



## **Instructions for Customer Information Update Form**

To update your information, simply type appropriate responses to the corresponding criteria listed below within the COB system. A completed enclosed example is provided in the box below for illustration.

- a. Name :**
- b. Address (Residential):**
- c. Address (Mailing):**
- d. Date of birth :**
- e. Type of Identification:**
- f. Identification Number:**
- g. Issue and Expiry date of identification: Issue :**  
**Expiry:**
- h. Telephone -Home:**  
**- Work:**  
**- Mobile:**
- i. Occupation/Employer:**

### *Completed Enclosed Example*

- a. Name : Anthony Banker**
- b. Address (Residential): #1 Bridge Street, Financial Plaza, Castries**
- c. Address (Mailing): P O Box 1862, Castries**
- d. Date of birth : January 01, 1950**
- e. Type of Identification: St Lucia National Identification Card**
- f. Identification Number:123456**
- g. Issue and Expiry date of identification: Issue : January 01, 2000**  
**Expiry: January 01, 2010**
- h. Telephone -Home: 758-451-0000**  
**- Work: 758-450-1111**  
**- Mobile: 758-999-9999**
- i. Employer/Occupation: Government of St Lucia - Teacher**

**Step 1:** Log in to online Banking, click on the “Select Message” tab, then click “Add Message” button.

Account Listing Accounts

Options

BANK OF SAINT LUCIA LTD.#1 Bridge Street, CASTRIES  
Tel: (758)-456-6000

**Add Message**

NOTE: Click on a column name to sort transactions by that column in ascending (▲) or descending (▼) order.

Message Center

| ID | Status | Received | Urgency | Subject | Attach |
|----|--------|----------|---------|---------|--------|
|----|--------|----------|---------|---------|--------|

**Step 2:** Type your response as per instructions above in the message box.

https://www.netteller.com - Send Secure Message - Microsoft Internet Explorer

Send Secure Message

From: 967900000188

Your E-mail: youremail@mail.com \*

Your Name: Anthony Banker

Subject: account update

Urgency: High  Medium  Low


Message:

**Submit** **Reset** **Close**

\*Your e-mail address will be used to notify you when you receive a reply.

### Step 3: Preview of completed customer update form

https://www.netteller.com - Send Secure Message - Microsoft Internet Explorer



**Welcome to**  
**BANK OF SAINT LUCIA LTD**  
*All the bank YOU need!*

**Complete Online banking**  
FROM BANK OF SAINT LUCIA LTD

**Send Secure Message**

**From:** 967900000188

**Your E-mail:**  \*

**Your Name:**

**Subject:**

**Urgency:** High  Medium  Low


**Message:**

- a. Name : Anthony Banker
- b. Address (Residential): #1 Bridge Street, Financial Plaza, Castries
- c. Address (Mailing): P O Box 1862, Castries
- d. Date of birth (mm/dd/yy): Jan 01, 1950

\*Your e-mail address will be used to notify you when you receive a reply.

### Step 4: Click on Submit button.

https://www.netteller.com - Send Secure Message - Microsoft Internet Explorer



**Welcome to**  
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*All the bank YOU need!*

**Complete Online banking**  
FROM BANK OF SAINT LUCIA LTD

**Send Secure Message**

**From:** 967900000188

**Your E-mail:**  \*

**Your Name:**

**Subject:**

**Urgency:** High  Medium  Low

**Message:**

- a. Name : Anthony Banker
- b. Address (Residential): #1 Bridge Street, Financial Plaza, Castries
- c. Address (Mailing): P O Box 1862, Castries
- d. Date of birth (mm/dd/yy): Jan 01, 1950

\*Your e-mail address will be used to notify you when you receive a reply.