

Frequently Asked Questions

To be retained by customer

1. What documents do I need to submit with my application form if I am a Corporate/ Institutional client?

- Certified copies of Articles of Associations
- Certificate of Incorporation / Business Registration
- Board resolution naming the authorized signatories with specimen signatures
- Form 20 (Director Details)

2. What documents do I need to submit if I am an individual?

- Copy of National Identity Card (s) / Passport (s)

3. What does “either of us”, “All of us”, or “Any two of us” mean?

- “Either of us” – This means that any one party can operate the account and funds can be withdrawn **or** transferred with one party’s signature.
- “All of us” – this means that the account can be operated only with the consent of all signatories in the application.
- “Any two”- this means that any two signatures are sufficient to operate the account. This does not apply for corporate/institutional clients. In such an instance, two authorised signatories (as per criteria give in the board resolution) must sign any withdrawals. Rollovers can be authorised by one. In order to avoid delays in carrying out investment instructions, please ensure that all signatories sign the form at the time of opening the account.

4. How do I transfer funds to Acuity Securities?

- Acuity Security does not accept cash deposits at its head office. Hence you are welcome to deposit cash in to our current account (**002010215245**-Acuity Securities Ltd)
- Issue a cheque in favour of Acuity Securities Ltd. Cheque payments are processed only after realisation of funds.
- Initiate an RTGS/ Central Bank transfer via your local bank. Acuity Securities SWIFT code HNBSLKLX / Central Bank Account no 70033

5. How do I withdraw an investment?

Acuity Securities does not on any account release cash. Cheques that are issued will be in the applicant (s) name and crossed A/C payee. In case of an account transfer, funds will be sent to an account bearing the applicants name (s) or to a primary dealer on a/c of the customer provided, he maintains an account with the particular Primary Dealer. Central Bank (RTGS) transfers will carry a fee.

6. What if I need the money before the date of maturity?

Acuity securities can prematurely uplift the investment and pay upon receipt of a written request.

7. How do I communicate to Acuity Securities in terms of fund transfers, premature upliftments etc.?

Please inform our customer service unit by telephone no (**2206297**) and follow up with a **written request** (Fax no: 2206290) on or **before 09:00 AM** on the due date.