

Customer Data Review Frequently Asked Questions

What does "Review" mean and why is it done?

The Bank is obligated by law to ensure that the information it holds about its customers is accurate and up to date. Therefore, through the process of reviewing, the bank contacts its customers to verify the validity and accuracy of the information it possesses.

Why is the "Review" important?

The review is important to ensure the security and integrity of the banking system. It helps with:

- Protecting your account from unauthorized access and fraudulent activities.
- Complying with legal and regulatory requirements.
- Preventing financial crimes, such as money laundering and the financing of terrorism.

Methods of communication used by the Bank for the purpose of reviewing

The Bank may contact you for updating your details using the following methods:

- For Individuals:
 - By mailing a relevant informational letter,
 - By sending informational messages (SMS),
 - By phone, through the Bank's Business Units Operations Division.
- For Legal Entities:
 - By sending a relevant email,
 - By phone, through your designated service department/unit.

How often does the Bank communicates for updating purposes?

The Bank may contact you for updating purposes according to its Policies and Procedures to ensure that your information remains current throughout the business relationship and to collect additional/new details when necessary. This may range from annually to every few years. The Bank will notify you when it is necessary to review your information.

Can I review my KYC information before a review is requested?

Yes, you can review your KYC information at any time. If you have changed your address, phone number, or other personal information, notify the Bank immediately through the available [communication channels](#).

Why do officers from the Business Units Operations Division contact customers?

The reviewing process is carried out through a series of automated procedures, resulting in customer communication being handled by the centralized services of the Bank.

How can it be confirmed that a phone call is from the Bank and not a scam?

The Bank will never ask you, under any circumstances, to disclose your access codes to its systems or online services.

If you are uncertain whether the call is from the Bank, you can terminate the call and:

- Call back using one of the Bank's contact numbers available on the official website
- Visit a Branch in person to update your information.

Are my personal details secure during the KYC process?

Yes, your personal information is secure. The Bank follows strict data protection and privacy policies to ensure that your information is handled safely and in compliance with applicable laws and regulations.

What happens if customers do not respond to the review process within the timeframes set by the Bank?

If customers do not respond to the review process within the set timeframes, the Bank will impose restrictions on the use of their accounts, and access to the Alpha360 service will be suspended.

These restrictions will be lifted, and the account(s) will become fully operational again once the review process is completed.

How can customers review their information?

For Individuals:

- Through digital channels Alpha 360 Mobile and Alpha 360 Web in the Customer Profile section. (<https://www.alphabank.com.cy/el/idiotes/ilektroniki-trapeziki>)
- By completing and signing the "[Review Declaration](#)" form and returning it to the Bank using one of the following methods:
 - By email to: BU.Reviews@alphabank.com.cy
 - By mail to: Stylianou Lena Square 1, Nicosia, P.O. Box 21661, 1596, Nicosia, Cyprus
 - By fax to: +357 22880586
- At your local Branch.

For Legal Entities:

- By completing and signing the [Customer Profile](#) forms, [Financial Profile Review Declaration](#), and [Customer Declaration for account activity](#), and returning them to the Bank using one of the following methods:
 - By email to: BU.Reviews@alphabank.com.cy
 - By mail to: Stylianou Lena Square 1, Nicosia, P.O. Box 21661, 1596, Nicosia, Cyprus
 - By fax to: +357 22880586
- At your designated service department/unit.

What documents/information may be required during the review process for Individuals?

The documents that may be requested for updating an individual's details include, but are not limited to:

Proof of Identification

- Valid ID (for Cypriots)
- Valid Passport (for non-EU foreigners)
- Valid ID or Valid Passport (for EU citizens)
- For Greeks, both the police ID card and the Tax Identification Number (AFM) are required.

Proof of Permanent Residential Address

- Utility bill (not older than 6 months) or
- Valid home insurance document, or
- Municipal tax document or Government Authority document (e.g., tax/social insurance document), or
- Bank account statement (not older than 6 months)

Contact Details

- Phone number
- Email address
- Mailing address (if different from permanent residential address)

Income Verification

- Payslip or
- Employment contract or
- Employer's certificate or
- Financial Information of the Business – for shareholders/partners or
- Tax return (required for self-employed individuals or

Source and Origin of Wealth

Signature Sample

Any other information deemed necessary based on the assessed risk and specific circumstances of the individual

What documents/information may be required during the review process for Legal Entities?

The documents that may be requested for updating the details of a legal entity include, but are not limited to:

Legal Documents:

- Founding Document & Articles of Association
- Certificate of Registered Office
- Certificate of Directors and Secretary
- Certificate of Registered Shareholders (for private companies)
- Name Change Certificate (where applicable)
- Trade Name Certificate
- Operating License (for companies requiring regulatory oversight)
- Certificate of Good Standing and Certificate of Incumbency (for foreign companies)
- Group Ownership Structure

Details of Connected Individuals (Directors, shareholders, signatories, or other individuals exercising control over the entity): Proof of identification, address certificates, and financial information for individuals, certified in an acceptable method by the Bank.

Financial Information:

Recent audited financial statements (not older than the last two years). If there is no obligation to prepare audited financial statements or if recent audited financial statements are unavailable (for the previous two years), recent management accounts or the latest tax returns are required.

For Non-Corporate Legal Entities (e.g., Pension Funds, Municipalities, Associations, Foundations, etc.), required information/certificates will vary depending on the case.

Any other information deemed necessary based on the assessed risk and specific circumstances of the legal entity

What are the acceptable methods for document certification by the Bank?

Certification of identity documents (ID/passport) can be done using one of the following methods:

- Presenting the original document at a Bank branch and having it certified by a Bank employee.
- Originals certified using the Apostille method.
- For Greek citizens, certification can also be done by:
 - Administrative Authority (e.g., Police)
 - KEP (Citizens Service Centers)
 - Lawyer or Notary

Is there a fee for updating my account?

There is no fee for updating customer details.

Who can I contact if I have questions about the KYC review process?

For any questions or assistance regarding the updating process, please contact the customer service team at +357 22883916 or email us at BU.Reviews@alphabank.com.cy. You can also visit the nearest Branch for support.