

## KNOW YOUR CUSTOMER POLICY

### 1. WHAT IS KYC

Fullerton Markets International Limited (hereinafter called the "Company") is an entity incorporated under the International Business Companies (Amendment and Consolidation) Act, Chapter 149 of the Revised Laws of Saint Vincent of the Grenadines, 2009, with the following registrations: Company Number 24426 IBC 2017.

Know Your Customer (KYC) refers to the due diligence activities that the Company must perform to provide services to you. KYC procedures are required to establish certain information about our customers for compliance with the relevant legislation and to ensure probity of the Company's Customers and their activities.

### 2. WHAT IS THE COMPANY'S KYC VERIFICATION PROCESS?

To fulfill the necessary KYC verification process, the Company will require Customers to provide a copy of certain valid identification documents. This request will be communicated to the client via the email address registered with the Company's website at [www.fullertonmarkets.com](http://www.fullertonmarkets.com). Verification documents must be uploaded at the client portal.

We may contact you via your registered telephone details or email to further facilitate the verification process, if it is necessary.

### 3. WHY AM I BEING ASKED TO UNDERGO KYC VERIFICATION PROCESS?

You will be required to undergo our KYC verification process as a result of:

- (a) You updating certain personal information on your Profile;
- (b) Lack of certain information relating to you, your trading account or your transaction(s) with the Company;
- (c) Discrepancy(ies) or inconsistency(ies) of information relating to you, your trading account or your transaction(s) with the Company;
- (d) Promotional claims;
- (e) Certain activity levels or thresholds being triggered; or
- (f) Our routine or random checking

Notwithstanding the above, the Company reserves the right to perform KYC verification on any of our Customers as and when we deem necessary or appropriate.

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#### **Fullerton Markets International Limited**

Suite 305, Griffith Corporate Centre  
P.O. Box 1510,  
Beachmont, Kingstown  
St. Vincent and the Grenadines  
Company No.: 24426 IBC 2017

**Phone:** +64 21 0822 7610

**Email:** [corporate@fullertonmarkets.com](mailto:corporate@fullertonmarkets.com)

**Web:** [www.fullertonmarkets.com](http://www.fullertonmarkets.com)

#### 4. WHAT DOCUMENTS DO I NEED TO PROVIDE FOR KYC VERIFICATION?

You may be required to provide us with a copy of a document from **each** of the following categories when requested:

(a) Proof of Identity (POI). The document should show a your photo, name and date of birth

- (i) National Identification Card (front and back copy)
- (ii) Driver's License (front and back copy)
- (iii) Passport
- (iv) Armed Forces ID Card (front and back copy)
- (v) Known Employer ID Card (front and back copy)
- (vi) Other Identification Card issued by government/ known government agency/ body (front and back copy)

(b) Proof of Residence (POR). The document should show your name, address and date that is not older than 180 days from date of application.

- (i) Utility Bill (Mobile phone bill is not accepted)
- (ii) Bank Account Statement / Credit Card Statement from a recognised bank
- (iii) Council Tax Bill
- (iv) Mortgage Statement from a recognised lender

For corporate traders and corporate introducing brokers the following documents are required:

- For directors:
  - a) A clear colour copy of valid passport or other government issued photo identification;
  - b) Proof of residence issued within the preceding 6 months of presentation, such as a driver licence, utility bill, bank statement or credit card statement;
- Company documents:
  - a) Certificate of incorporation
  - b) List of present directors and shareholders
  - c) Advice of registered office and address for service

PLEASE NOTE:

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The documents must be clear and legible. Scan or capture the full document.

The documents must be valid or recent (not older than 180 days) showing your full name, address, and document validity date. Regrettably, documents addressed to PO Box number are unacceptable for validation.

You may be asked to send additional supporting documents such as Birth Certificate, Visa or Entry Permit, etc. due to missing information or discrepancies.

If the information in your documents is stated in foreign language, it would be helpful if you could directly provide us with its English translation.

Upload the documents at the client portal using your log-in account credentials at [www.fullertonmarkets.com](http://www.fullertonmarkets.com).

#### **5. WHAT IF I DO NOT HAVE THE REQUIRED DOCUMENTS?**

If you do not have any of the required documents, other official documents or evidence issued by authorised authorities may be accepted. These will be reviewed on a case-by-case basis.

#### **6. WHAT INFORMATION/DOCUMENTS ARE REQUIRED TO BE PROVIDED SHOULD I WISH TO CHANGE MY PERSONAL DETAILS?**

(a) Make the necessary changes at the client portal using your log-in account credentials at [www.fullertonmarkets.com](http://www.fullertonmarkets.com)

(b) Upload the new documents according to our above guideline in Section 4 or send the documents as an attachment using your registered email address to [support@fullertonmarkets.com](mailto:support@fullertonmarkets.com)

#### **7. DO YOU ONLY ACCEPT DOCUMENTS WRITTEN IN ENGLISH?**

Yes, all items provided must be in English or a certified translation thereof.

#### **8. CAN I GIVE YOU A PHOTOCOPY DOCUMENT?**

You can submit a photocopy document but we encourage you to provide us with a scanned, coloured copy instead due to the quality of images. If in the event that a photocopied document is of a poor quality, we may require you to provide us with a certified true copy of your document with stamp clearly reflected on it.

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**9. CAN I PROVIDE ONLY A PART OF MY DOCUMENT WHERE THE REQUIRED INFORMATION IS SHOWN?**

Please provide us with a copy of the full document - cropped or half page copy of any document is not valid for our verification purposes. However, you may choose to cover some sensitive data for your own security.

**10. WHEN DO I NEED TO PROVIDE THESE DOCUMENTS?**

As part of your account verification process you will be required to provide your ID and proof of residency. In some cases, we require additional information. When this happens you will receive an email notification from our KYC Department requiring you to submit documents for KYC verification.

You should provide all the required documents at your earliest possible convenience upon the receipt of such email to avoid any delays in processing your transactions and/or reduce/prevent interruptions to the continuing use of your trading account.

**11. HOW SHOULD I SEND THE REQUIRED KYC DOCUMENTS TO FULLERTON MARKETS LIMITED?**

Upload the documents at the client portal using your log-in account credentials at [www.fullertonmarkets.com](http://www.fullertonmarkets.com) or send the documents as an attachment using your registered email address to [support@fullertonmarkets.com](mailto:support@fullertonmarkets.com)

**12. WHAT IF I DO NOT HAVE ACCESS TO ANY SCANNER?**

If you do not have access to a scanner, you may capture the required document(s) using a digital camera or phone camera and send them as pictures to us from within your secure [www.fullertonmarkets.com](http://www.fullertonmarkets.com) account or email to [support@fullertonmarkets.com](mailto:support@fullertonmarkets.com)

**13. HOW WILL I KNOW IF THE DOCUMENTS I HAD SUBMITTED ARE SUFFICIENT FOR KYC VERIFICATION PURPOSES?**

You will receive an email notification from our support team to inform you of the status of your documents and application.

**14. ARE MY DOCUMENTS SAFE WITH YOU?**

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We take Data Protection very seriously. We are committed to maintaining the confidentiality of the personal information collected by us in order to allow you to trade with peaceful environment.

- (a) We will use technical and organisational measures to safeguard your personal data, for example:
- (i) access to your account is controlled by password and username which are unique to you
  - (ii) we store your personal data on secure servers
  - (iii) we store your personal data in an encrypted format on our secure servers

Whilst we will use all reasonable efforts to safeguard your personal data, you acknowledge that the use of the internet is not entirely secure and for this reason we cannot guarantee the security or integrity of any personal data which are transferred from you or to you via the internet.

We ask that you read the Privacy Policy carefully as it contains certain information about how we will use your personal data.

#### **15. CAN I REQUEST MY PERSONAL DOCUMENT TO BE DELETED AFTER VERIFICATION IS COMPLETED?**

We have regulatory and legal obligations to maintain Customers' records for a minimum period of years.

We will ensure that all personal information supplied is held securely.

#### **16. HOW LONG IS THE VERIFICATION PROCESSING TIME?**

Provided full and complete documents are received, we shall take no more than 24 hours upon the receipt of your email or uploaded document to complete the verification process. Under certain circumstances, however, longer processing time may be required.

In any event, we will endeavour to complete the verification process within the shortest possible time frame.

#### **17. WILL I BE REQUIRED TO UNDERGO KYC VERIFICATION MORE THAN ONCE?**

You will not be subject to the same KYC document verification checks more than once, unless the document(s) you submitted in the last KYC verification process had expired, e.g. passport validity period expires, or where a reasonable period since the last KYC verification process has passed, in which case you may be required to re-submit valid and current document(s).

Notwithstanding the above, you may be subject to different levels of KYC verification checks in the course of your relationship with the Company.

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**FULLERTON MARKETS**

Your Committed Trading Partner

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## **18. WHAT IF I REFUSE TO PROVIDE ANY OR ALL OF THE REQUIRED DOCUMENTS FOR KYC VERIFICATION PURPOSES?**

(a) If we do not receive all of the required documents from you, or we do not receive them within the given time frame, your trading account verification process would fail.

As a result, your trading account will be bound by a number of restrictions which may include, but not limited to, the following:

- (i) voiding of the relevant transaction(s),
- (ii) cancellation of bets including forfeiture of any winnings, and
- (iii) closing of your trading account, including any funds remaining in it.

You must complete the KYC verification process successfully in order to resume any further transactions on your trading account.

## **19. RELEVANT DEPARTMENT**

19.1 Customer Service Department

Email: [support@fullertonmarkets.com](mailto:support@fullertonmarkets.com)

19.2 Compliance Department

Email: [compliance@fullertonmarkets.com](mailto:compliance@fullertonmarkets.com)

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