



HOW TO RECLAIM FUNDS

1) VERIFY YOUR CLOSED ACCOUNT DETAILS

Before initiating a reclaim request, ensure you have the necessary account details:

- ✓ Account number (Account name can also help in identifying the account). Without these details, we are unable to process reclaim requests.

If you need assistance in retrieving your account information, you can:

- Call us on 14412966969.
- Visit your nearest branch for support.

2) COMPLETE THE RECLAIM PROCESS

Compile and complete all required documentation.

To reclaim funds:

By transferring to a Clarien Account

- ✓ Submit Account Closing Form
 - or CD Instruction Form;
 - or Written Instructions.

By transferring to a Non-Clarien Account

- ✓ Local/International Transfer Form if funds are leaving the bank
 - Fill out the form in BLOCK CAPITALS.
 - Ensure all boxes marked (*) are completed to avoid processing delays.

Required Supporting Documentation for account signatories:

For Personal Accounts:

- ✓ Photographic ID
- ✓ Proof of address (dated within the last six months)

For Joint or Multiple Signatory Accounts:

- ✓ ID and proof of address are required for all signatories, submitted on the same Account Closing Form.

For Entities:

- ✓ We will require relevant corporate documents for entity that support/evidence the individuals seeking to reclaim funds and signing forms are authorized to do so.

Submitting Your Request.

In Person:

- ✓ Visit any Clarien facility for identity verification and submission.

Once complete, sign and return the form along with copies of the relevant ID to:

Clarien Bank, Point House Ground Floor, 6 Front Street, Hamilton

Hours: Monday to Friday, 8:30 AM – 5 PM (excluding bank holidays).

By Email:

- ✓ Email the completed form and certified copies of the required documents to customerservice@clarienbank.com for personal accounts and commercialbanking@clarienbank.com for non-personal accounts.

Please do not send original documents via email.

3) PROCESSING TIME

Once we receive all the required information, your request will be processed within 10 business days.

4) FUND DISBURSEMENT

Upon successful verification, funds—less any applicable fees—will be deposited into the requested account.



Clarien Bank Limited
Point House
6 Front Street
Hamilton HM 11
441.296.6969
clarienbank.com