



CLARIEN BANK PRODUCT GUIDE

Retail and Commercial Customers: Slides 4-44

Private Bank and Wealth Management Customers: Slides 45-63

Appendix: Slides 63-65

Oct 2024

- Refer to the www.Clarienbank.com/fees page for all current fees and notes regarding applicability.
- These fees change from time to time and we'll notify you on our website in advance.

RETAIL AND COMMERCIAL PRODUCTS

- [CHEQUING AND SAVINGS](#)
- [DEMAND DEPOSIT ACCOUNTS](#)
- [LOANS AND LENDING](#)
- [CLARIEN MASTERCARD DEBIT CARDS](#)
- [CLARIEN VISA CREDIT CARDS](#)
- [CLARIEN DIGITAL PRODUCTS](#)
- [E-COMMERCE AND POINT OF SALE \(POS\) FOR COMMERCIAL CUSTOMERS](#)

PRIVATE BANKING AND WEALTH MANAGEMENT PRODUCTS

- [PRIVATE BANKING](#)
- [ASSET MANAGEMENT \(CLARIEN INVESTMENT LIMITED\) – THE GLOBAL VOYAGER FUNDS](#)
- [DISCRETIONARY INVESTMENTS LIMITED \(CIL\)](#)
- [iPortfolio \(CIL\)](#)
- [iTrade – \(CLARIEN BROKERAGE\)](#)
- [iInvest \(CIL\)](#)
- [TRUSTS AND ESTATE PLANNING](#)
- [ULTRA HIGH NET WORTH / FAMILY OFFICE SERVICES](#)
- [CLARIEN CORPORATE SERVICES LIMITED \(CCSL\)](#)
- [BSX LISTING SPONSOR SERVICES \(CLARIEN BSX SERVICES LIMITED\)](#)
- [APPENDIX](#)

Note: All products and services available to Personal and Corporate customers are also available to Private Banking and Wealth Management customers. For further detail see slides 4-44 which include banking products including premium demand accounts, CDs, treasury/foreign exchange services, mortgages and other loans, credit and debit cards, iBank/iBank Mobile among others on the Clarienbank.com/fees page.



CLARIEN CHEQUING AND SAVINGS

PERSONAL CHEQUING ACCOUNTS

SPECIFICATIONS

Fee Exemptions:	Seniors, Registered Charities and Iron Kids Accounts
Account Currencies Available:	BMD, USD, CAD, GBP, EUR, CHF, AUD
Minimum Balance to Open Account:	\$500
Min Balance to Waive Account Maintenance Fee:	\$500
Relationship Types:	Individual, Joint ("And" or "And/OR")
Opening Account Requirements:	<ul style="list-style-type: none"> • Proof of Identity (Passport or Birth Certificate, Government Issued Photo ID) • Proof of Address (i.e. Utility Bill) • Proof of Funds/Source of Wealth • Relevant Tax Forms • Evidence of Bermuda Residency • Purpose of Account • Evidence of Bermuda Residency Status: Work permit, spousal letter, landing permit or PRC certificate

Features & Benefits:

- ✓ Apply for a Chequing account using our Digital Account Opening on ClarienBank.com
- ✓ Access your account online 24/7 with Clarien iBank to view balances, transfer funds or make requests using Secure Messaging
- ✓ Debit Card access to make deposits or withdrawals any time with ease and flexibility in-branch or using our iATMs throughout the island (9 locations)
- ✓ Overdraft can be obtained via personal chequing account

Applicable Fees and Additional Information:

- Monthly Maintenance Fee
- Compliance Fee
- Cheque Processing
- Cheque Books
- Temporary Overdraft
- Cheque Clearing in foreign currency (no CAD cheques accepted)
- Returned Cheques
- Paper Statement Fee

See links for more details:

Clarienbank.com/fees

[Personal Chequing and Savings](#)



* Cheques are placed on a 14 clearing day hold

COMMERCIAL CHEQUING ACCOUNTS

SPECIFICATIONS

Fee Exemptions:	Registered Charities – Account Maintenance Fee and Compliance Fee
Account Currencies Available:	BMD, USD, CAD, GBP, EUR
Minimum Balance to Open Account:	\$500
Min Balance to Waive Account Maintenance Fee:	\$10,000 BMD/USD
Relationship Types:	Sole Proprietorship, Trust, Association & Clubs, Partnership, Incorporated Entity
Account Opening Requirements:	<ul style="list-style-type: none"> See Group Onboarding Checklists (Appendix A)

Features & Benefits:

- ✓ Access your account online 24/7 with Clarien iBank to view balances, transfer funds or make requests
- ✓ Make deposits or withdrawals any time with ease and flexibility
- ✓ Receive quarterly account statements online

Applicable Fees and Additional Information:

- Monthly Maintenance Fee
- Compliance Fee
- Cheque Processing
- Cheque Books
- Temporary Overdraft
- Cheque Clearing in foreign currency (no CAD cheques accepted)
- Returned Cheques
- Paper Statement Fee

See links for more details:

Clarienbank.com/fees

[Commercial Chequing](#)



OVERDRAFT FACILITY

SPECIFICATIONS

Available Currencies:	BMD & USD
Interest Rate:	BMD and USD Interest Rate for Retail / Commercial are comprised of a Base + Spread – Refer to Clarien Bank website for current Base Lending rates.
Term Length:	3 Month minimum 1 Year maximum
Relationship Types:	Personal and Non-Personal
Overdraft Limits:	Personal (minimum): \$2,500 Non-Personal (minimum): \$5,000 <i>No max limit. Based on customer credit worthiness</i>

Features & Benefits:

- ✓ Clarien Overdraft Facility gives the customer the financial flexibility to deal with the fluctuations of our customer's cash flow, and with unexpected financial emergencies
- ✓ The Overdraft facility is accessible via iBank and clients can link debit cards for an alternative, more convenient solution than a loan or line of credit
- ✓ Overdraft Facility will be charged a variable daily interest rate based only on the amount that is used

Additional Information

- Only available to Chequing accounts (cannot be applied to Savings accounts)
- Collateral/Security are allowed as per Credit Policy
- Underwriting and Credit Policy Applies
- Temporary Overdraft Facilities Available

See link for more details: [Clarienbank.com/fees](https://www.clarienbank.com/fees)



PERSONAL SAVINGS ACCOUNT

SPECIFICATIONS

Fee Exemptions	Seniors
Account Currencies Available:	BMD, USD, CAD, GBP, EUR
Minimum Balance to Open Account:	\$500
Min Balance to Waive Account Maintenance Fee	\$500 BMD, USD, \$600 CAD \$400 EUR, \$325 GBP
Relationship Types	Individual, Joint ("AND" or "And/OR")
Opening Account Requirements:	<ul style="list-style-type: none"> • Proof of Identity (Passport or Birth Certificate, Government Issued Photo ID) • Proof of Address (i.e. Utility Bill) • Proof of Funds/Source of Wealth • Relevant Tax Forms • Evidence of Bermuda Residency • Purpose of Account

Features & Benefits:

- ✓ Sign up using our Digital Account Opening on Clarienbank.com
- ✓ Easy online banking with Clarien iBank on your Computer or phone
- ✓ Flexibility to make deposits and withdrawals any time
- ✓ Receive quarterly statements
- ✓ Debit card access to your saving accounts at all Clarien Bank iATms island-wide (9 locations)

Applicable fees and Additional Information

- Monthly Maintenance Fee
- Compliance Fee
- Paper Statement Fee (optional)

See link for more details: Clarienbank.com/fees



IRON KIDS ACCOUNT

SPECIFICATIONS

Fee Exemptions	All
Account Currencies Available:	BMD
Minimum Balance:	\$100
Maximum Balance:	\$10,000 Note: premium interest only applies up to \$10,000 balance; normal interest rate applies on balance in excess of \$10,000
Relationship Types	Ages – From 1 day to 17 years old Note: Adult signatory will need to supply required Account Opening documents
Account Opening Requirements:	<ul style="list-style-type: none"> • Proof of Identity (Passport or Birth Certificate, Government Issued Photo ID) • Adult signatory and validation

Features & Benefits:

- ✓ No account or statement fees
- ✓ Easy online banking with Clarien iBank
- ✓ 1.50% interest rate
- ✓ Debit card available for iron kids between the ages of 8 -17 to enable purchases and ATM withdrawals

Additional Information

- Monthly Maintenance Fee: N/A
- Account restrictions – One account per child

See link for more details: Clarienbank.com/fees





CLARIEN DEMAND DEPOSIT ACCOUNTS

USD PREMIUM DEMAND ACCOUNT

SPECIFICATIONS

USD Premium Account Rate	Refer to Bank Deposit Rate Sheet
Account Currencies Available:	USD
Minimum Balance:	\$100,000
Maximum Amount	\$5,000,000
Relationship Types	Personal and Non-Personal Ideal for individuals or businesses that hold large U.S. Dollar balances
Account Opening Requirements:	<p>PERSONAL</p> <ul style="list-style-type: none"> • Proof of Identity (Passport or Birth Certificate, Government Issued Photo ID) • Proof of Address (i.e. Utility Bill) • Proof of Funds/Source of Wealth • Relevant Tax Forms • Evidence of Bermuda Residency • Purpose of Account <p>NON-PERSONAL See Group Onboarding Checklists (Appendix A)</p>

Features & Benefits:

- ✓ Ideal for individuals or businesses that hold large U.S. Dollar balances
- ✓ Financial product is designed to offer both long and short-term flexibility
- ✓ Daily Liquidity with a competitive return
- ✓ Deposits to the account can be made at any time
- ✓ Interest accrued daily and compounded monthly
- ✓ Quarterly statements provided

Additional Information

- No monthly interest will be paid if daily balances fall below \$100,000 in any given day for the calendar month or for balances over \$5,000,000

Applicable fees and Additional Information

- Monthly Maintenance Fee
- Compliance Fee
- Dormancy Fee
- Paper Statement Fee (optional)

See links for more details:

[Clarienbank.com/fees](https://www.clarienbank.com/fees)

[USD Premium Demand Account](#)

[Deposit Rates](#)



BMD DEMAND ACCOUNT

SPECIFICATIONS

Monthly Maintenance Fee:	No Fee, but ability to apply a fee (aligned to other account types)
USD Premium Account Rate	Refer to Bank Deposit Rate Sheet
Account Currencies Available:	BMD
Minimum Balance:	\$1,000,000
Maximum Amount	\$10,000,000
Relationship Types	Personal and Non-Personal Ideal for individuals or businesses that hold large Bermuda Dollar balances (Invite Only)
Account Opening Requirements:	<p>PERSONAL</p> <ul style="list-style-type: none"> • Proof of Identity (Passport or Birth Certificate, Government Issued Photo ID) • Proof of Address (i.e. Utility Bill) • Proof of Funds/Source of Wealth • Relevant Tax Forms • Evidence of Bermuda Residency • Purpose of Account <p>NON-PERSONAL</p> <p>See Group Onboarding Checklists (Appendix A)</p>

Features & Benefits:

- ✓ Ideal for individuals or businesses that hold large BMD Dollar balances
- ✓ Financial product is designed to offer both long and short-term flexibility
- ✓ Daily Liquidity with a competitive return
- ✓ Deposits to the account can be made at any time
- ✓ Interest accrued daily and compounded monthly
- ✓ Quarterly statements provided

Additional Information

- No monthly interest will be paid if daily balances fall below \$1,000,000 in any given day for the calendar month or for balances over \$10,000,000

Applicable fees and Additional Information

- Dormancy
- Paper Statement Fee (optional)

See links for more details: [Clarienbank.com/fees](https://clarienbank.com/fees)

[Deposit Rates](#)



COMMERCIAL SAVINGS ACCOUNT

SPECIFICATIONS

Fee Exemptions	Registered Charities
Account Currencies Available:	BMD, USD, CAD, GBP, EUR
Minimum Balance:	\$500
Min Balance to Waive Fee	\$10,000 BMD/USD
Relationship Types	Sole Proprietorship, Trust, Association & Clubs, Partnership, Incorporated Entity
Account Opening Requirements:	<ul style="list-style-type: none"> See Group Onboarding Checklists (Appendix A)

Features & Benefits:

- ✓ Access your account online 24/7 with Clarien iBank to viewing, transacting or making requests
- ✓ Available in Bermudian and U.S. dollars along with several other major currencies
- ✓ Make deposits any time with ease and flexibility
- ✓ Receive quarterly account statements online

Applicable Fees and Additional Information

- Monthly Maintenance Fee
- Compliance Fee
- Paper Statement Fee (optional)

See links for more details: [Commercial Savings](#)
Clarienbank.com/fees



CERTIFICATE OF DEPOSIT (CD)

SPECIFICATIONS

Monthly Maintenance Fee:	N/A
Interest Rate:	Refer to Bank Deposit Rate Sheet
Account Currencies Available:	BMD, USD, GBP, Euro, CAD
Minimum Balance:	\$1,000
Min Balance to Waive Fee	N/A
Breakage Policy	<p>•Full Breakage: Maximum of 12 months interest accrued since last renewal, account opening or withdrawal plus \$250 administration fee</p> <p>•Partial Breakage: Maximum of 12 months interest accrued since last renewal, account opening or withdrawal plus \$250 administration fee.</p>
Relationship Types	Individual, Joint (“AND” or “And/OR”)
Account Opening Requirements:	<ul style="list-style-type: none"> • Proof of Identity (Passport or Birth Certificate, Government Issued Photo ID) • Proof of Address (i.e. Utility Bill) • Proof of Funds/Source of Wealth • Relevant Tax Forms • Evidence of Bermuda Residency • Purpose of Account

Features & Benefits:

- ✓ Open CDs any time with ease and flexibility through iBank (for CDD / KYC compliant single persons only)
- ✓ Interest accrued and payout options available– monthly, quarterly, biannually, yearly and at maturity
- ✓ Default setting to auto renew into same product and prevailing interest rate at the time
- ✓ Choose your investment amount of \$1,000 or more and your preferred term from one to five years
- ✓ Locked away at a fix interest rate, accrued daily and compounded monthly
- ✓ Available in Bermuda and U.S. dollars along with several other major currencies
- ✓ Open CDs any time with ease and flexibility through iBank

See links for more details: [Clarienbank.com/fees](https://www.clarienbank.com/fees)

[Deposit Rates](#)



Can I link my debit card to my demand account?

Yes, you can link your BMD or USD demand account to a specific BMD or USD debit card. Iron Kids also has its own specific debit card.

What fees are associated with the demand accounts?

Savings accounts are subject to maintenance fees, compliance fees and paper statement fees. However some exemptions do apply.

Chequing accounts are subject to maintenance fees, compliance fees and paper statement fees and other Cheque processing fees. Please refer to fee schedule for specific fee amounts.

Can I open a savings or checking account online?

Yes, you can open a savings or chequing via our online banking platform iBank. This feature is only available for retail customers opening a sole account. You can also open CDs and other deposit products.

How can I access my savings or chequing account?

You can access your account via iBank using the web browser version or our mobile banking option. You can also use your debit card via an ATM or any merchant that accepts MasterCard.

How can I deposit into my savings or chequing account?

You can deposit into your account via ATMs or via online using iBank or any other institutions online banking via domestic transfer. Funds can also be received internationally by wire transfer.

Are my funds protected?

All BMD deposits are insured via the BDIC for up to \$25,000. For specific information please refer to the BDIC website: <https://www.bdic.bm/>



CLARIEN LOANS AND LENDING – RETAIL AND COMMERCIAL CUSTOMERS

SOLAR LOANS

SPECIFICATIONS

Product attributes	<ul style="list-style-type: none">✓ Currently offering 5.5% financing✓ Financing up to \$35,000✓ Down payment of 10% required✓ For residential solar panel system installations✓ Can be financed for up to 8 years
Loan Documentation Requirements	<p>Loan application checklist:</p> <ul style="list-style-type: none">✓ Complete all sections of the application form✓ Provide a quote for item(s) from BE Solar <p>Proof of:</p> <ul style="list-style-type: none">✓ Employment and income (e.g. pay stub, 3 month bank statements)✓ Rent/Mortgage payments (e.g. receipt for payment, signed lease, bank statements)✓ Detailed quote from BE (Bermuda Engineering) Solar for the residential solar panel system

Features & Benefits:

- ✓ Partnership between Clarien Bank and BE Solar help you to reduce your environmental footprint– conditions apply
- ✓ Reduce your BELCO bill and / or live “off the power grid”
- ✓ Invest in clean energy that benefits you and your family as well as the community

Applicable Fees:

- Late Loan Payment Fee

See links for more details: Clarienbank.com/fees



PERSONAL LOANS

SPECIFICATIONS

Interest Rates	<p>Comprised of Base Rate + Spread</p> <p>Note: Base rates change over time</p> <p>Note 2: Effective interest rate is comprised of base rate + spread rate which varies by product</p> <p>Note 3: Refer to Base Lending rate on Clarien Bank public website.</p>
Loan Documentation Requirements	<p>Loan application checklist:</p> <ul style="list-style-type: none">✓ Complete all sections of the application form✓ Provide a quote for item(s) from supplier <p>Proof of:</p> <ul style="list-style-type: none">✓ Employment and income (e.g. pay stub, 3 month bank statements)✓ Rent/Mortgage payments (e.g. receipt for payment, signed lease, bank statements) <p>For home purchases/mortgages:</p> <ul style="list-style-type: none">✓ Details of insurance on existing home, if applicable✓ Copy of the sales listing or the purchase & sales agreement <p>For other types of purchases, speak with a lender to get</p>

Features and benefits

- ✓ Clarien Personal Loans can be tailored to meet your specific lifestyle, resources and goals, such as purchasing a car or boat, education, debt consolidation, travel, and even medical expenses.
- ✓ We can provide you with guidance on how to optimize your lending rate through banking consolidation and providing a host of services at Clarien Bank.

Applicable Fees:

- Valuation Administration Fee
- Origination Fee
- Increase Loan to Pay Insurance Premiums Administration Fee
- Late Loan Payment Fee

See link for more details: Clarienbank.com/fees



RESIDENTIAL MORTGAGES

SPECIFICATIONS

Interest Rates	<p>Comprised of Base Rate + Spread Note: Base rates change over time Note 2: Effective interest rate is comprised of base rate + spread rate which varies by product Note 3: Refer to Base Lending rate on Clarien Bank public website.</p>
Loan Documentation Requirements	<p>Loan application checklist: ✓ Complete all sections of the application form ✓ Provide a quote for item(s) from supplier Proof of: ✓ Employment and income (e.g. pay stub, 3 month bank statements) ✓ Rent/Mortgage payments (e.g. receipt for payment, signed lease, bank statements) For home purchases/mortgages: ✓ Details of insurance on existing home, if applicable ✓ Copy of the sales listing or the purchase & sales agreement</p>

Features & Benefits:

- ✓ First time home buyers could be eligible for HomeStart Initiative designed for Bermudians that lack the 25% deposit – conditions apply

Additional Information

- ✓ HomeStart is an initiative by Clarien Bank and the Bermuda Housing Corporation (BHC) to help more Bermudians own their home. It is designed to assist those who are able to make repayments but lack the funds for a 25% deposit. If you're Bermudian and a BHC tenant or client, you may be eligible for a Clarien mortgage with up to 100% financing – with no down payment!
- ✓ Applicants must be Bermudian and not previously have owned or have partial ownership in a home. Trusts and other forms of ownership are not eligible
- ✓ A list of currently available HomeStart properties can be found on the BHC website (www.bhc.bm) under the HomeStart tab
- ✓ For further details, contact homestart@bhc.bm

Applicable Fees:

- Valuation Administration Fee
- Origination Fee
- Increase Loan to Pay Insurance Premiums Administration Fee
- Late Loan Payment Fee

See link for more details: Clarienbank.com/fees



HOME EQUITY LOANS

SPECIFICATIONS

Interest Rates	<p>Comprised of Base Rate + Spread Note: Base rates change over time Note 2: Effective interest rate is comprised of base rate + spread rate which varies by product Note 3: Refer to Base Lending rate on Clarien Bank public website.</p>
Loan Required Documentation	<p>Loan application checklist: ✓ Complete all sections of the application form ✓ Provide a quote for item(s) from supplier Proof of: ✓ Employment and income (e.g. pay stub, 3 month bank statements) ✓ Rent/Mortgage payments (e.g. receipt for payment, signed lease, bank statements) For home purchases/mortgages: ✓ Details of insurance on existing home, if applicable ✓ Copy of the sales listing or the purchase & sales agreement</p>

Features and Benefits

- ✓ You've put a lot of hard work and money into your home. Now your home can repay the favor. Clarien Home Equity Loans offer a form of personal credit secured using the equity you've built up in your home.
- ✓ Compared with a Personal Loan, you'll get a better interest rate and the freedom of a longer term.

Applicable Fees:

- Valuation Administration Fee
- Origination Fee
- Increase Loan to Pay Insurance Premiums Administration Fee
- Late Loan Payment Fee

See link for more details: Clarienbank.com/fees



HOME IMPROVEMENT LOANS

SPECIFICATIONS

Interest Rates	<p>Comprised of Base Rate + Spread Note: Base rates change over time Note 2: Effective interest rate is comprised of base rate + spread rate which varies by product Note 3: Refer to Base Lending rate on Clarien Bank public website.</p>
Loan Required Documentation	<p>Loan application checklist: ✓ Complete all sections of the application form ✓ Provide a quote for item(s) from supplier Proof of: ✓ Employment and income (e.g. pay stub, 3 month bank statements) ✓ Rent/Mortgage payments (e.g. receipt for payment, signed lease, bank statements) For home purchases/mortgages: ✓ Details of insurance on existing home, if applicable ✓ Copy of the sales listing or the purchase & sales agreement</p>

Features and Benefits

- ✓ When your home needs enhancements, Clarien Bank can help you finance small- to medium-scale renovations (typically less than \$100,000) using your home equity as security.
- ✓ Use the equity built up in your home to improve your Kitchen or Bathroom
- ✓ Update a Home Office for Working From Home

Applicable Fees:

- Valuation Administration Fee
- Origination Fee
- Increase Loan to Pay Insurance Premiums Administration Fee
- Late Loan Payment Fee

See link for more details: Clarienbank.com/fees



CONSTRUCTION/HOME RENOVATION LOANS

SPECIFICATIONS

Interest Rates	<p>Comprised of Base Rate + Spread Note: Base rates change over time Note 2: Effective interest rate is comprised of base rate + spread rate which varies by product Note 3: Refer to Base Lending rate on Clarien Bank public website.</p>
Required Loan Documentation	<p>Loan application checklist: ✓ Complete all sections of the application form ✓ Provide a quote for item(s) from supplier Proof of: ✓ Employment and income (e.g. pay stub, 3 month bank statements) ✓ Rent/Mortgage payments (e.g. receipt for payment, signed lease, bank statements) For home purchases/mortgages: ✓ Details of insurance on existing home, if applicable ✓ Copy of the sales listing or the purchase & sales agreement</p>

Features and Benefits

- ✓ Sometimes finding your dream home means building it yourself. Clarien Bank has the resources to help. Using the equity in your current home as security, you can finance your large-scale renovation (typically more than \$100,000) or new-home building project.
- ✓ This type of loan can be used for major projects like adding a garage, apartment or another floor to your house.

Applicable Fees:

- Valuation Administration Fee
- Origination Fee
- Increase Loan to Pay Insurance Premiums Administration Fee
- Late Loan Payment Fee

See link for more details: [Clarienbank.com/fees](https://www.clarienbank.com/fees)



COMMERCIAL SECURE LOANS

SPECIFICATIONS

Interest Rates	BMD - Base Rate plus spread USD – Prime Rate plus spread Note: Base rate is subject to change
Required Loan Documentation	<p>Loan application checklist:</p> <ul style="list-style-type: none"> ✓ Complete all sections of the application form ✓ Copy of business plan (if available) ✓ Copy of last three years of financial statements ✓ Copies of existing bank statements <p>Proof of:</p> <ul style="list-style-type: none"> ✓ Credit checks for Borrower/Guarantors ✓ Rent/Mortgage payments (e.g. receipt for payment, signed lease, bank statements) <p>For property purchases/mortgages:</p> <ul style="list-style-type: none"> ✓ Details of insurance for property, if applicable ✓ Copy of the sales listing or the purchase & sales agreement ✓ Copy of a recent appraisal for the property. <p>Note: Further documentation <may be> required prior to origination</p>

Features & Benefits:

- ✓ Easy payments, debited automatically from your Clarien Bank Commercial chequing account
- ✓ Flexible term limits
- ✓ Visibility 24/7 through Clarien iBank, our dedicated business online banking portal

Additional Information

- ✓ At Clarien Bank we know that businesses need to spend money to make money. Whether you're just starting up or looking to expand, we offer a range of credit services to help you to that next milestone
- ✓ Our credit specialists will help create a financing plan for your acquisition project, equipment purchase, renovation or other business expense

Applicable Fees:

- Valuation Administration Fee
- Origination Fee
- Increase Loan to Pay Insurance Premiums Administration Fee
- Late Loan Payment Fee

See link for more details: Clarienbank.com/fees





CLARIEN MASTERCARD DEBIT CARDS

MASTERCARD DEBIT CARD

SPECIFICATIONS

Annual Fee:	Complimentary
Daily Withdrawal Limit:	\$1,000 Default Limit \$2,000 Merchant Limit
Clarien Bank iATM Withdrawals and Deposits	Complimentary
Currencies	BMD / USD
Available to Customer types:	Personal and Youth (Iron Kids) only
iATM Locations	Nine (9) located Island – wide; refer to Clarienbank.com for map

Applicable Fees:

- Limit Increase
- Rush Card
- Replacement Card
- Use of Non-Clarien Bank ATM Local and International
- Research
- Non-Activity Fee

Features & Benefits:

- ✓ Advanced EMV/Chip Technology
 - Improved security with an EMV-compliant chip card (Chip and Signature)
 - Card information is stored in the EMV-compliant chip, preventing extraction of card information by fraudsters
 - This technology reduces possibility that card information can be cloned and used by fraudsters
- ✓ Tap & Pay Payments
 - Tap & Pay enhances the purchase experience by providing speed and convenience for cardholders with signature not required in most cases
 - Ease of use as the card never leaves your hand at the checkout register
 - No need to carry idle cash for small volume purchases
- ✓ SecureCode for added protection for your online purchases
 - The additional protection of MasterCard® SecureCode provides peace of mind when shopping online
 - Registration will be available upon card receipt

See link for more details: Clarienbank.com/fees



EMV

EMV stands for Europay®, MasterCard®, and Visa®. It is the global standard for chip-based transactions. It is a joint effort between Europay®, MasterCard® and Visa® to ensure security and global acceptance so that MasterCard® and Visa® cards can continue to be used everywhere.

What is a Chip Card?

A chip card is a standard-size plastic card that contains an embedded microchip as well as the traditional magnetic strip. The chip encrypts information to increase data security when making transactions at a chip-enabled terminal.

Can I use the EMV-compliant chip Card overseas?

Yes, you can use this card for overseas transactions. In Europe and Canada you will especially see merchant acceptance using a small device with a keypad, a screen and a slot to insert your card. Upon successful completion of your transaction, you will be prompted to remove your card from the terminal and you will receive a confirmation receipt. Keep your receipt and check it against your statement later.

Can I use my card at kiosk/train stations?

Transactions at kiosk or train stations require real-time authentication. If terminals are not equipped to do so, you will need to see an attendant to have your card swiped by their online terminal.

How do I obtain a PIN to use with my new card?

Your new PIN card may be obtained by following the instructions of the label affixed to the card when received. Please follow the prompts and remove the label when completed.

When can I start using my replacement card?

Once you obtain your MasterCard Debit Card, you will need to Activate and PIN the debit card by following the provided instructions. Once your card has been activated and the PIN enabled, you'll need to wait for 30 minutes while the bank system is updated to include your account and funding information. Following that you will be able to use your debit card on Clarien Bank's iAtm network island-wide.

What should I do with my current card?

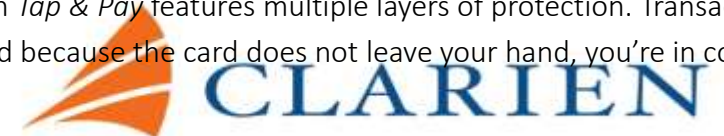
Upon receipt of your replacement card, please cut (ideally shred) and securely dispose of your current card.

MasterCard® Tap & Pay

MasterCard® Tap & Pay is a "contactless" feature included on all Clarien Bank MasterCard® cards for no added fee. It lets you pay for purchases at MasterCard® *Tap & Pay* — accepting locations without having to swipe your card and, in most instances, a signature is not required. It allows cardholders to make payments without having to hand over, dip or swipe a payment card. To make a payment, the cardholder simply taps their *Tap & Pay* card onto a *Tap & Pay* terminal. The details are read from the card over a contactless interface using radio frequency communications and a transaction is performed over the existing MasterCard® payment networks and infrastructure.

Is MasterCard® Tap & Pay secure?

Your Clarien Bank MasterCard with *Tap & Pay* features multiple layers of protection. Transactions continue to be safe and secure and because the card does not leave your hand, you're in control.



How does MasterCard® *Tap & Pay* work?

In addition to a magnetic stripe for traditional transaction processing, your new Clarien Bank MasterCard® card with *Tap & Pay* includes a small radio antenna. This antenna allows you to tap your card at MasterCard® *Tap & Pay* readers to pay for small purchases – typically under \$25. Each merchant has its own maximum limits for *Tap & Pay* transactions and a signature may still be required in some instances. In the event that your *Tap & Pay* transaction cannot be completed, swipe your card to complete the transaction with a signature.

Are there transaction limits for using MasterCard® *Tap & Pay*?

MasterCard® *Tap & Pay* is designed for small purchases under \$25. It's fast, convenient and secure, and perfect for use at grocery stores, pharmacies, gas stations, fast food restaurants, convenience stores, coffee shops and vending machines. In the event that your Clarien Bank MasterCard® *Tap & Pay* transaction cannot be completed, swipe your card to complete the transaction with a signature.

How do I know if my card has the MasterCard® *Tap & Pay* feature?

All Clarien Bank MasterCard® cards contain the *Tap & Pay* feature. To be certain that your card does in fact contain the feature, look for one or both of these symbols on either the front or back of your card.

How will transactions appear on my statements?

Transactions are authorized, processed and billed in the same secure way as all debit transactions. Transactions will appear as a regular line item on your statement.

Can my card be charged by accident or multiple times?

Your Clarien MasterCard® card must be placed very close to a MasterCard® *Tap & Pay* reader to complete the transaction. Simply walking by a checkout that has a *Tap & Pay* reader will not cause your card to be charged. In addition, if your card is waved in front of a reader more than once, you will only be billed once.

Where can I “tap” my Clarien MasterCard® card with *Tap & Pay*?

Your Clarien MasterCard® can be used both on island and off island. There are over 50 locations locally and 32 million outlets worldwide.

MasterCard® SecureCode

MasterCard® SecureCode is added protection that keeps your transactions private. It utilizes a private code for your MasterCard® account that gives you an additional layer of online shopping security.

How many online retailers support SecureCode?

More than 350,000 online retailers support transactions made with SecureCode. Look for the logo when you're providing your payment information.

How do I begin using MasterCard SecureCode?:

Refer to the mailer attached to your Debit card; registration is available upon receipt.

Where can I use my card?

Anywhere an online merchant accepts MasterCard® SecureCode. These websites will accept MasterCard® but if your card is registered for SecureCode, you will be asked for your MasterCard® SecureCode Password before you can complete your purchase.





CLARIEN VISA CREDIT CARDS

VISA PLATINUM RETAIL (BMD/USD)



SPECIFICATIONS

Minimum Credit Limit:	\$2,500
Refer to Clarienbank.com/fees for current fees and Annual Percentage Rates (interest rates)	
Alerts and Control Mobile App: Manage your cards and receive transaction alerts	
Visa Rewards can be redeemed using our Digital wallet app – refer to Clarienbank.com	
Apply Online (coming soon)	

Features & Benefits:

- ✓ VISA Rewards (1 point/dollar spend or 0.5% cashback)
- ✓ 24/7 client service
- ✓ International emergency medical services (\$170k USD max)
- ✓ Visa Online Medic (worldwide)
- ✓ Trip Delay
- ✓ Baggage Loss (\$750)
- ✓ Price protection insurance (\$500-\$2k max)
- ✓ Purchase protection insurance (\$5k-\$10k max)
- ✓ Extended warranty (\$10k)
- ✓ VISA® Concierge and Digital Concierge
- ✓ VISA® Luxury Hotel Collection
- ✓ VISA® Airport Companion
- ✓ Skybox (Fee waived for 36 months)
- ✓ Disney+ 9 (Fee waived for 2 months)
- ✓ Bloomberg (Fee waived for 2 months)

Additional Information

[Visa Benefits Portal](#)

[Visa Benefits Portal](#)

See link for more details: [Clarienbank.com/fees](https://www.clarienbank.com/fees)

VISA PLATINUM PRIVATE (BMD/USD)



SPECIFICATIONS

Minimum Credit Limit:	\$10,000
Refer to Clarienbank.com/fees for current fees and Annual Percentage Rates (interest rates)	
Alerts and Control Mobile App: Manage your cards and receive transaction alerts	
Visa Rewards can be redeemed using our Digital wallet app – refer to Clarienbank.com	
Apply Online (coming soon)	

Features & Benefits:

- ✓ VISA Rewards (1.2 point/dollar spend or 0.5% cashback)
- ✓ 24/7 client service
- ✓ International emergency medical services (\$170k USD max)
- ✓ Visa Online Medic (worldwide)
- ✓ Baggage loss (\$750)
- ✓ Trip Delay
- ✓ Price protection insurance (\$500-\$2k max)
- ✓ Purchase protection insurance (\$5k-\$10k max)
- ✓ Extended warranty (\$10k)
- ✓ VISA® Concierge and Digital Concierge
- ✓ VISA® Luxury Hotel Collection
- ✓ VISA® Airport Companion
- ✓ Skybox (Fee waived for 36 months)
- ✓ Disney+ 9 (Fee waived for 2 months)
- ✓ Bloomberg (Fee waived for 2 months)

Additional Information

Visa Benefits Portal

[Visa Benefits Portal](#)

See link for more details: Clarienbank.com/fees

VISA INFINITE PRIVATE (BMD/USD)

SPECIFICATIONS

Minimum Credit Limit:

\$20,000

Refer to Clarienbank.com for current fees and Annual Percentage Rates (interest rates)

Alerts and Control Mobile App: Manage your cards and receive transaction alerts

Visa Rewards can be redeemed using our Digital wallet app – refer to Clarienbank.com

Apply Online (coming soon)

Features & Benefits:

- ✓ VISA Rewards (1.5 point/dollar spend or 0.5% cashback)
- ✓ 24/7 client service
- ✓ Travel accident insurance (\$1.5m)
- ✓ Baggage Delay (\$600)
- ✓ Baggage Loss (\$3k)
- ✓ Missing Connection or Trip Delay (\$300)
- ✓ Trip Cancellation (\$3k)
- ✓ Auto rental insurance (worldwide)
- ✓ International emergency medical services (\$250k USD max)
- ✓ Visa Online Medic (worldwide)
- ✓ Price protection insurance (\$4k)
- ✓ Purchase protection insurance (\$20k)
- ✓ Extended warranty (\$25k)
- ✓ VISA® Concierge and Digital Concierge
- ✓ VISA® Luxury Hotel Collection
- ✓ VISA® Airport Companion
- ✓ Priority Pass (600 VIP Lounges in airports)
- ✓ Skybox (Fee waived for 36 months)
- ✓ Disney+ 9 (Fee waived for 4 months)
- ✓ Bloomberg (Fee waived for 3 months)



Additional Information

[Visa Benefits Portal](#)

[Visa Benefits Portal](#)

See link for more details: Clarienbank.com/fees

VISA INFINITE CORPORATE (BMD/USD)



SPECIFICATIONS

Minimum Credit Limit:	\$2,500
Refer to Clarienbank.com/fees for current fees and Annual Percentage Rates (interest rates)	
Alerts and Control Mobile App: Manage your cards and receive transaction alerts	
Visa Rewards can be redeemed using our Digital wallet app – refer to Clarienbank.com	
Apply Online (coming soon)	

Features & Benefits:

- ✓ VISA Rewards (1 point/dollar spend or 0.5% cashback)
- ✓ 24/7 client service
- ✓ Travel accident insurance (\$1.5m)
- ✓ Baggage Delay (\$600)
- ✓ Baggage Loss (\$3k)
- ✓ Missing Connection or Trip Delay (\$300)
- ✓ Trip Cancellation (\$3k)
- ✓ ATM Assault – Death Benefits (\$10k)
- ✓ ATM Assault – Cash Stolen (\$1K / \$3K)
- ✓ Corporate Liability Waiver (CWT)
- ✓ Auto rental insurance (worldwide)
- ✓ International emergency medical services (\$250k USD max)
- ✓ Visa Online Medic (worldwide)
- ✓ Price protection insurance (\$4k)
- ✓ Purchase protection insurance (\$20k)
- ✓ Extended warranty (\$25k)
- ✓ VISA® Concierge and Digital Concierge
- ✓ VISA® Luxury Hotel Collection
- ✓ VISA® Airport Companion
- ✓ Priority Pass (600 VIP Lounges in airports)
- ✓ Skybox (Fee waived for 36 months)
- ✓ Bloomberg (Fee waived for 3 months)
- ✓ Home Burglary (\$1k)

Additional Information

[Visa Benefits Portal](#)


[Visa Benefits Portal](#)


See link for more details: Clarienbank.com/fees


What are contactless payments?

Contactless payments use short-range wireless technology to provide fast, secure communication between contactless enabled cards and contactless-enabled checkout terminals. When your customers tap their contactless Visa card at a contactless-enabled checkout terminal, the payment is processed using the same dynamic security technology as with chip card payments. Each transaction is accompanied by a one-time code that securely protects your payment information.

What does the or mean?

When shown on a card, the EMVCo Contactless Indicator*  means the card has the capability to make contactless payments.

When shown at a merchant, the Contactless Indicator  means a merchant accepts contactless payments.

The EMVCo Contactless Symbol*  shows where to tap your contactless card or payment-enabled device on the checkout terminal to make a contactless payment

How do I know if my card is a contactless-enabled card?

Look for the Contactless Indicator  on your card to know if your card has the technology to make contactless payments

Can I be charged twice if I have more than one contactless card?

No. Contactless terminals will only communicate with one card at a time. If you have more than one contactless card in your wallet, you should tap the individual card you want to use, rather than tap your whole wallet.

What are the benefits of contactless payments?

Contactless payments are fast and convenient to use in places where you need to pay on the go, such as fast food restaurants, grocery stores, convenience stores and more.

Contactless payments are secure because just like a chip card, each transaction is accompanied by a one-time code that protects your payment information.

Unlike with cash, you can keep better records of your purchases with your contactless Visa card or payment-enabled device. You can still do everything you would do with another Visa card, including adding a tip, getting cash back (where available), and more.

I heard people can “skim” information off my contactless card. What does that mean?

For every contactless transaction, a transaction-specific, one-time code is created that secures the cardholder’s payment information. The code cannot be re-used by fraudsters even if they were somehow able to get ahold of it. The information would be useless to them.

Are contactless payments safe?

Yes. Your contactless card or payment-enabled device is safe for a number of reasons:

Just like with a chip card, each transaction is accompanied by a one-time code that securely protects your payment information.

You can’t pay accidentally – your card or device must be within 2.5-5 cm of the terminal for the transaction to occur (and you won’t be billed twice, even if you accidentally tap twice).



CLARIEN DIGITAL PRODUCTS

iBANK – Online (Web Browser)

SPECIFICATIONS

Sign up online	Use our Digital Onboarding to open your account
Supported Mobile Browsers	Chrome/Stock browser on Android 4.x, 5.0 tablets and smartphones Safari on iOS 7, 8, 9 tablets and smartphones
Native Downloadable Applications (DMAs) for smartphones and tablets	iOS v7, 8, 9 Android v4.x ,5.0
Supported Browsers	<ul style="list-style-type: none"> • Internet Explorer v9, 10, 11 on Windows • Microsoft Edge v20 (on Windows 10) • Chrome v43, 44, 45 on Windows • Firefox v39, 40, 41 on Windows • Safari v8.x, 9.0 on Mac

Features & Benefits:

- ✓ Use a soft token (phone app) or hard plastic token to authorize transactions
- ✓ Access all of your accounts 24/7
- ✓ Pay bills, transfer between your own accounts
- ✓ Transfer funds to other Clarien accounts, local banks or internationally
- ✓ View Secure Messages
- ✓ Available via web or mobile app
- ✓ Use your Clarien Soft Token for easy iBank access
- ✓ Open Chequing, Savings and CD accounts online for Retail customers
- ✓ Perform Account Maintenance – see accountmaintenance.clarienbank.com for full listing

Applicable fees / Additional Information

- ✓ Registration Fee and Soft Token Fee = Complimentary
- ✓ Courier Fee / Replacement hard token fee
- ✓ Clarien Bank will never send you emails or SMS through which you are required to access web addresses or links in order to login into Clarien iBank.
- ✓ For more information about how you can protect your account information visit <https://clarienbank.com/protect-yourself/>.

See link for more details: Clarienbank.com/fees



Registration Fee	Complimentary
Soft Token	Complimentary – just download the soft token app to your phone.
Application Download	Apple App Store, Google Play Store, Clarien Website
Support Clarien Service Center	441-296-6969
Operating System	iOS or Android

Features & Benefits:

- ✓ Use a soft token (phone app) or hard plastic token to authorize transactions
- ✓ App available for both iPhones and Android cellular phones
- ✓ Access your accounts and make transaction at any your convenience 24/7
- ✓ Access all of your accounts 24/7
- ✓ Pay bills, transfer between your own accounts
- ✓ Transfer funds to other Clarien accounts, local banks or internationally
- ✓ View Secure Messages
- ✓ Available via web or mobile app
- ✓ Use your Clarien Soft Token for easy iBank access

Applicable fees / Additional Information

- ✓ Registration Fee and Soft Token Fee = Complimentary
- ✓ Clarien Bank will never send you emails or SMS through which you are required to access web addresses or links in order to login into Clarien iBank.
- ✓ For more information about how you can protect your account information visit <https://clarienbank.com/protect-yourself/>.

Registration Fee	Complimentary
Application Download	Apple App Store, Google Play Store
Support Clarien Service Center	441-296-6969
Operating System	iOS or Android

Features & Benefits:

- ✓ Complimentary – just download the Soft Token phone App
- ✓ Access all of your accounts 24/7
- ✓ Available for Retail, SME and Commercial clients
- ✓ Transfer funds to other Clarien accounts, local banks or internationally
- ✓ View Secure Messages
- ✓ You may use either token interchangeably for Clarien iBank desktop or iBank Mobile access

Additional Information

- ✓ Clarien Soft Token is a Mobile App for your Smart Phone that provides customers with an alternative token option for accessing Clarien iBank.
- ✓ Clarien Soft Token is a secure, convenient way to authenticate Clarien iBank transactions.

What is Clarien iBank?

Clarien iBank is the enhanced, online banking platform of Clarien Bank, which provides 24/7 access to your account balances, recent activity and various operations. Clarien iBank allows you to initiate wires and transfers, foreign exchange operations, pay bills and complete an array of banking transactions.

How can I access Clarien iBank?

In order to access Clarien iBank, you can apply online:

<https://clarienbank.com/account-opening/>

Once enrolled, you may access the service by visiting www.clarienbank.com and selecting the iBank button in the top, right corner of the homepage. You will be required to enter your username and password. Your authentication device, or token, distributed to you upon enrollment or migration to the system will be required for system access.

Which Clarien bank accounts can I view in iBank?

You can see the online balance and the details of the transactions you perform for the following types of Clarien accounts:

- Chequing accounts
- Savings accounts
- Time deposits
- Loan accounts
- Credit cards

What operations can I perform through Clarien iBank?

Retail iBank Users:

- View of all Clarien Bank accounts
- Display of account transactions, account balances and recent activity updated in real-time;
- Download activity reports
- Display information about credit facilities provided by the bank
- Initiate and view account transfers
- Initiate Domestic and International Transfers (including future dated and recurring)
- Complete Bill Payment
- Initiate and view Future dated and recurring bill pay transactions (available soon)
- Create customized alerts
- Send secure messages to Clarien Bank

Commercial iBank Users In addition to the above Retail operations, Commercial Users can:

- Manage users and assign accounts
- Assign Transactions & Manage Multi-level Authorization
- Manage Beneficiary Groups
- Receive bill payment from clients
- Manage Group Payment
- Display Pending Transactions and Results
- Upload File of Beneficiaries



How do I access iBank Mobile?

To access your Clarien iBank Mobile you must be a registered iBank Client. First you must sign onto your iBank profile from a desktop or web browser and enroll in Clarien iBank Mobile. Simply go to Self Management and select Enroll to Clarien iBank Mobile. You can then download the Clarien iBank Mobile app from the Google Play store or iOS App Store.

Do I need my token to sign into iBank Mobile?

You will need only your username and password to sign into iBank Mobile. You will be able to view your accounts, perform Own Account Transfers and use pre-authorized templates without your token. Any other new transaction will require your token to authorize the transaction. You will still need your token to sign into your iBank profile from a desktop or web browser.

Is there a charge to use iBank Mobile or the Soft Token?

No, there is no additional cost to use iBank Mobile or the Soft Token. If you lose your physical token, you can avoid the \$35 token replacement fee if you sign-up for the Soft Token.

What devices can I use iBank Mobile on?

iBank mobile works on iPhone and Android platforms

Which customers can use iBank Mobile?

iBank Mobile will be available for Retail and SME customers only. It will be not available for Commercial iBank clients at this time.

What banking transactions can I perform with iBank Mobile?

You can perform Own Account, Local and International Transfers, Bill Pay and predefined (preauthorized) template transactions may all be completed via iBank Mobile

Can I use both my existing token and the new Soft Token with my iBank Mobile?

Yes, you may use either token interchangeably to access iBank Mobile or the desktop version of Clarien iBank.

Can I send Secure Messages from iBank Mobile?

You will only be able to read your secure messages on iBank Mobile. In order to send messages you will need to sign in on the desktop version of Clarien iBank.

Is the Clarien Soft Token available to all customers?

Clarien Soft Token will be available for Retail, SME and Commercial clients.

Can I use finger print authentication to access Clarien Soft Token?

Fingerprint authentication will be available with the Soft Token on android/iOS devices that meet the necessary hardware requirements.

Customers are reminded to beware of fraudulent websites and/or emails that falsely appear to represent Clarien. These sites or messages – known as “phishing” – are designed to steal your identity and fraudulently transfer money out of your online bank account(s).

Do not call suspicious numbers

Emails that ask you to call a number that does not appear to be legitimate should be considered suspicious. Do not call the number – contact us directly instead.

Verify the Clarien website

Use the site identity button of your web browser to verify that you are on a legitimate website prior to entering your username and password or answering security questions.

Your online security is important to us. To enhance your protection and decrease fraud probability, you are reminded of the following:

Protect Your OTP code

Your OTP (One-time Password) is the number generated by your token to access your Clarien iBank account. Your OTP should never be shared.

Use your [Clarien Soft Token](#) for easy iBank access: For a secure, convenient way to authenticate transactions, download the Clarien Soft Token today from the Google Play or App Stores.

Soft Token Prompts: Only answer “Yes” to a soft token prompt if you are certain that you initiated an action. Clarien’s Client Service Centre will not initiate an action requiring a soft token prompt on your behalf. Immediately hang-up if someone claiming to be from Clarien asks you to do this and call the Client Service Centre directly on 441-296-6969 to report the incident.

For additional [online security measures](#), please visit [clarienbank.com](#).



E-COMMERCE AND POINT OF SALE (POS) FOR COMMERCIAL CUSTOMERS

E-COMMERCE AND POS (POINT OF SALE)

SPECIFICATIONS

Application Download	Browser based. Merchant will be provided with login credential to the Virtual Terminal environment and then be able to complete API integration with their preferred gateway provider.
Support Clarien Service Center	Gateway vendor will provide support details. Thrive support teams can assist with customer queries as secondary level support
Supported Desktop/Laptop Browsers	Compatibility to most desk tops and laptops. Merchant can use an EMV reader attachment to the Virtual Terminal to enable card present acceptance.
Operating System	Microsoft windows, Apple iOS, Google iOS Linux- driven by gateway vendor and configuration of their architecture
POS Terminal Software solutions	<i>Speak to a Commercial Banking RM to learn about our service providers and how they might suit your technology requirements – call: 296-6969</i>
Browser Setting	Chrome, Microsoft Edge Firefox- driven by gateway configuration and restrictions set by the vendor.

Features & Benefits:

Clarien Merchant Services offers secure and flexible payment gateway services for customer transactions in Bermuda or around the world. Contact a Clarien Bank Commercial Relationship Manager to discuss your business and how our solutions might assist you to reach your goals.

- ✓ **Hosted Payment Page:** Integrate a secure, PCI compliant internet payment page into your website. Your sensitive customer payment information is securely handled by First Data, the world's leading provider of electronic commerce and payment processing services.
- ✓ **API (Application Programming Interface):** Allows you to build more sophisticated transaction processing applications that can process payments from a website or from multiple Point of Sale terminals.
- ✓ **Real Time Payment Manager (Virtual Terminal):** The combination of your personal computer, inventory management software and payment processing system turns your Internet-connected PC into a POS device without installing software. Virtual Terminals help you manage inventory, track sales, control costs, improve customer service and help you make better business decisions.

Additional Information

Our e-commerce solutions provide you with the tools to:

- View transaction summaries, sale and refund activity
- Conduct cardholder inquires
- Manage administration functionalities
- Access fraud management tools
- Change passwords
- Manage user access and permissions



What is PCI DSS

PCI DSS stands for Payment Card Industry Data Security Standard. This is a technical and broad-ranging set of security requirements created by the Payment Card Industry, outlining what business entities need to do to protect customer information. The PCI Council requires that business entities meet this set of security requirements if their business accepts, transmits or processes customer payment cards, such as credit cards or debit cards. Merchants that do not comply with these requirements can be penalized in a number of ways, up to and including having their card-processing privileges revoked, leaving them unable to accept customer payment cards

Does PCI DSS apply to all businesses and service providers?

PCI DSS applies to ALL organizations or Merchants, regardless of size, that accept, transmit, or store any payment card information. In other words, if any customer of that organization ever pays using a credit card or debit card, then the PCI DSS requirements apply.

What does a merchant have to do in order to satisfy the PCI requirements?

To satisfy the requirements of PCI, a Merchant must do two things:

Comply with the Data Security Standard by meeting all of the requirements laid out in the Data Security Standard.

Validate compliance. This means the Merchant must prove that they are complying with the Data Security Standard. Merchants must complete the following within the Clover Security portal.

Annual completion and submission by the merchant of a PCI Self-Assessment Questionnaire (the SAQ); and Monthly network vulnerability scan.

Is there a fee for this service?

No. The risk assessment tool is complimentary.

What is the PCI Self-Assessment Questionnaire or SAQ?

The Self-Assessment Questionnaire (SAQ) is a form that merchants are required to complete every year via Clover Security which is relayed to Clarien Merchant Services. It was created by the PCI Council. Completing a Self-Assessment Questionnaire helps merchants validate Compliance, by confirming compliance with the Data Security Standard and acknowledge to their Acquirer (Clarien) that they are in compliance with PCI DSS. Those merchants who are deemed medium to high risk ratings will be contacted by Clarien Merchant Services to review the SAQ and provide assistance with attaining compliance.

What happens if I don't become PCI compliant?

If your business fails to become PCI compliant, you could be putting your business at greater risk from the growing threat of payment card data breaches and theft, which may result in substantial penalties (such as fines from banks, regulatory agencies, and card associations), fraud and charge backs, as well as legal costs and lost customers. If your business experiences a data security breach, you could even lose your ability to process credit card payments. Perhaps more importantly, you risk the loss of customers. We will monitor the completion of the SAQ document and revert back if your questionnaire is deemed medium to high risk.

PCI Clover Security

The PCI Clover solution is a complimentary, online Self-Assessment Questionnaire (SAQ) and integrated scanning tool that helps merchants achieve and maintain Payment Card Industry Data Security Standard (PCI DSS) Compliance.

The Clover Security solution is a full service risk assessment tool provided by our Processor First Data used by merchants to achieve data security compliance.

PCI DSS is a technical and broad-ranging set of security requirements created by the Payment Card Industry, outlining what business entities need to do to protect customer information.

The Clover Security solution includes a guided, step-by-step SAQ tool to answer the annual questionnaire as well as an integrated scanning tool for merchants to perform monthly vulnerability scans.

For help with SAQ or PCI related questions, please call the Clarien Merchant Services support line at 294-4970.





PRIVATE BANKING

Client Proposition

Includes all products offered to Personal / Commercial clients – cross reference with Personal and Commercial Product guide for further details but including premium demand accounts, CDs, treasury/foreign exchange services, mortgages and other loans, credit and debit cards, iBank/iBank Mobile among others.

Dedicated Private Banker to service all product and service requests

Private Banking clients must have verified liquid assets within Clarien bank or investment accounts totaling \$500K or more.

Features & Benefits:

- ✓ Our culture is rooted in a passion for service and a dedication to delivering sophisticated strategic support to preserve and enhance your wealth. We assess opportunities realistically, propose options wisely and execute plans flawlessly.
- ✓ We embrace a spirit of innovation and entrepreneurship, acknowledging that even the most traditional enterprise benefits from disciplined creativity.
- ✓ For convenience and efficiency, we deliver seamless support through a single Private Banker supported by a team of asset management, estate planning, trust and corporate specialists dedicated to analysing, developing and optimising your solutions.

ASSET MANAGEMENT – CLARIEN INVESTMENT MANAGEMENT (CIL) – THE GLOBAL VOYAGER FUNDS (GVF)

SPECIFICATIONS

INVESTMENT FUNDS	INVESTMENT OBJECTIVE
ILS Fund	The Insurance Linked Securities Fund seeks to achieve attractive risk-adjusted returns that are demonstrably uncorrelated with traditional asset classes by investing, directly and indirectly, in a diversified portfolio of insurance-linked investments.
North American Founders Fund	The investment objective of the North American Equity Class of Shares is to seek long term total return, measured in Dollars, in excess of the S&P500 index.
International Equity Class	The investment objective of the International Equity Class of Shares is to provide long-term capital appreciation primarily through investment in a diversified portfolio of publicly traded equity and equity related securities of company or other issuers in a number of countries throughout the world. Equity related securities can include convertible preferred shares, convertible debt obligations and warrants.
Small Cap Growth Class	To maximize long term capital appreciation, measured in U.S. dollars, through investment in publicly traded equity securities of small rapidly growing companies, or more established companies whose rates of earnings growth are expected to accelerate. Investments may be made in the securities of U.S. and Non-U.S. issuers.
Global Fixed Income Class	To provide income and long term capital growth primarily by investing globally in high quality debt securities of, or guaranteed by, governments, governmental agencies, other governmental entities and supranational agencies in the currencies of such countries. The pool also invests in high quality publicly traded debt securities, denominated in foreign currencies, of major corporations throughout the world. The manager follows a disciplined top down quantitative analytical process.
Preferred Shares Class	To seek long term capital appreciation and high current income, measured in US dollars, through investment in NYSE traded preferred equity securities. Investments will be selected on the basis of superior dividend yield of those companies with investment grade or higher credit ratings and may include traditional preferred, redeemable preferred, trust preferred, third party preferred and exchange traded debt securities as well as over the counter debt securities and euro dollar debt securities that meet the credit quality described above.

Features & Benefits:

- Outcome-oriented investing requires a strategic approach to asset allocation.
- We optimise portfolio construction by combining historical correlation matrices with forward asset-class return expectations.
- Our goal is to limit the variability of returns, reduce the frequency and magnitude of drawdowns, and maximise the exposure of portfolio capital to positive market movements.
- Our Global Voyager funds include an array of customised, multi-asset class investment solutions:
 - Equities — Tailored market strategies including enhanced, actively managed portfolios featuring carefully selected stocks, sectors and regions.
 - Fixed Income — On and offshore investment solutions that deliver regular returns at regular intervals for a stable income.
 - Alternative Assets — Flexible access to a range of markets for the sophisticated investor.

Requirements and Fees:

- All requirements & fees can be found in the GVFSL prospectus on Clarienbank.com website as well as individual fund supplements.

See link for more details: [Global Voyager Funds Limited](#)



ASSET MANAGEMENT (CIL)- GLOBAL VOYAGER FUNDS (GVF) - continued

SPECIFICATIONS

INVESTMENT FUNDS	INVESTMENT OBJECTIVE
Managed Balance Class	To provide medium to long term capital and income appreciation through investments across a broad set of asset classes. The funds employ a strategy that utilizes an optimized asset allocation approach and propriety investment selection process. The invested universe includes a mixture of corporate and government fixed income securities, global equity securities, and alternative investment vehicles.
High Yield Bond Fund Class	The Investment Objective of the High Yield Bond Fund Class of Shares is high current income and capital appreciation through investments in high yield securities of US issuers. The adviser will seek to achieve the investment objective by generating long term outperformance through tactical allocation of capital towards the best risk-return opportunities available in the USD high yield corporate debt market.
Alternative Investment Fund Class	the Company has established several Funds, each of which represents participation in a specific global capital market.

Features & Benefits:

- ✓ The Company has been structured to provide investors the opportunity to invest in a diverse global portfolio that can be customized for individual investment objectives
- ✓ Net Asset Value per Share will be determined as at each Valuation Day in accordance with the Bye-laws
- ✓ Fund Fact Sheets and Fund Prospectus and Supplements available outlining relevant information

Requirements and Fees:

- ✓ All requirements & fees can be found in the GVFSL prospectus on Clarienbank.com as well as individual fund supplements.
- ✓ Each Fund listed at bottom of the page with respective Fund Supplement underneath: <https://clarienbank.com/wealth-management/global-voyager-fund/>

See link for more details: [Global Voyager Funds Limited](#)



INVESTMENT PRODUCTS AND OBJECTIVES

Fully customized based on the client's investment preferences and expectations and aligned with client Risk Tolerance. All key parameters specified in their Investment Policy Statement and Investment Management Agreement.

Features & Benefits:

We deliver investment management and custody services with more than \$1 billion in assets under management.

Our Success is founded on three principles:

1. Successful client outcomes flow from a robust and dynamic investment process.
2. Access to key building blocks—many of which are exclusive or hard to replicate—is essential to portfolio construction and performance.
3. Success demands discipline and foresight to make nimble tactical shifts as the investment landscape changes—all while remaining focused on long-term outcomes.

We live by these principles and apply them in everything we do. They guide us our thoughts and actions, sharpen our focus and enable us to deliver superior value to our clients.



iPortfolio (CIL)

SPECIFICATIONS

Pre-requisite	Clarien Chequing or Savings Account Required iInvest required <or> already be a Discretionary client
Password Reset	Automated password reset available
Clarien Support	1 441 296 1111 BSX@ClarienBank.com
Encrypted Data Download	HTTPS/TLS protocol
System Access	Via Internet
Vendor Support	Advent Solutions

Features & Benefits:

Clients with discretionary managed accounts at Clarien Investments Limited can take advantage of iPortfolio—our state-of-the-art online account reporting interface, which gives you the freedom to review your portfolio whenever you want, wherever you are.

- ✓ 24/7 access to up-to-date portfolio and performance information online
- ✓ Personalize your homepage to view pertinent information you want to see
- ✓ Dynamic view of entire portfolio and quick access to other pages of your portal
- ✓ Easily tracks statements, View accounts as aggregate totals or groups by category, View notifications from your advisor
- ✓ Performance cards to highlighting key information of your portfolio
- ✓ Completely customizable reporting that can be ran directly from your portal
- ✓ Vault Feature – securely manage all important financial documents and quickly edit, move or download files as you need
- ✓ Transactions view and filter the most recent transactions in your portfolio, View allocation breakdown of your portfolio
- ✓ View activity and changes in your portfolio or account balance and the ability to set up notifications

iPortfolio is powered by Black Diamond, an independent business unit of Advent Software.

Requirements and Fees:

There are no separate fees for iPortfolio access. This service would be considered part of management fee & custody fee arrangements.



iTrade – (CLARIEN BROKERAGE)

SPECIFICATIONS

Optimize your trading with our powerful suite of trading platforms.	1 441 294 4998 to book an appointment with a Financial Advisor
Pre-requisites:	Clarien Chequing or Savings Account Required Minimum initial investment: \$5000
Support Clarien Service Center	1 441 296 6969 investments@clarienbank.com
Supported Mobile Devices	iPhone iPad Android Phone Android Tablet

Features & Benefits:

For those who favor a hands-on approach to investing, we offer Clarien iTrade—our self-directed online brokerage service, powered by Interactive Brokers.

iTrade lets you build your own portfolio and conduct real-time trading from your desktop and mobile device. You can choose from a wide variety of investments, including fixed income securities, equities, options and mutual funds.

Take control of your financial future with:

- ✓ Global 24/7 access to trade in over 100 markets in 24 countries
- ✓ Innovative trading technologies
- ✓ Comprehensive, customisable reporting
- ✓ On-demand learning to sharpen your investment skills
- ✓ Optional broker-assisted trading
- ✓ Available on mobile, web and trader platforms

Requirements and fees:

- ✓ See Brokerage Fee details on Fees Page on Clarienbank.com/fees
- ✓ Find out more / request information: Clarien iTrade



iInvest (CIL)

SPECIFICATIONS

Pre-requisite	USD Clarien Chequing or Savings Account Required Online banking access \$10,000 USD Minimum initial investment Investing and Risk Tolerance Questionnaire
Password Reset	Automated password reset available
Clarien Support	1 441 296 1111 iinvest@clarienbank.com
Encrypted Data Download	HTTPS/TLS protocol
System Access	Via Internet https://clarienbank.com/iinvest/
Vendor Support	Smart Money

Features & Benefits:

Clarien iInvest enables the automated allocation and management of your assets by a robo-advisor, according to your risk preferences and desired target returns.

When enrolling for this service, you will speak with one of our professional advisors who will help define the investment rules and parameters that the software will use to build and manage your portfolio. You'll then enjoy the precision, efficiency and lower costs of an automated system that operates in alignment with your personal requirements—optimising your returns and enabling you to reach your financial goals faster.

- ✓ 24/7 access to up-to-date portfolio and performance information online
- ✓ Use the online tools to plan and forecast your financial future
- ✓ Easy transfers from the linked USD account
- ✓ Incoming and outgoing transactions shown in iInvest, including smart allocation which shows you money weighted performance
- ✓ Shows investment breakdown into asset classes so you know where your money is invested
- ✓ 5 Day withdrawal when requested through the iInvest team
- ✓ Historical Online statements which outline growth of the portfolio
- ✓ Fixed fee structure and higher performance than most pension funds on the market

Requirements and Fees:

- Management fee plus transaction fees – refer to [Clarienbank.com/fees](https://clarienbank.com/fees)



Features & Benefits:

- ✓ Customer Profile: If you have a large portfolio of high-value assets, a complex financial profile, or property in a number of jurisdictions, your estate planning will require specialized knowledge and personalized services, particularly with respect to managing offshore assets. You might consider establishing a trust as part of your estate planning solution.
- ✓ Through Clarien Trust Limited (CTL), we will work with you to develop a sound blueprint for your financial legacy.
- ✓ Our team of experienced trust and estate practitioners can deliver licensed trustee/fiduciary, trust administration and accounting services, customised to your particular structure and needs. Our ethos is to serve you for generations, providing valuable reassurance and continuity for you and your family.
- ✓ Potential clients – reach out to us at: <https://clarienbank.com/wealth-management/trust-and-family-office/>



ULTRA HIGH NET WORTH / FAMILY OFFICE SERVICES

Features & Benefits:

- ✓ For many families, the cost, time and administrative expertise needed to create and provide proper supervision, capital and leadership over the day-to-day management of the family's personal and financial affairs, as well as the longer-term plans for inter-generational wealth transfer, can be daunting.
- ✓ For this reason, a family will often engage the services of a multi-family office manager to maximise the efficiency and effectiveness of their family office.
- ✓ A multi-family office manager enables cost sharing, continuity and provides a framework for oversight and leadership to support the team of professionals providing services to the family. Clarien provides a comprehensive range of services, leveraging our internal capabilities and external partners, to help family offices achieve their goals.
- ✓ Do you think you may qualify or want to learn more? See the following link: <https://clarienbank.com/wealth-management/trust-and-family-office/>

Fees and Requirements:

- ✓ Client fees are specific to client needs and can be negotiated based upon highly customized service to be provided.
- ✓ Fees often comprise of either a flat fee (annually) or based on an hourly rate (based on the types of services provided).

UNSECURED LOAN

SPECIFICATIONS

Pre-requisite	<p>HNW being defined as > \$500K investible assets (deposits, stocks, bonds) with Clarien Bank &/or Clarien Investment Limited or >\$1M net assets excluding primary residence</p> <p>UHNWI being defined as > \$5M investible assets (deposits, stocks, bonds) with Clarien Bank &/or Clarien Investment Limited or >\$25M net assets excluding primary residence</p> <p>Only Clients with above balances are qualified for this product. Pre-approved clients will be extended a direct offer by Clarien. General applicants may complete a loan application form and will be considered and assessed for eligibility.</p>
Product Details	<p>Available exclusively for Wealth Management clients</p> <p>Available in USD and BMD</p> <p>Variable BMD Interest Rate: Base + Spread</p> <p>Variable USD Interest Rate: US Prime Rate + Spread</p> <p>Refer to Clarien Bank website for current Base Lending rates</p> <p>Pre-payments are accepted</p> <p>Loan disbursement will be available within two business days</p> <p>Offer valid for 6 months</p>
Clarien Support	<p>Contact Us</p>

Features & Benefits:

Clarien launched a new unsecured loan in August 2022, complementing the portfolio of premium benefits and services currently enjoyed by our Wealth Management clients.

Available in USD and BMD, the Clarien Unsecured Loan is an innovative lending solution that allows clients to further realise their short-term goals and life-long dreams, providing the financial flexibility to:

- Fast track dream purchases
- Lower existing debt
- Complete home renovations
- Secure education costs
- Travel the world
- Invest in the future

Requirements and Fees:

- Negotiation Fee
- Loan Late Payment Fee
- Refer to Clarienbank.com/fees for fee details



OVERDRAFT FACILITY

SPECIFICATIONS

Pre-requisite	<p>HNW being defined as > \$500K investible assets (deposits, stocks, bonds) with Clarien Bank &/or Clarien Investment Limited or >\$1M net assets excluding primary residence</p> <p>UHNWI being defined as > \$5M investible assets (deposits, stocks, bonds) with Clarien Bank &/or Clarien Investment Limited or >\$25M net assets excluding primary residence</p> <p>Only clients with above balances are qualified for this product.</p>
Product Details	<p>Available exclusively for Wealth Management clients</p> <p>Eligible clients will be pre-qualified. General applicants will be considered and assessed for eligibility.</p> <p>BMD Interest Rate: Retail Base + Spread %</p> <p>USD Interest Rate: US Prime Rate + Spread %</p> <p>The facility may be unsecured or cash secured depending on the requested limit</p> <p>Offer valid for 6 months (<i>reassessment if time expires before a customer accepts an offer</i>)</p> <p>Term Length / Repayment Periods:</p> <p>Minimum: 90 days</p> <p>Maximum: 364 Days</p>
Clarien Support	<p>Contact Us</p>

Features & Benefits:

OVERVIEW

Enjoy the protection of Overdraft services offered only to Wealth Management qualified clients. The Clarien Unsecured Overdraft facility empowers select clients with the financial flexibility to confidently handle cash flow fluctuations and unexpected emergencies. Private Banking clients can conveniently link their Clarien Mastercard® debit card to their chequing account with an Overdraft facility for an alternative solution when the unforeseen occurs.

WHAT IS AN UNSECURED OVERDRAFT FACILITY? An unsecured overdraft facility is a line of credit made available to clients allowing them to carry a negative balance on their chequing account.

- It can be repaid at any time.
- It can be redrawn at any time.
- It is drawn through the use of the clients' debit card; online debit transactions or writing cheques.
- Interest will only be charged on the amount utilized calculated on a daily basis.

Requirements and Fees:

- Negotiation Fee
- Negotiated Interest Rate: refer to Clarienbank.com for current Base lending rate. Interest rate could be flat (base rate only) or Base rate + spread based upon customer qualification requirements.
- Refer to Clarienbank.com/fees for more details



Pre-requisite	<p>HNW being defined as > \$500K investible assets (deposits, stocks, bonds) with Clarien Bank &/or Clarien Investment Limited or >\$1M net assets excluding primary residence</p> <p>UHNWI being defined as > \$5M investible assets (deposits, stocks, bonds) with Clarien Bank &/or Clarien Investment Limited or >\$25M net assets excluding primary residence</p> <p>Only Clients with above balances are qualified for this product.</p>
Product Details	<p>Available exclusively for Wealth Management clients</p> <p>Eligible clients will be pre-qualified. General applicants will be considered and assessed for eligibility.</p> <p>Standard Credit Card Rates</p> <p>Offer valid for 6 months (<i>reassessment if time expires before a customer accepts an offer</i>)</p>
Clarien Support	<p>Florence Smith (x41112)</p>

Features & Benefits:

Clarien VISA® Infinite is the premium credit card that recognises the elite status of our Clarien Private Banking clients. It allows clients to experience the peerless personalised service and array of privileges that are the hallmarks of exclusivity.

GET REWARDED: Clients may select the VISA® Rewards that best suit their lifestyle with **0.5% cash back on every purchase**, OR **1.5 points per dollar** for air travel, accommodations, car rental, and local benefits through Rewards points.

NO BLACKOUT DATES: Clients are invited to book their getaway to anywhere with **access to over 2,000 airlines and no blackout dates** when they book air travel using their Clarien Visa® Infinite card.

ENHANCE THE JOURNEY WITH PRIORITY PASS: Whether at L.F. Wade International Airport or traveling around the world, Clarien Visa® Infinite cardholders **enjoy global access to exclusive Priority Pass lounges** located in airports worldwide. With Priority Pass, clients have **access to 1300+ airport experiences in over 600 cities and 148 countries** including Primeclass - the Priority Pass lounges at L.F. Wade International Airport. Use the **Priority Pass app** to search for airport lounges and other experiences around the world.

RELISH IN LUXURY WITH STAYS AROUND THE WORLD: From boutique gems to world famous hotels, the Clarien Visa® credit card gives cardholders **access to the Visa® Luxury Hotel Collection**. This hand-selected portfolio includes brands like Peninsula, Park Hyatt, and Shangri-La. Reserve with a Clarien Visa® card and enjoy room upgrades, complimentary breakfast, VIP guest status and much more.

PAY WITH POINTS: Download the My Rewards app, set up your Apple or Google Pay and use miles—not money—when shopping at your favorite stores. Use Apple or Google Pay to shop at 80 million merchant locations world-wide.

VISA® CONCIERGE: VISA® Concierge is always on call to help cardholders purchase tickets and tours, make reservations at restaurants, or provide any other information that may be needed abroad or at home.

Requirements and Fees:

- Infinite Card Annual Fees
- Supplemental card fee
- Interest Rate
- Refer to Clarienbank.com/fees for more details



Pre-requisite	<p>HNW being defined as > \$500K investible assets (deposits, stocks, bonds) with Clarien Bank &/or Clarien Investment Limited or >\$1M net assets excluding primary residence</p> <p>UHNWI being defined as > \$5M investible assets (deposits, stocks, bonds) with Clarien Bank &/or Clarien Investment Limited or >\$25M net assets excluding primary residence</p> <p>Only Clients with above balances are qualified for this product.</p>
Product Details	<p>Available exclusively for pre-qualified Wealth Management clients</p> <p>General purpose standby / revolving facility secured on a margined basis against investments held in custody with Clarien and/or iInvest, Global Voyager funds, or CDs.</p> <p>Offer valid for 6 months</p> <p>BMD Interest Rate: Retail + Spread %</p> <p>USD Interest Rate: US Prime Rate + Spread %</p> <p>Refer to Clarien Bank website for current Base Lending rates</p> <p>Tenure: Revolving Line – up to 5 years</p> <p>Subject to annual review</p> <p>Stocks should be liquid and are to be traded on a reputable stock exchange.</p> <p>Portfolio concentration is to be limited to 25% of any one stock.</p>
Clarien Support	<p>Contact Us</p>

Features & Benefits:

Clarien provides a comprehensive portfolio of lending solutions tailored to help clients meet their specific lifestyle, make dream purchases or cover expenses. Clarien Portfolio Lending empowers Wealth Management clients to leverage their investments by borrowing against their existing Clarien Brokerage portfolio, iInvest, Global Voyager funds or CDs. Stocks, bonds or other eligible securities are used as collateral to provide clients with an instant line of credit.

Competitive interest rates and easy onboarding make portfolio lending a convenient option for clients who need fast and flexible access to funds.

Requirements and Applicable Fees:

- Negotiation Fee: 0.50% up to 2% of the loan amount whichever is the greater deducted from the loan amount at origination
- Loan Late Payment Fee





CLARIEN CORPORATE SERVICES, LIMITED (CCSL)

Features & Benefits:

- ✓ Clarien Corporate Services Limited, a subsidiary of Clarien's Wealth Management practice, specialises in corporate secretarial and corporate governance services geared to the needs of corporations, individuals and families with trusts, companies, or other entities that comprise their overall financial structure.
- ✓ Do you think this might apply to you? Click this link to learn more: [Clarien Corporate Services Limited](#)

Features & Benefits:

- ✓ Clarien BSX Services Limited is both a Trading Member and Listing Sponsor of the Bermuda Stock Exchange (“BSX”)
- ✓ Clarien BSX Services Limited has the ability to sponsor entities seeking to list on the Bermuda Stock Exchange
- ✓ Our team has experience listing and maintaining a variety of securities including investment funds, insurance linked securities, other fixed income securities, depository receipts, as well as full board equity listings
- ✓ Reach out to a Clarien Bank Corporate Relationship Manager to discuss further: 296-6969

Requirements and Fees:

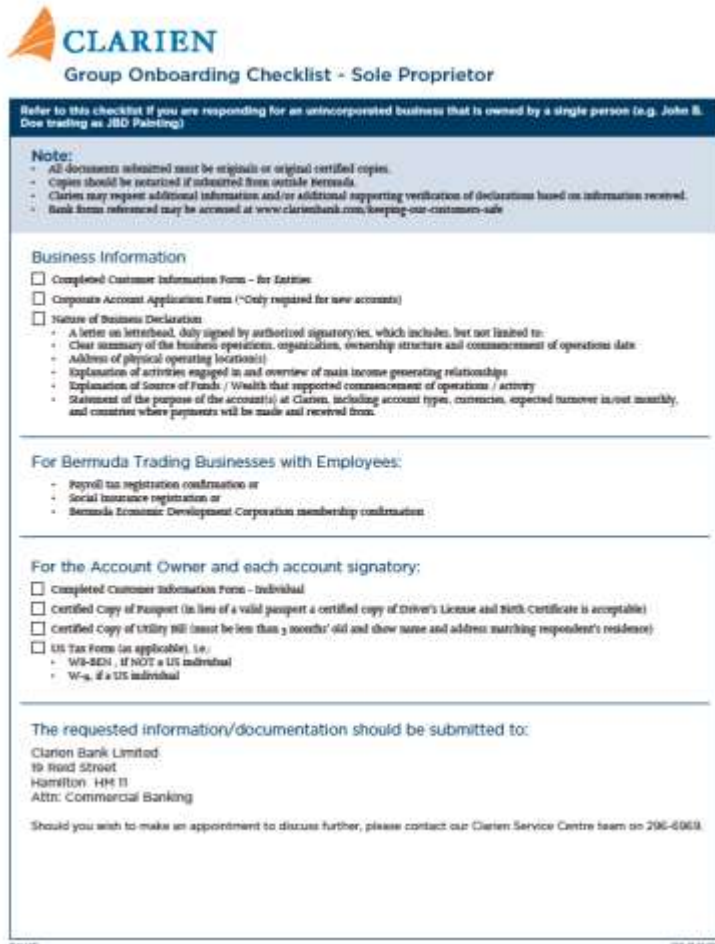
See [Clarienbank.com/fees](https://www.clarienbank.com/fees) for Listing Sponsor Services fee detail.



APPENDIX

Appendix A – Commercial Onboarding Checklist

Note: EXAMPLES only – consult with Commercial Administrators for current and specific entity type checklists as these change over time



CLARIEN
Group Onboarding Checklist - Sole Proprietor

Refer to this checklist if you are responding for an unincorporated business that is owned by a single person (e.g. John B. Doe trading as JBD Painting)

Note:

- All documents submitted must be originals or original certified copies.
- Copies should be notarized if submitted from outside Bermuda.
- Clarien may request additional information and/or additional supporting verification of declarations based on information received.
- Bank forms referenced may be accessed at www.clarisenbank.com/keeping-our-customers-safe

Business Information

Completed Customer Information Form - for Entities

Corporate Account Application Form (*Only required for new accounts)

Nature of Business Declaration

- A letter on letterhead, duly signed by authorized signatory(ies), which includes, but not limited to:
 - Clear summary of the business operations, organization, ownership structure and commencement of operations date
 - Address of physical operating location(s)
 - Explanation of activities engaged in and overview of main income generating relationships
 - Explanation of Sources of Funds / Wealth that supported commencement of operations / activity
 - Statement of the purpose of the account(s) at Clarien, including account types, currencies, expected turnover in/out monthly, and countries where payments will be made and received from.

For Bermuda Trading Businesses with Employees:

- Payroll tax registration confirmation or
- Social insurance registration or
- Bermuda Economic Development Corporation membership confirmation

For the Account Owner and each account signatory:

Completed Customer Information Form - Individual

Certified Copy of Passport (in lieu of a valid passport a certified copy of Driver's License and Birth Certificate is acceptable)

Certified Copy of Utility Bill (must be less than 3 months' old and show name and address matching respondent's residence)

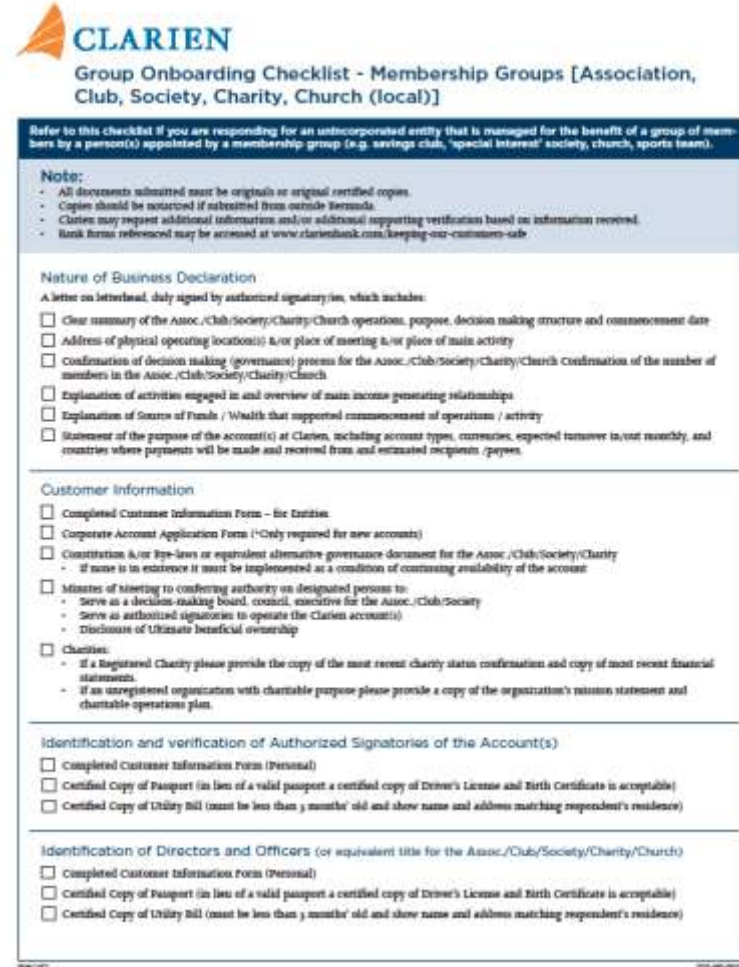
US Tax Form (as applicable), i.e.:

- W9-BEN, if NOT a US individual
- W-9, if a US individual

The requested information/documentation should be submitted to:

Clarien Bank Limited
19 Road Street
Hamilton HM 11
Attn: Commercial Banking

Should you wish to make an appointment to discuss further, please contact our Clarien Service Centre team on 296-6069.



CLARIEN
Group Onboarding Checklist - Membership Groups [Association, Club, Society, Charity, Church (local)]

Refer to this checklist if you are responding for an unincorporated entity that is managed for the benefit of a group of members by a person(s) appointed by a membership group (e.g. savings club, 'special interest' society, church, sports team).

Note:

- All documents submitted must be originals or original certified copies.
- Copies should be notarized if submitted from outside Bermuda.
- Clarien may request additional information and/or additional supporting verification based on information received.
- Bank forms referenced may be accessed at www.clarisenbank.com/keeping-our-customers-safe

Nature of Business Declaration

A letter on letterhead, duly signed by authorized signatory(ies), which includes:

Clear summary of the Assoc./Club/Society/Charity/Church operations, purpose, decision making structure and commencement date

Address of physical operating location(s) &/or place of meeting &/or place of main activity

Confirmation of decision making (governance) process for the Assoc./Club/Society/Charity/Church Confirmation of the number of members in the Assoc./Club/Society/Charity/Church

Explanation of activities engaged in and overview of main income generating relationships

Explanation of Sources of Funds / Wealth that supported commencement of operations / activity

Statement of the purpose of the account(s) at Clarien, including account types, currencies, expected turnover in/out monthly, and countries where payments will be made and received from and estimated recipients (payees)

Customer Information

Completed Customer Information Form - for Entities

Corporate Account Application Form (*Only required for new accounts)

Constitution &/or bye-laws or equivalent alternative governance document for the Assoc./Club/Society/Charity

- If none is in existence it must be implemented as a condition of continuing availability of the account

Minutes of meeting to confer authority on designated persons to:

- Serve as a decision-making board, council, executive for the Assoc./Club/Society
- Serve as authorized signatories to operate the Clarien account(s)
- Disclose of Ultimate beneficial ownership

Charities:

- If a Registered Charity please provide the copy of the most recent charity status confirmation and copy of most recent financial statements.
- If an unregistered organization with charitable purpose please provide a copy of the organization's mission statement and charitable operations plan.

Identification and verification of Authorized Signatories of the Account(s)

Completed Customer Information Form (Personal)

Certified Copy of Passport (in lieu of a valid passport a certified copy of Driver's License and Birth Certificate is acceptable)

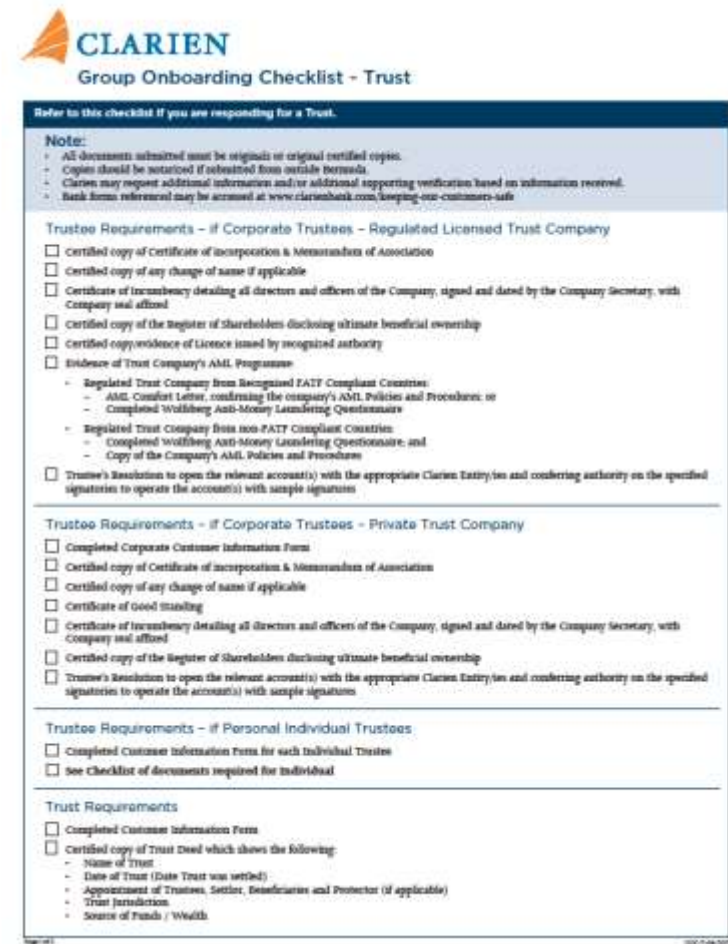
Certified Copy of Utility Bill (must be less than 3 months' old and show name and address matching respondent's residence)

Identification of Directors and Officers (or equivalent title for the Assoc./Club/Society/Charity/Church)

Completed Customer Information Form (Personal)

Certified Copy of Passport (in lieu of a valid passport a certified copy of Driver's License and Birth Certificate is acceptable)

Certified Copy of Utility Bill (must be less than 3 months' old and show name and address matching respondent's residence)



CLARIEN
Group Onboarding Checklist - Trust

Refer to this checklist if you are responding for a Trust.

Note:

- All documents submitted must be originals or original certified copies.
- Copies should be notarized if submitted from outside Bermuda.
- Clarien may request additional information and/or additional supporting verification based on information received.
- Bank forms referenced may be accessed at www.clarisenbank.com/keeping-our-customers-safe

Trustee Requirements - if Corporate Trustees - Regulated Licensed Trust Company

Certified copy of certificate of incorporation & Memorandum of Association

Certified copy of any change of name if applicable

Certificate of Resolvency detailing all directors and officers of the Company, signed and dated by the Company Secretary, with Company seal affixed

Certified copy of the Register of Shareholders disclosing ultimate beneficial ownership

Certified copy/evidence of Licence issued by recognized authority

Evidence of Trust Company's AML Programme:

- Regulated Trust Company from Recognized FATF Compliant Countries
 - AML Conflict Letter, confirming the company's AML Policies and Procedures; or
 - Completed Wolfsberg Anti-Money Laundering Questionnaire
- Regulated Trust Company from non-FATF Compliant Countries:
 - Completed Wolfsberg Anti-Money Laundering Questionnaire; and
 - Copy of the Company's AML Policies and Procedures

Trustee's Resolution to open the relevant account(s) with the appropriate Clarien Entity(ies) and conferring authority on the specified signatories to operate the account(s) with sample signatures

Trustee Requirements - if Corporate Trustees - Private Trust Company

Completed Corporate Customer Information Form

Certified copy of Certificate of Incorporation & Memorandum of Association

Certified copy of any change of name if applicable

Certificate of Good Standing

Certificate of Resolvency detailing all directors and officers of the Company, signed and dated by the Company Secretary, with Company seal affixed

Certified copy of the Register of Shareholders disclosing ultimate beneficial ownership

Trustee's Resolution to open the relevant account(s) with the appropriate Clarien Entity(ies) and conferring authority on the specified signatories to operate the account(s) with sample signatures

Trustee Requirements - if Personal Individual Trustees

Completed Customer Information Form for each Individual Trustee

See Checklist of documents required for Individual

Trust Requirements

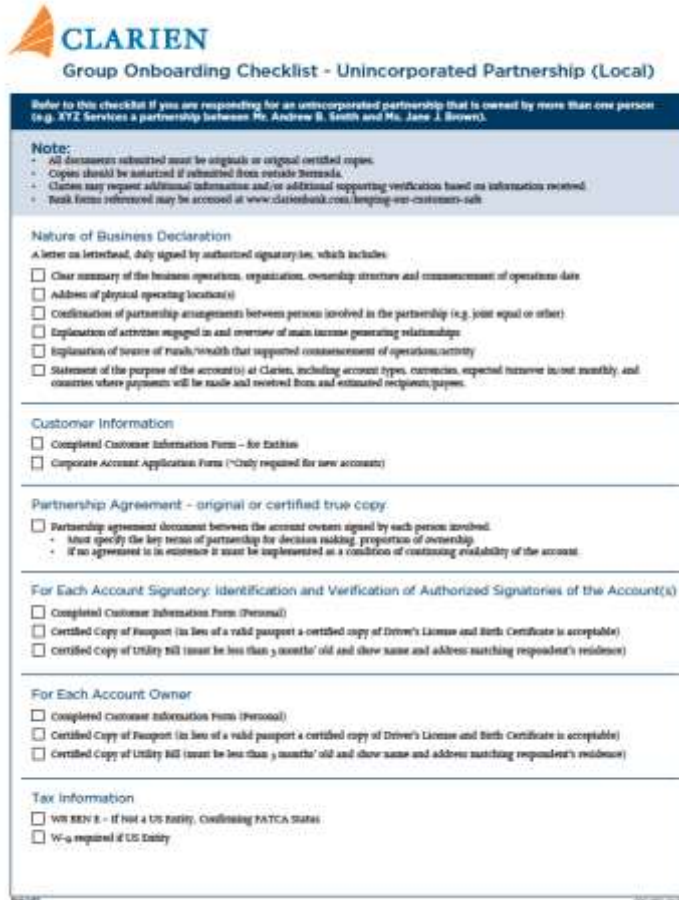
Completed Customer Information Form

Certified copy of Trust Deed which shows the following:

- Name of Trust
- Date of Trust (Date Trust was created)
- Appointment of Trustee, Settlor, Beneficiaries and Protector (if applicable)
- Trust Introduction
- Source of Funds / Wealth

Appendix A – Commercial Onboarding Checklists (continued)

Note: EXAMPLES only – consult with Commercial Administrators for current and specific entity type checklists as these change over time



CLARIEN
Group Onboarding Checklist - Unincorporated Partnership (Local)

Refer to this checklist if you are responding for an unincorporated partnership that is owned by more than one person (e.g. XYZ Services a partnership between Mr. Andrew B. Smith and Ms. Jane J. Brown).

Note:

- All documents submitted must be originals or original certified copies.
- Copies should be notarized if submitted from outside Bermuda.
- Clarien may request additional information and/or additional supporting verification based on information received.
- Bank forms referenced may be accessed at www.clarienbank.com/keeping-our-customers-safe.

Nature of Business Declaration
A letter on letterhead, duly signed by authorized signatory(ies), which includes:

- Clear summary of the business operations, organization, ownership structure and commencement of operations date
- Address of physical operating location(s)
- Confirmation of partnership arrangements between persons involved in the partnership (e.g. joint equal or other)
- Explanation of activities engaged in and overview of main income generating relationships
- Explanation of source of funds/wealth that supported commencement of operations/activity
- Statement of the purpose of the account(s) at Clarien, including account types, currencies, expected turnover in our monthly, and countries where payments will be made and received from and estimated recipients/payees.

Customer Information

- Completed Customer Information Form – for Entities
- Corporate Account Application Form (*Only required for new accounts)

Partnership Agreement - original or certified true copy

- Partnership agreement document between the account owners signed by each person involved
 - Must specify the key terms of partnership for decision making, proportion of ownership
 - If no agreement is in existence it must be implemented as a condition of continuing availability of the account.

For Each Account Signatory: Identification and Verification of Authorized Signatories of the Account(s)

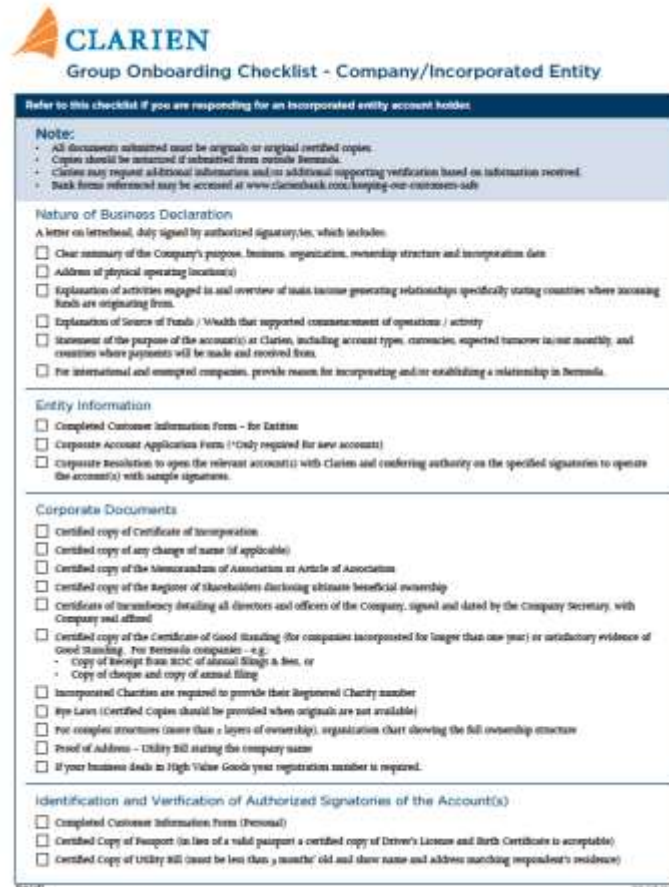
- Completed Customer Information Form (Personal)
- Certified Copy of Passport (in lieu of a valid passport a certified copy of Driver's License and Birth Certificate is acceptable)
- Certified Copy of Utility Bill (must be less than 3 months' old and show name and address matching respondent's residence)

For Each Account Owner

- Completed Customer Information Form (Personal)
- Certified Copy of Passport (in lieu of a valid passport a certified copy of Driver's License and Birth Certificate is acceptable)
- Certified Copy of Utility Bill (must be less than 3 months' old and show name and address matching respondent's residence)

Tax Information

- W9 BEN E - If not a US Entity, including FATCA Status
- W-9 required if US Entity



CLARIEN
Group Onboarding Checklist - Company/Incorporated Entity

Refer to this checklist if you are responding for an incorporated entity account holder

Note:

- All documents submitted must be originals or original certified copies.
- Copies should be notarized if submitted from outside Bermuda.
- Clarien may request additional information and/or additional supporting verification based on information received.
- Bank forms referenced may be accessed at www.clarienbank.com/keeping-our-customers-safe.

Nature of Business Declaration
A letter on letterhead, duly signed by authorized signatory(ies), which includes:

- Clear summary of the Company's purpose, business, organization, ownership structure and incorporation date
- Address of physical operating location(s)
- Explanation of activities engaged in and overview of main income generating relationships specifically stating countries where incoming funds are originating from.
- Explanation of Source of Funds / Wealth that supported commencement of operations / activity
- Statement of the purpose of the account(s) at Clarien, including account types, currencies, expected turnover in our monthly, and countries where payments will be made and received from.
- For international and exempt companies, provide reason for incorporating and/or establishing a relationship in Bermuda.

Entity Information

- Completed Customer Information Form – for Entities
- Corporate Account Application Form (*Only required for new accounts)
- Corporate Resolution to open the relevant account(s) with Clarien and conferring authority on the specified signatories to operate the account(s) with sample signatures.

Corporate Documents

- Certified copy of Certificate of Incorporation
- Certified copy of any change of name (if applicable)
- Certified copy of the Memorandum of Association or Article of Association
- Certified copy of the Register of Shareholders disclosing ultimate beneficial ownership
- Certificates of incumbency detailing all directors and officers of the Company, signed and dated by the Company Secretary, with Company seal and affidavit
- Certified copy of the Certificate of Good Standing (for companies incorporated for longer than one year) or satisfactory evidence of Good Standing. For Bermuda companies – e.g.
 - Copy of cheque from BIC of almost 5 days in lieu, or
 - Copy of cheque and copy of annual filing
- Incorporated Charities are required to provide their Registered Charity number
- Bye Laws (Certified Copies should be provided when originals are not available)
- For complex structures (more than 3 layers of ownership), organization chart showing the full ownership structure
- Proof of Address - Utility Bill stating the company name
- If your business deals in High Value Goods your registration number is required.

Identification and Verification of Authorized Signatories of the Account(s)

- Completed Customer Information Form (Personal)
- Certified Copy of Passport (in lieu of a valid passport a certified copy of Driver's License and Birth Certificate is acceptable)
- Certified Copy of Utility Bill (must be less than 3 months' old and show name and address matching respondent's residence)