



Company Registered in England No.: 4543696
Authorised by the FCA under the Payment Services Regulations (509751) for the provision of payment services, supervised by HMRC under the Money Laundering Regulations (MLR) no. 12152251 and registered with Information Commissioner's Office no. Z8383053 under Data Protection Act

*** Required Information**

REMITTANCE AGREEMENT & APPLICATION FORM

Remitter's Data

Remitter's PIN

Surname*		First Name*		Middle Name	Birth Date (DD/MM/YY)*	Gender*	Nationality*	Birth Place*
Present Address*							Post Code*	
Landline No.		Mobile No.*		Fax No.	Email Address			
Photo Identification Provided *					Current Residency Status:			
<input type="checkbox"/> Passport <input type="checkbox"/> Driver's Licence <input type="checkbox"/> Others Specify _____					<input type="checkbox"/> UK/EU Citizen <input type="checkbox"/> Work Permitted <input type="checkbox"/> Others specify <input type="checkbox"/> Permanent <input type="checkbox"/> Student			
Occupation*					Annual Salary*			
					<input type="checkbox"/> £14k to £20k <input type="checkbox"/> £41k to £60k <input type="checkbox"/> Below £14k <input type="checkbox"/> £21k to £40k <input type="checkbox"/> Above £60k			
Employer (or Name of Business if Self Employed) *				Employer Address (or Business Address if self-employed) *				
Source of Funds: *				Purpose of Remittance: *				
<input type="checkbox"/> Salary <input type="checkbox"/> Others Specify _____				<input type="checkbox"/> Family Support <input type="checkbox"/> Savings <input type="checkbox"/> Bill Payment <input type="checkbox"/> Others Specify _____				

Beneficiary's Data

Surname*		First Name*		Middle Name	Date of Birth: (DD/MM/YY)	Relation to Remitter:*
Address*				Nationality:*		Contact Number:*
Bank/Mode of Payment *		Account Number (if applicable)			Bank Branch and Address (if Applicable)	
<input type="checkbox"/> Metrobank <input type="checkbox"/> Cash Pick-up <input type="checkbox"/> Others Specify _____						
Name of Company/Instution				Philippines Address		
Contact No.		Account Number: (if any)		Reference: (if any)		
Adv/Pay				Branch Name/Address		
<input type="checkbox"/> Metrobank <input type="checkbox"/> Other Bank (specify)_____						

DECLARATION:

Are you a Politically Exposed Person (PEP)? or Are you holding/have been entrusted with prominent public functions such as a higher position in any office of the government, military, ministry, high court or embassy? or any member of your immediate family or closed associates?

Yes
 No

I hereby declare that I have read, understood and agree to the terms and conditions stated on these forms including all the important information provided herein. I also hereby certify that the information provided are correct to the best of my knowledge and will inform Metro Remittance (UK) Ltd of any changes immediately.

Remitter's Signature*

Date Signed (DD/MM/YY)*

TERMS AND CONDITIONS OF FUNDS REMITTANCES FROM THE UNITED KINGDOM TO THE PHILIPPINES

- The first time a Remitter remits funds to a beneficiary in the Philippines, he/she shall assigned by Metro Remittance (UK) Limited a PIN (Personal Identification Number) to be used every remittance.
- After signing this form, the Remitter declares that he/she is the ultimate beneficial owner of the assets and acting solely on his/her own account.
- The Remitter gives full consent to Metro Remittance (UK) Ltd to process his/her personal data for the purposes of the prevention of Money Laundering and Terrorist Financing and all applicable laws that may apply. And also the Remitter gives full consent to Metro Remittance (UK) Ltd in transmitting funds in favour of the beneficiary through Metropolitan Bank and Trust Company or Metrobank Philippines. All personal and sensitive data will be protected and kept confidential by Metro Remittance (UK) Ltd under all relevant data protection laws.
- Each time the Remitter remits funds to a new beneficiary in the Philippines, he/she shall sign the Additional Beneficiary Form certifying the correctness of all information contained therein including the relation to the beneficiary and purpose of remittance.
- Funds shall be paid to the beneficiary in Philippine Pesos unless otherwise specified by the Remitter, in accordance with applicable exchange control regulations.
- The remitter shall pay to Metro Remittance (UK) Limited a commission for every remittance. Metro Remittance (UK) Limited reserves the right to change the amount of commission from time to time.
- Metro Remittance (UK) Limited shall not be liable for any delay in the delivery of funds to the beneficiary due to omissions, incorrect or incomplete information furnished by the Remitter, for majeure, or any event occurring beyond its reasonable control.
- Any taxes or duties levied by the UK or Philippine Authorities and resulting in additional cost to Metro Remittance (UK) Limited in remitting funds shall be charged to the Remitter and may be deducted from the amount remitted.
- All remittance transactions above the monthly limit set by Metro Remittance (UK) Limited are subject for approval and submission of documentary proof of source of funds. The company reserves the right to refuse remittance transaction for non-compliance.
- The relationship between Metro Remittance (UK) Limited and the Remitter shall be governed by English Law.

MARKETING: I would like to receive updates, offers and promos from Metro Remittance (UK) Ltd or from its parent company Metropolitan Bank and Trust Company in the Philippines or for special occasion from authorised third party providers. (Please check the box if you do not wish to receive any marketing information from any of us.)

Opt out

FOR OFFICE USE ONLY:

Encoded By:	Approved By:	Compliance Check:
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IMPORTANT INFORMATION AND PRIVACY NOTICE

Metro Remittance (UK) Limited is a registered Money Service Business with the UK's HM Revenue and Customs, holding MSB Certificate number 12152251. The company operates anti-money laundering and anti-terrorist financing controls. We will refuse any transaction we believe to be money laundering. We will report suspicious transactions. Before we do business with anyone, we will require evidence of identity. Copies of the evidence and records of transactions will be retained for a minimum of 5 years.

Under UK Laws and regulations you must submit documentary proof to support for changes in circumstances including the following:

- Renewal of expired PASSPORT or ID – copy of new valid passport or ID
- Change in ADDRESS – utility bill or bank statement
- Change in name or marital status – marriage certificate or notice of divorce, annulment, etc.

If there are changes with your contact details such as mobile number, land line or email address, please provide us your new details to avoid delays on your remittance transaction.

You must accomplish and sign a new Remittance Application and Agreement Form each time your Identification provided to us expires, or at least every 2 to 3 years for record updating purposes.

Metro Remittance (UK) Ltd has a remittance transaction limit per calendar month, if in case you wish to send more than the said limit. You are required to provide documentary proof of source of funds, purpose of remittance and your beneficiary details. Or if we noticed that the remittance amount you are sending does not commensurate to your monthly wages, we will review your remittance activities and request immediately for both source of funds and purpose of remittance.

We reserve the right to deny money remittance services for non-compliance with the company's requirements.

DISPUTE RESOLUTION

Metro Remittance (UK) Limited is committed to delivering an efficient and professional remittance service to all its clients. In instances when concerns arise from our service, we resolve to address any complaint by:

- ensuring that filing a complaint is not unduly burdensome to the complainant;
- treating a complaint seriously in whatever manner it is communicated to us;
- dealing with complaints promptly;
- including in our response an apology for mistakes we may have caused; an explanation of our position, and/or information on any actions taken; and
- learning from complaints and using them to improve our service.

FILING A COMPLAINT:

Prepare your written complaint and have it received by our duty manager. The contents of the complaint should include:

- the nature of the problem
- the date and time when the issue occurred
- the persons you were dealing with
- how you want us to resolve the matter

You may use the attached the Complaint Template attached at the bottom of this webpage for guidance.

You may send your report by fax to 020 79376140, or by email to info@metrorem.co.uk. Please advise if a reply from us by email is acceptable; otherwise, please provide us your telephone number or a full postal address.

To discuss your complaint by telephone, please call the duty manager at telephone number 020 73684490.

HOW WE HANDLE COMPLAINTS:

We aim to reply fully to all complaints **within 7 days** from date of receipt; if, due to the complexity of the case, it is not possible to resolve it within the committed time, an interim response will be issued advising the client what is being done to deal with the complaint, and when a full reply may be expected and from whom.

If, despite the initial response, the complainant still is not completely satisfied, complaints may be elevated to our **Complaints Handling Officer**:

Mr. Vincent Otieco
1st Floor, 12 Kensington Church Street
London W8 4EP United Kingdom
Tel no. 020 7368 4490
Email Add: vpotieco@metrorem.co.uk

Finally, unresolved cases **after five weeks** of first being reported to us may be brought to the attention of the **Financial Ombudsman Service** for further advice and guidance:

The Financial Ombudsman Service
The Exchange Tower
London E14 9SR United Kingdom
Tel no. 0800 023 4567 or 0300 123 9123
Email: complaint.info@financial-ombudsman.org.uk

DATA PROTECTION

Personal data we hold in our files are protected under the UK's Data Protection Act. **Metro Remittance (UK) Ltd** holds registration number Z8383053 from the Information Commissioner. We established internal standards and controls to ensure protection of all client information and relationships, particularly from unnecessary disclosure of such information to sources outside the organisation. We are using the best means possible to maintain confidentiality of client information by minimising risk inherent in improper disclosure of information and preventing fraud and financial loss. All data collected from the client are being processed and solely used for business purposes only.

Metro Remittance (UK) Ltd is committed to safeguarding your personal and account information. This endeavour, we believe, is a responsibility that is shared between you and the company.

OUR ROLE

We assure you that information you provide us is kept confidential. All information you provide will only be used within the bounds of applicable UK Laws, and of other rules and regulations that may be issued by the competent authorities. E.g. The General Data Protection that governs the processing of information relating to individuals, including obtaining, holding, use or disclosure of information.

We will collect personal information from you, only for the following purposes:

- To verify your identity
- To determine your eligibility for remittance services
- To provide you with continued service in the future
- To respond to your inquiries about the status of past remittance transactions
- To prevent fraud, money laundering and terrorist financing with respect to both the customer and the company
- To meet legal, regulatory and other statutory requirements
- To transmit funds in favour of beneficiary through Metropolitan Bank and Trust Company (Metrobank) in the Philippines
- To inform you about updates on products and services, and other related important announcement or promos about the company

We ensure that the handling of your information adheres to the established security standards and procedures. Further, up-to-date technology is in place in our systems to prevent unauthorised access which undergoes continuous assessment to improve your security and your privacy.

We guarantee you that any information you provide to us is protected. We will only collect your identifiable information through secure means, i.e. in person at the branch, or through authorised marketing activities of the company. We may ask you to provide your information by post if you are unable to come at our office or by email. We use Transport Layer Security (TLS) to encrypt and protect email traffic. If your mail server does not support TLS, you should be aware that any emails you send to us may not be protected in transit.

YOUR ROLE & RIGHTS

Protect your information. We encourage you to be vigilant in protecting your personal data by ensuring that your account details, PINs, username and password are not disclosed to others nor written somewhere where it will be accessible to others. We also advise you to use strong passwords and to change them regularly as well as keeping your software/s updated.

Use secure means to communicate with us. You can contact us through our website, London Office, or by phone call. Rest assured that information coursed through these channels is protected by the security of our systems.

Access to your Information. You may request a copy of information we hold about you by email or by post and we will provide you details in portable format if feasible. *(A fee may be applicable)* You may also request that your personal information may be amended for the purpose of accuracy and completeness.

Erasure. You may request that we delete your personal information if you believe that:

- we no longer need to process your information for the purposes for which it was provided;
- we have requested your permission to process your personal information and you wish to withdraw your consent; or
- we are not using your information in a lawful manner.

Please note that the right to erasure is subject to certain exemptions, and if you request us to delete your information, we may have to suspend the operation of your account and/or the products and services we provide to you.

Objection. You have a right to object to us processing your personal information (and to request us to restrict processing), unless we can demonstrate compelling and legitimate grounds for the processing, which may override your own interests or where we need to process your information to investigate and protect us or others from legal claims. Depending on the circumstances, we may need to restrict or cease processing your personal information altogether, or, where requested, delete your information.

Please note that your right to object to our processing is subject to certain exemptions, and if you object to us processing your information, we may have to suspend the operation of your account and/or the products and services we provide to you.

Marketing. You have a right to object at any time the processing of your personal information for direct marketing purposes, including profiling you for the purposes of direct marketing.

Withdraw Consent. Where we rely on your permission to process your personal information, you have a right to withdraw your consent at any time. We will always make it clear where we need your permission to undertake specific processing activities.

Report any data breach. If you think that your personal data was mishandled in terms of confidentiality or integrity, or if someone tampered with your personal data without your consent, please do not hesitate to contact our Information Security Officer through the following:

Chief Information Security Officer
1F 12 Kensington Church Street
London W8 4EP United Kingdom
Telephone Number: 020 7938 1395
Fax Number: 020 7937 6140
E-mail Address: hvnatividad@metrorem.co.uk

Due to the rapidly evolving changes in current regulations over the financial sector, we may update this information from time to time.

Please indicate your agreement to the above conditions and all written on it by signing the Remittance Application and Agreement Form.