

## Know Your Customer

*Beyond Meeting  
Regulatory Requirements*



[See Video](#)

## Our interest is you

Managing a successful Know Your Customer (KYC) Program is a requirement of the U.S. banking system. While the objectives of the program are to help the institution identify and deter the wrongful use of bank accounts, the Mercantil Bank KYC program helps us do a lot more. It helps us provide you with products and services to meet your financial objectives today, and modify the mix of those products and services as your financial needs evolve.

The Mercantil Bank KYC Program is an important step in helping the U.S. government prevent identity theft, financial fraud, money laundering and global terrorist financing.

Knowing you helps protect your identity and maintain the privacy of your banking transactions.

## Documentation and Information We Require as Part of the Mercantil Bank KYC Program



**Maintaining up-to-date documentation to verify your identity reduces exposure to fraud.**

For an individual, a government-issued photo ID, such as a passport or driver's license, is required. If the ID provided does not include a photo, a second form of documentation to verify your address is required.

For a business, documentation validating formation of the legal entity is required. Plus, a document that identifies the natural persons who hold equity in the business and their percentage of ownership is also required. If an entity is owned by another entity, the identification of individuals owning these entities is required.



**Understanding how you, or your business, generate income is part of getting to know your complete financial picture.**

This income may be derived from one source, such as earned income from employment or revenue from sales. You may also receive additional income from investments in real estate and other companies.



**Continually monitoring your account to identify suspicious or unusual activity protects the funds you entrust with us.**

Understanding your annual income helps us administer the needed controls to monitor the amount of funds transferring in to and out of your account.



**Managing your bank accounts begins with understanding you and what you do.**

If your relationship involves a business, understanding your line of business, location(s), number of employees, countries of operation and other information helps us service your needs and facilitate account transactions.

*Continued >*

## An Account Profile Helps Us Serve You Better

See Video

The information we obtain from you, combined with an Account Profile, aids our ability to service your account. The profile plays an important role in ensuring that account transactions include only those you initiate. It's our way of protecting you.

A profile establishes your expectations for use of the account. This includes the types of transactions you expect to perform, anticipated average balances and other information. When account activity that is outside of the established profile occurs, it's our trigger to possibly find a better product to meet your needs, or modify your profile for your changing situation. We may inquire about certain transactions and require details or documentation for activity on the originator and recipient of funds.



For more information about our products and services, visit us online at [www.mercantilbank.com](http://www.mercantilbank.com).

The requirements in this message are general in nature and intended to be educational. Additional information and documentation may be requested at the time of account opening or at any time an account remains open.



We graciously appreciate your cooperation when we request information. Mercantil Bank will never ask you to disclose user names, passwords or other confidential credentials that you use for online banking, telephone banking or other similar banking transaction channels.

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**Toll free: 1-888-629-0810**  
**Toll free from Venezuela: 0-800-100-2600**

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