, the UAE and Jersey). The onus is on you to ensure when the field is mandatory. Visit www.swift.com.

Swift code / BIC Code

A SWIFT Code (or SWIFT BIC) is a code that helps international banks identify which bank to send money to. The SWIFT Code/ BIC Code for FNB Channel Islands is **FIRNGGSPXXX**.



How can I change my Debit Card pin?

You can change your PIN on Online Banking and will then have to synchronise your new PIN.

What are the applicable daily card limits?

- Local ATM default limit GBP 1.000
- International ATM default limit GBP 1,000
- Local purchases default limit GBP 25,000
- International purchases default limit GBP 25,000

You can change these limits on Online Banking or by contacting the FNB Channel Islands Service Suite.

How do I withdraw funds from my account?

You can swipe/ withdraw funds from your FNB Channel Islands Current Account by using our internationally accepted Debit Card - the Debit Card is only available with the FNB Channel Islands Current Account. If you hold a 32 Notice Deposit account, you will need to provide notice and wait for the period to end before you can access your funds. An early redemption option is available, however a fee is applicable. If you hold a Fixed Deposit account, you will not be able to access your funds during the term of the deposit, and you will need to wait for the end of the term to access the funds. An early redemption option is available, however a fee is applicable

Very important to note:

When making payments to your FNB Channel Islands account, the payment must be routed to FNB Channel Islands via HSBC UK (Correspondent / Intermediary Bank). HSBC's UK bank details need to be quoted under Correspondent / Intermediary Bank details and FNB Channel Islands account detail needs to be quoted as the Beneficiary Bank details. The Correspondent / Intermediary bank details for FNB Channel Islands is a follows:

Bank Name: HSBC UK (London)
Country: United Kingdom / England
BIC / SWIFT Code: MIDLGB22XXX

Can I get a secondary card?

No, secondary cards in non-account holder's name are not currently permitted for FNB Channel Islands. We do have joint accounts available, whereby up to four people can open a joint account where all individuals can have access to a debit card Funds on the FNB Channel Islands Call Account can be transferred via the FNB Channel Islands Online Banking anytime.

6

Current Account

Is interest paid on the FNB Channel Islands current account?

Yes, interest is paid on the current account. For rates please refer to https://www.fnbci.co.uk/rates-pricing/individualInterestRates.html

In what currencies is the FNB Channel Islands current account available?

The account is available in GBP (£) only.

Can I load a debit order on my current account?

No, debit orders are not yet available. Alternatively, you can load a standing order/scheduled payment on your account via Online Banking (www.fnbci.co.uk) or by phoning the FNB Channel Islands Service Suite.

Do I get a cheque book with my current account?

Cheque Books are not available with the FNB Channel Islands Current Account. FNB Channel Islands does accept cheques as a means of deposit, this is only in Great British Pounds (GBP). You must write details of your deposit account on the back of the cheque. The cheque will need to be posted* to the following address:

Branch Postal Address:

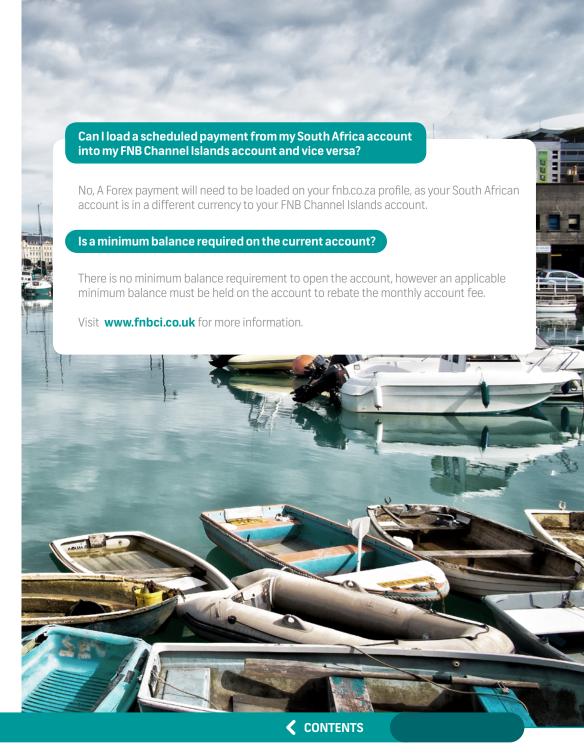
FNB Channel Islands

P. O. Box 602 La Plaiderie House La Plaiderie St. Peter Port Guernsey GY1 4NL Channel Islands

Enclose the following details with the cheque:

- UK Account number
- · Account holder name and surname

*FNBCI will not be held responsible for cheques missing in the post.



Online Banking

Will the FNB Channel Islands Online Banking (www.fnbci.co.uk) have the same functionality as RMB Private Bank / FNB online banking?

Yes, the functionality is the same as what you are currently using on FNB/ RMB Private Bank - it is a fully fledged Online Banking platform with the same functionality as what you are used to.

How do I apply for Online banking as a new client?

If you are applying for a new account through **www. fnbci.co.uk**, you will be able to register for Online Banking during the application process. If you did not apply for your account through **www.fnbci.co.uk**, you can register for Online Banking through the self-registration process on **www.fnbci.co.uk** and follow the screen prompts. Before you can start using Online Banking, you will need to activate it first.

If you are applying for a new joint account, FNB Channel Islands Service Suite will need to be contacted for assistance.

How do you activate your Online Banking?

Once you are registered to use Online Banking, you can contact the FNB Channel Islands Service Suite to activate your Online Banking,

What is OTP?

OTP stands for One Time Pin. OTPs are created and sent to your mobile number and / or your email address from time to time when you make certain amendments to your FNB Channel Islands accounts or your profile or when you make payments. This is in place for security measures.

Where can find Online Banking terms and conditions?

You can find the Remote Banking Terms and Conditions at www.fnbci.co.uk.

What should I do if I suspect fraud on my Online Banking?

Immediately phone the FNB Channel Islands Service Suite and report the fraud. As soon as you receive your statements and *inContact* messages as well, check them and report any fraud as soon as possible to the FNB Channel Islands Service Suite.

How do I link my SA FNB/ RMB Private Bank Online Banking to FNB Channel Islands Online Banking for viewing?

- 1. Select Online Banking settings
- **2**. Select linked profiles
- 3. Click the add link at the bottom of the page
- **4**. You will be required to enter your FNB <u>Channel Islands Online Banking login details</u>
- 5. And profiles will be linked

The next time you log into your Online Banking profile you will be able to see your FNB Channel Islands Accounts on your FNB Online Banking under my Bank Accounts. The same process will apply should you wish to delink the view/ Online Banking for South Africa FNB/ RMB Private Bank and FNB Channel Islands.



Savings Accounts

What savings accounts are available and in what currencies?

Call Account

Available in GBP (£), USD (\$) and EUR (€)

Transactional savings accounts, which allows for instant access to your savings at any time. You can make and receive payments at any time. It's free as there are no monthly account fees (transaction fees may apply).

32 Day Notice Account

Available in GBP (£), USD (\$) and EUR (€)

You can add funds at any time and no monthly account fees are applicable. To gain access to the funds, you will need to place notice with us. You cannot transfer funds to/from a non-FNBCl account straight into a Notice Account: you will be required to open a FNB Channel Islands Current Account / FNB Channel Islands Call Account in the same currency(i.e a nominated account) when opening a Notice Deposit Account.

Fixed deposit account

Available in GBP (£), USD (\$) and EUR (€)

You have the option of opening your fixed deposit account in the following terms: 3, 6, 12, 18, 24 and 36 months. You will not be able to make deposits or withdraw funds during the term unless you request an early redemption, whereby a fee is applicable. Our Fixed Deposit accounts offer the highest interest rate as compared to our other savings account. You cannot transfer funds to/from a non-FNBCl account straight into a Fixed Deposit Account: you will be required to open an FNB Channel Islands Current Account/ FNB Channel Islands Call Account in the same currency (i.e. a nominated account) when opening a Fixed Deposit Account.

Visit https://www.fnbci.co.uk/ratespricing/individualInterestRates.html to see our internationally competitive rates.

Where can I obtain my interest certificate?

You can contact our FNB Channel Islands Service Suite on:

Contact numbers

SA local: 087 730 6010 SA international: +27 (0)11 369 1500 Fax: +27 (0)11 438 8407

UK international: +44 148 174 8138

Email info@fnbci.co.uk

What should I do when my funds mature?

Funds that mature out of a 32 Day Notice account or Fixed Deposit account may be reinvested, or may be paid into your nominated FNB Channel Islands account of the same currency. We will send you an email notifying you of the maturity of your Fixed Deposit account. Before your Fixed Deposit is set to mature, you need to contact the FNB Channel Islands Service Suite with an instruction on what to do with the funds. If no letter has been received, the funds will be paid into your nominated account.

What does AER and Gross rate mean?

Gross rate means that interest is paid without tax deducted and AER or Annual Equivalent Rate refers to interest earned over the course of the year, if interest was paid and compounded once a year.

Where can the Terms and Conditions of the products be obtained?

These can be found on **www.fnbci.co.uk** under our Legal section.

Account Opening

To open an FNB Channel Islands account, you will need:

1. Proof of Identification:

- RSA Green Bar Coded ID/ Smart Card ID (For SA clients)/ Passport or National Identity Card (for all other clients).
- Proof of Identification must be certified and have the following wording "certified
 as a true copy of the original and true likeness of the individual", in accordance
 with Guernsey requirements, the words written as seen above are mandatory
 requirement.

2. Proof of Address (This cannot be more than 3 months old)

- Certification of proof of address must state that the document is certified "a true copy of the original".
- The following are examples of what is acceptable:
 - An original bank statement (Note: we do not accept bank statements from the FirstRand Banking Group) addressed to you at the permanent residential address you have stated.
 - An original utilities bill addressed to you at the permanent residential address you have stated (mobile/cell phone bills not accepted).
 - Documents addressed to a PO Box are not acceptable, unless the residential address is also included.
 - If you do not have a suitable proof of address, your FNB/ RMB Private Banker may also complete a site visit form to confirm that they have been to your residence.
 - If you are currently residing at a residence provided to you by your employer, a letter from your HR manager will suffice. The letter needs to be on an official company letterhead, state the full residential address where you are currently residing, and have your HR manager's details and designations included. The letter must explicitly state that your employer provides you with accommodation.

3. Proof of source of Funds/Wealth

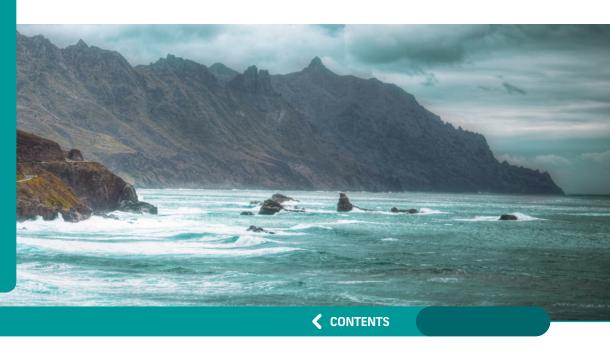
This is so we can ascertain the legitimacy of the source of your funds/wealth. Source of funds are the funds that will flow to the FNB Channel Islands account, how they were generated and where they are coming from. Source of Wealth is the activity(ies) undertaken by you to generate your overall wealth/assets.

4. Acceptable documents

Examples of acceptable documents are outlined in the FNB Channel Islands Application Form/ on our website by clicking on the view "Required Documents".

5. Certification

Documents must be certified by a suitable certifier.



10

Who is considered a suitable certifier?

A suitable certifier is anyone from the following professions:

A lawyer, an accountant holding a recognized professional qualification, an actuary, a director, officer, manager of a regulated financial service business operating in an equivalent jurisdiction, a member of the judiciary, a senior civil servant, an Embassy, Consulate or High Commission of the country of issue of documentary evidence of identity, a FirstRand Group company director, officer or manager. The certifier should not be closely related to the person whose identity is being certified.

Will I need to resubmit documents if I am applying for an additional FNB Channel Islands product?

If your name / address / your wealth profile has changed, then you will need to resubmit the relevant documents.

¹⁵ Can I open joint accounts?

Yes, joint accounts of up to 4 members are available on FNB Channel Islands. Additional information / application form can be accessed via our joint account page on www.fnbci.co.uk

Can I deposit cash into my FNB Channel Islands account at a Branch?

Unfortunately not, cash deposits are not accepted by FNB Channel Islands, however, we do accept Cheques (as per above) and electronic funds transfers.

17 Foreign exchange

Is there Exchange Control in Guernsey?

There is no exchange control in Guernsey and currencies are freely transferable once the funds are with FNB Channel Islands. However, exchange controls may exist in the country where you reside, the onus is on you to confirm these requirements.

18 Is my money protected?

FirstRand Bank Limited Guernsey Branch, t/a FNB Channel Islands, is a participant in the Guernsey Banking Deposit Compensation Scheme. The Scheme offers protection for 'qualifying deposits' up to £ 50,000, subject to certain limitations. The maximum total amount of compensation is capped at £100,000,000 in any 5 year period.

Full details are available on the Scheme's website **www.dcs.gg** or on request.

19 Can I appoint someone to manage my FNB Channel Islands account?

No, you cannot appoint someone to manage your accounts on your behalf. You can manage your accounts via Online Banking 24/7 or via the FNB Channel Islands Service Suite.

Where can I obtain my account statements?

You can view, recreate and save statements via Online Banking (www.fnbci.co.uk) free of charge. You will be able to get interim and historic statements. You can also contact the FNB Channel Islands Service Suite; they will be able to email you the statements.

11



21 What is inContact?

inContact is an automatic notification sent by the Bank to advise you of certain activities on your account – for example, when you login to your Online Banking profile (www.fnbci. co.uk), or when certain transactions are processed to your account (purchases, online payments / transfers etc).

Will I get InContact
messages on my
accounts? And can
I also add
international numbers
for my InContact?

Yes, you will get messages for payments initiated on Online Banking, as well as purchases made on your Debit Card.

Yes, international numbers can be added to receive *InContact* messages.

ls interest earned from FNB Channel Islands taxable?

Please check the laws of the country(ies) in which you are a tax resident for the tax treatment of interest earned or consult your tax advisor/ practitioner for more information.

Where can I access the applicable fees and pricing?

You can view our pricing guide on **www.fnbci.co.uk**.

12



25 If I cannot get hold of my proof of address, can my Private Banker complete a site visit form?

If you do not have a suitable proof of Proof of address, your FNB/RMB Private Bank Banker may also complete a site visit form to confirm that they have been to your residence.

If I am a foreign national, with a valid work permit can I open the FNB Channel Islands accounts?

Yes – as long as you can produce a valid passport and can produce the work permit documents, as well as all the other documents required to open the account (Point 11: account opening).

27

Why was Guernsey chosen as a preferred financial centre for FNB Channel Islands?

- It is a leading international financial centre, is economically and politically stable.
- It possesses a reputation for regulatory excellence with robust yet pragmatic regulation.
- FNB Channel Islands is a participant in the Guernsey Deposit Compensation Scheme.
- Through its presence in Guernsey, FirstRand is able to offer clients exposure to offshore savings and transactional solutions.

