

CUSTOMER ACCEPTANCE POLICY

A comprehensive KYC/Customer Due Diligence program is Doha Bank's most effective weapon against combating Money Laundering ("ML"/Terrorist Financing ("TF") & Proliferation of Weapons of Mass Destruction ("PWMD") activities. Effective Know Your Customer ("KYC") due diligence is a key factor for the bank to know who our customers are, have necessary identification documents, data, and information evidencing identification. Doha Bank's customer acceptance policy takes into consideration the Bank's AML/CFT risk assessment, Bank's risk appetite levels, and other relevant associated risks.

DUE DILIGENCE REQUIREMENTS

Doha Bank's Know Your Customer/Customer Due Diligence ("CDD" requirements are designed to:

1. Determine and document the identity of customers who establish relationships, open accounts, or conduct significant transactions
2. Verify the customer's identity using reliable, independent source documents, data, or information.
3. Obtain information about the sources of the customer's wealth and funds.
4. Identify and verify relevant parties to the business relationship, including any beneficial owner.
5. Prevent the bank from opening anonymous accounts or deal with anonymous customers or establish accounts in fictitious names.
6. Protect the bank from the risks of doing business with any individuals or entities whose identities cannot be determined, who refuse to provide required information, or who have provided information that contains significant inconsistencies that cannot be resolved after further investigation.
7. For all legal entities, Doha Bank must verify the identity of the legal entity using reliable, independent source documents, data or information.
8. If Doha Bank is unable to complete CDD for a customer, it:
 - a. must immediately terminate any relationship with the customer.
 - b. must not establish a relationship with, or carry out a transaction with or for, the customer
 - c. must consider whether it must make an STR to the FIU.
 - d. keep separate records of the customers where they were unable to establish the business relationship with and the reasons thereof.

9. The Bank should perform a risk-based customer review i.e., periodic review of high-risk customers annually, medium risk customers every two years and low risk customers, every three years.
10. The Bank should restrict personal account from being used for commercial purposes.
11. No relationship / transaction of any sort shall be carried out with a Shell Bank.
12. Doha Bank shall not establish any relationship with proscribed/sanctioned persons or provide any services to them. In case of identification of such persons, necessary actions will take as per applicable laws and regulations.
13. Transactions with countries on which comprehensive sanctions have been imposed should not be initiated/processed. Dealing with any comprehensive sanctioned countries in any form is strictly prohibited.