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WHAT IS THE PURPOSE OF GOLDMONEY'S CUSTOMER ACCEPTANCE POLICY (CAP)?

Although GoldMoney is not a bank, most of the same personal information that you need to open a bank account is required to open a Holding at GoldMoney.

GoldMoney has a Customer Acceptance Policy (CAP) to:

- Prevent GoldMoney from being used in criminal activity (e.g., auction fraud, identity theft, etc.)
- Enable GoldMoney to comply with the laws of country where it is located

The above objectives are achieved by requiring and verifying personal information from new customers. Our CAP requirements depend on the type of Holding you want to open and your country of residence.

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HOW SHOULD I CERTIFY/NOTARISE MY DOCUMENTS AS REQUESTED IN THE CUSTOMER ACCEPTANCE POLICY (CAP) FORM?

Your documents must be certified as a true copy by an authorised individual in your jurisdiction. Authorised individuals include a notary public, lawyer/solicitor, bank officer, serving police officer and certain government officials. The certifier may charge a small fee for the certification service.

For more information about certifying your documents, please see Section 1 of the CAP for Individuals form: http://www.goldmoney.com/forms/CAP-Individual-Ltr.pdf

A complete list of acceptable certifiers can be found here.

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IF I ALREADY HAVE A FULL HOLDING, WHAT DO I NEED TO DO TO CREATE A NEW HOLDING?

To create a new Holding if you already have a Holding, first sign-up for a new Holding using the ‘Free Sign Up’ button at the top of any page on our website. Once you have opened the Holding and been issued a Holding Number, send us a message from your new Holding requesting us to transfer your details on file from your existing verified Holding to this new Holding. We will then advise if any further documents are required to complete the verification of your new Holding.

Note: This only applies for customers with a Full Holding. Customers with a Basic Holding may not have multiple Holdings, but must instead upgrade their Basic Holding to a Full Holding first before creating a second Holding.

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HOW DO I OPEN AN ACCOUNT FOR MY CHILDREN IF THEY DO NOT HAVE A PASSPORT OR DRIVING LICENCE?

If your children are under 18, please open a Holding in the names of yourself and your child. As an identity document for your child, please submit a copy of the birth certificate. Also please send the required documents for yourself as requested for a Full or Basic Holding.

If you already have a Holding, we can use the documents already on file. Please advise us of your previous Holding number when submitting the birth certificate.

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WHERE DO YOU KEEP CAP INFORMATION I SEND TO YOU?

Your information is kept at our administrative office in Jersey, British Channel Islands and will remain confidential. We will not release this information for marketing purposes. See our Privacy Policy for details.

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WHAT SHOULD I DO TO OPEN AN ACCOUNT FOR A COMPANY OR TRUST?

All applicants wanting to open an account for a company and trust must first complete and send in an account application form prior to creating a Holding at GoldMoney. For more information please see our CAP for Companies page or our CAP for Trusts page.

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WHAT INFORMATION DO YOU COLLECT TO VERIFY MY IDENTITY (FULL HOLDING)?

To verify your identity, we request that you provide us with:

1) A notarised/certified true copy of a government-issued photo ID such as a passport, national identity card or driving licence.

2) An original or a certified copy of an utility bill, bank statement or tax bill on which your name and street address are printed.

These documents are collected for verification purposes only and are not disclosed to outside parties for marketing or other purposes.

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CAN I SEND SCANS OF MY CAP DOCUMENTS BY EMAIL?

We do not accept documents by email.

If you wish to expedite the processing of your CAP documents then follow the steps exactly as indicated on our CAP page under the section titled Document Submission at the bottom of the page.

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I AM HAVING TROUBLE DOWNLOADING AND VIEWING THE FORMS FROM THE CAP PAGE. WHAT SHOULD I DO?

Please make sure you have downloaded and installed the latest version of Adobe Acrobat Reader. This is a free program available from the Adobe website at:

http://www.adobe.com/products/acrobat/readstep2.html

You will need to install the latest version of Acrobat Reader in order to ensure that our forms can be opened and displayed correctly on your computer. Also, new versions are occasionally released to provide important security patches that help keep your computer safe from viruses and other destructive programs. You put your computer at risk by downloading and viewing PDF files without having the latest version of Acrobat Reader installed.

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I HAVE SENT MY DOCUMENTS BY AIRMAIL. HOW LONG WILL IT TAKE UNTIL MY CAP DOCUMENTS ARE PROCESSED?

It can take up to two weeks for airmail from North America to reach Jersey. We generally process documents within one business day of receiving them in the post.

As soon as we have received and processed your documents, we will send you a confirmation message in the internal message system accessed from within your Holding. An email will be sent to the email address you registered with your Holding to inform you of the new message in your Holding.

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WHAT DOCUMENTS ARE ACCEPTABLE FOR PROOF OF RESIDENCE?

Any of the following documents are acceptable for proof of residence:

- Gas/fuel oil home heating bill
- Electric bill
- Water bill
- Telephone bill (land lines only, no cellular phones)
- Property tax bill
- Bank statement (bank accounts and brokerage accounts only, no credit card bills)

Please make sure that:

1. The document is an ORIGINAL or a CERTIFIED COPY of an original, not a photocopy or a printout from a website.
2. The document is not more than 90 days old from the date you post it to us.
3. Your name and residence address (i.e., street address, no PO boxes) are printed on the document.
4. The document is clearly legible and written in the English/Western alphabet. If your documents are written in a language that uses a non-Western alphabet (e.g., Russian, Greek, Chinese, Korean, Japanese and Arabic), the original or certified copies must be sent with a fully certified translation by a professional translator. This translation should include information about the translator and their work as a translator, and their confirmation that it is an accurate translation of the original documents. The translator must sign and date the document.

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WHAT DOCUMENTS ARE ACCEPTABLE FOR THE PHOTO ID REQUIREMENT?

Any of the following documents are acceptable for the photo ID requirement:

- Passport
- National ID card
- Driving licence (residents of US, UK and Canada only)

Please make sure that:

1. The photocopy is clear so that the facial features in the picture are clearly visible.
2. The document is issued by a government agency.
3. The ID document has not expired.
4. The photocopy is certified as a true copy by an authorised individual.

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WHO CAN BE GIVEN ACCESS TO MY PERSONAL INFORMATION?

Your personal information will be kept strictly confidential and will not be disclosed without your express consent except when GoldMoney is required to provide information pertaining to you in order to ensure compliance with any form of legal process or when GoldMoney is required, in order to fulfil its obligations in terms of the Customer Agreement, to disclose information pertaining to you to its agents or third-party business affiliates. For more information, please see our Privacy Policy.

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IS GOLDMONEY'S CUSTOMER ACCEPTANCE POLICY (CAP) REQUIRED FOR ALL CUSTOMERS?

Yes. We require that all customers - regardless of the size of their Holding - complete our CAP. GoldMoney must comply with established 'know-your-customer' regulations for financial institutions. These regulations help prevent GoldMoney from being used in illegal activities. Your data is kept safe and secure with GoldMoney in Jersey, Channel Islands. Under the Proceeds of Crime Law, which is the prevailing statute there, all financial institutions are required to verify the name and address of their customers and the source of the customer funds used in transactions with them.

For more information, please see GoldMoney's Customer Agreement which states that 'As a condition of You becoming a Customer, You must comply with the Customer Acceptance Policy for verifying Your identity and the source of funds remitted to Us as described on the GoldMoney Website at: http://www.goldmoney.com/cap'

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WHO CAN CERTIFY MY DOCUMENTS?

The following persons are acceptable certifiers:

- A lawyer or notary public who is a member of a recognised professional body
- An accountant who is a member of a recognised professional body
- A bank manager who is a member of a recognised professional body
- A tax advisor who is a member of a recognised professional body
- An embassy or consulate official of the country of issue of the documentary evidence of identity
- A director of a regulated financial services business which is operating in a well-regulated jurisdiction
- A serving police or customs officer.

GoldMoney customers resident in Germany can use Postident as an alternative to certifying documents for a Full Holding.

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WHAT ARE 'FAST-TRACKED' COUNTRIES?

You can open a Basic Holding quickly and entirely online for free if you reside in a “Fast Tracked Country”.

“Fast Tracked Country” is a term used to refer to those 44 countries, which are:

- Australia
- Austria
- Belgium
- Bulgaria
- Canada
- Cayman Iss.
- Cyprus (Southern)
- Czech Rep.
- Denmark
- Estonia
- Finland
- France
- Germany
- Gibraltar
- Greece
- Guernsey
- Hong Kong
- Hungary
- Iceland
- Ireland
- Isle of Man
- Italy
- Japan
- Jersey
- Latvia
- Liechtenstein
- Lithuania
- Luxembourg
- Malta
- New Zealand
- Norway
- Poland
- Portugal
- Romania
- Singapore
- Slovakia (Slovak Rep.)
- Slovenia
- South Africa
- Spain
- Sweden
- Switzerland
- United Kingdom
- United States of America
- Virgin Iss. (U.S.)

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CAN I ADD ADDITIONAL OWNERS TO MY HOLDING?

Yes, you may add additional owners to your Holding. Any person who is given access to your Holding, must comply with our Customer Acceptance Policy and thereby become a joint owner of your Holding. This can be completed during the sign up process. If you choose to add another owner at a later stage, the person would need to establish a verified GoldMoney Holding in their own name before being added to your Holding. Please ensure the person selects the same Holding type, Basic or Full Holding, as your existing Holding. Once the Holding has been verified, please send a letter signed by all parties requesting to add the second owner to your Holding.

Please see Clauses 4 and 5 of our Customer Agreement for further details.

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CAN A DOCTOR, TEACHER, SURGEON OR PHARMACIST/CHEMIST CERTIFY MY PASSPORT?

We will only accept a certifier whose qualification is on our list of acceptable certifiers.

Please see our list of acceptable certifiers here.

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HOW DO I ADD A BENEFICIARY TO MY HOLDING?

Unfortunately we do not have the facility to add a beneficiary. You may want to make a record of your ownership of your Holding with the executor of your estate. In the event of your passing or if you become incapacitated, once power of attorney or proof of death (i.e., a death certificate) and a copy of the will is presented to us, we would provide access to the proper person(s) or act on their instructions.

Alternatively, you could add any other person(s) to your Holding by making them a joint owner of the Holding. The first step is to establish a verified GoldMoney Holding in his/her own name by clicking on the ‘Free Sign Up’ button on our homepage. Please ensure the person selects the same Holding type, Basic or Full Holding, as your existing Holding. Once the Holding has been verified, please send a letter requesting to add the second owner to your Holding. Kindly include both Holding numbers in the letter and ensure the letter is signed by all parties.

Our postal address is:

Net Transactions Limited
1st Floor 32 Commercial Street
St Helier
Jersey JE2 3RU
British Channel Islands (UK)

Following the receipt of your letter, your joint GoldMoney Holding will be activated. If the newly opened Holding is a Full Holding, it can either be closed down or left open as a separate individual Holding for future use.

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I WANT TO OPEN A HOLDING, WHICH COUNTRIES ARE ACCEPTED AS COUNTRIES OF RESIDENCE?

Customers resident in the 'fast-tracked' countries can get started quickly with a Basic Holding.

Customers resident in the following countries can open a Full Holding:

- Andorra
- Argentina
- Australia
- Austria
- Bahrain
- Barbados
- Belarus
- Belgium
- Bermuda
- Bhutan
- Bosnia Hercegovina
- Botswana
- Brazil
- Brunei Darussalam
- Bulgaria
- Canada
- Cape Verde
- Cayman Iss.
- Chile
- China
- Cook Iss.
- Costa Rica
- Croatia
- Cyprus (Southern)
- Czech Rep.
- Denmark
- Dominica
- Egypt
- El Salvador
- Estonia
- Faroe Iss.
- Fiji
- Finland
- France
- Georgia
- Germany
- Ghana
- Gibraltar
- Greece
- Guernsey
- Holy See (Vatican City State)
- Hong Kong
- Hungary
- Iceland
- India
- Ireland
- Isle of Man
- Israel
- Italy
- Japan
- Jersey
- Jordan
- Korea, South
- Kuwait
- Latvia
- Liechtenstein
- Lithuania
- Luxembourg
- Macau
- Macedonia
- Malaysia
- Malta
- Mauritius
- Mexico
- Monaco
- Montenegro
- Morocco
- Namibia
- Netherlands Antilles
- New Caledonia
- New Zealand
- Norway
- Oman
- Panama
- Peru
- Poland
- Portugal
- Puerto Rico
- Qatar
- Romania
- Saint Lucia
- Saint Vincent & Grenadines
- Samoa
- Saudi Arabia
- Serbia
- Seychelles
- Singapore
- Slovakia (Slovak Rep.)
- Slovenia
- South Africa
- Spain
- Suriname
- Sweden
- Switzerland
- Taiwan
- Thailand
- Trinidad & Tobago
- Tunisia
- Turkey
- United Arab Emirates
- United Kingdom
- United States of America
- Uruguay
- Virgin Iss. (British)
- Virgin Iss. (U.S.)

Is your country of residence not on the list?

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HOW DOES THE CAP WORK?

There are three CAP levels - Limited, Basic and Full. A Limited Holding has little functionality until you complete the CAP verification process. A Basic Holding enables you to transfer in funds and buy metals, but only up to a total value of US$150,000. A Full Holding gives you access to the full capabilities of GoldMoney, and allows you to buy and sell any amount of metals.

Customers resident in any of the 'fast-tracked' countries can obtain the CAP level status of a Basic Holding. The advantage of a Basic Holding is that the sign up process is quick, entirely online and you can wire funds to GoldMoney from a bank account located in any of the fast tracked countries immediately after you have signed up.

To obtain the CAP level status of a Full Holding, we need to verify your identity and place of residence. The verification process can be completed entirely online for customers resident in Canada, the United States of America or the United Kingdom using our online identity verification service provided by Equifax. Customers in other countries will need to send by mail a certified photo ID and proof of residence documents to verify their identities.

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WHAT IS POSTIDENT AND WHO CAN USE IT?

Postident offers a convenient way to verify your identity and can be carried out at any Deutsche Post AG post office in Germany.

The procedure was introduced to assist in identifying customers in compliance with anti-money laundering legislation when opening an account with a bank or any other financial services company.

GoldMoney customers resident in Germany can use Postident as an alternative to certifying documents for a Full Holding. Postident is free of charge. The required coupons for this service are included in the Postident Application form.

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HOW DO I OPEN A HOLDING AS A SOLE TRADER?

You can open an individual Holding as a sole trader. However, we require:

- A bank statement or a legal document from a chamber of commerce confirming your ‘Trading as’ name for your sole-trader business
- A brief description of the nature of your business

To establish an individual Holding, click on the ‘Free Sign Up’ button on the top right hand side of our website and follow the instructions to apply for a Full Holding.

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WHAT HAPPENS IF I SIGN UP FOR A GOLDMONEY HOLDING, AND THEN MOVE TO A COUNTRY WHOSE RESIDENTS ARE NOT ELIGIBLE TO OPEN HOLDINGS? WILL MY HOLDING BE CLOSED?

You will still be able to use your GoldMoney Holding to buy and store precious metals. However, we would require a document confirming your new residential address. Additionally, Basic Holding customers would be required to upgrade to a Full Holding, which is free of charge.

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WHY CAN'T PEOPLE RESIDENT IN THE NETHERLANDS OPEN A HOLDING WITH GOLDMONEY?

The Autoriteit Financiële Markten (AFM), the Netherlands financial regulator, is of the opinion that GoldMoney “offers investment objects”, which is not allowed in the Netherlands without a licence according to Section 2:55 of the Netherlands Financial Supervision Act (Wet op het financieel toezicht, Wft). We disagree with the AFM’s assessment and have decided not to apply for a licence as we do not want to subject ourselves, and by extension our customers, to unnecessary and unpredictable regulatory requirements.

GoldMoney is already registered to operate as a Money Service Business in Jersey, Channel Islands. We are regulated by the Jersey Financial Services Commission (JFSC), which is the main regulatory body for Jersey’s globally recognised financial services industry. We therefore comply with world standard regulation and requirements.

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WHAT IS RESIDENCY?

Residency is deemed to be the principle place of living and is not connected with nationality. When you open a Full Holding, you are required to provide evidence of your principal residential address.

I AM GOING TRAVELLING FOR A YEAR – WHERE IS MY RESIDENCY DEEMED TO BE?

If you are travelling but still maintain an address in your home country, GoldMoney will treat your home address as your residency.

If you do not maintain an address in your home country please use the address you intend to live at upon the end of your travel (family/friends), and provide the necessary proof of residence documents.

I AM TRAVELLING BUT MAY SETTLE SOMEWHERE SOMETIME IN THE FUTURE

GoldMoney will consider your residency as the last known maintained address in your home country if you have only recently left this address.

I AM GOING TRAVELLING AND HAVE LEFT MY LAST KNOWN ADDRESS

Please use the address that you intend to live at upon the end of your travel (family/friends), and provide the necessary proof of residence documents.

I WORK ABROAD BUT HAVE A HOUSE IN MY HOME COUNTRY

GoldMoney considers your residence in your home country as long as the proof of residency requirements are met.

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WHY DO YOU ASK FOR INFORMATION ON HOW I HAVE GENERATED THE FUNDS I INTEND TO USE TO PURCHASE PRECIOUS METALS WITH GOLDMONEY? WHAT DETAILS DO YOU NEED?

GoldMoney, regulated by the Jersey Financial Services Commission as a Money Service Business, is obliged to hold due diligence information on its customers. The information includes address and contact details, details regarding occupation or employment status, and a confirmation of how the funds you intend to use to purchase precious metals with us have been generated. Depending on the volume and the rationale, we may require additional information and/or documents to prove the details given.

Any reputable regulated financial organisation follows this procedure to protect customers' assets, and provide assurance that customers are transacting with a secure and legitimate organisation.

GoldMoney considers privacy to be an important property right and all customer records are stored safely and confidentially according to our privacy policy.

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WHAT IS EQUIFAX AND WHO CAN USE IT?

Equifax, a global supplier of information solutions, empowers businesses and consumers with information they can trust. Through Equifax we are able to offer online identity verification to residents of the US, UK and Canada, which enables them to open a GoldMoney Holding entirely online.

For more information, visit the Equifax website.

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HOW CAN I REMOVE A HOLDING OWNER?

We require an original letter requesting us to remove a Holding owner from a joint Holding. The letter needs to be signed by all Holding owners. Please send the letter to:

Net Transactions Limited (GoldMoney)
1st Floor
32 Commercial Street
St Helier, Jersey
JE2 3RU
British Channel Islands (UK)