



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 “Secure Message” tab, then click “Add Message” button.

The screenshot shows the Bank of Saint Lucia online banking interface. At the top left is a mouse icon and the bank logo with the tagline "ALL THE BANK YOU NEED". The main heading reads "Safe, secure Internet Banking". On the right is the "Complete Online banking" logo with "FROM BANK OF SAINT LUCIA LTD" underneath. A navigation bar contains "Secure Message", "Help", "COB Agreement", and "Exit". Below this is a yellow bar with "Account Listing Accounts" and "Options". The address "BANK OF SAINT LUCIA LTD. #1 Bridge Street, CASTRIES" and phone number "Tel: (758)-456-6000" are displayed. A red "Add Message" button is highlighted. A note states: "NOTE: Click on a column name to sort transactions by that column in ascending (^) or descending (v) order." Below the note is a table header for the "Message Center" with columns: ID, Status, Received, Urgency, Subject, and Attach.

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

The screenshot shows the "Send Secure Message" form in the Bank of Saint Lucia online banking interface. The browser address bar shows "https://www.netteller.com - Send Secure Message - Microsoft Internet Explorer". The form fields are: "From: 967900000188", "Your E-mail: youremail@mail.com *", "Your Name: Anthony Banker", "Subject: account update", and "Urgency: High Medium Low" (with "Low" selected). A large text area for the "Message:" is provided. At the bottom are "Submit", "Reset", and "Close" buttons. A note at the bottom states: "*Your e-mail address will be used to notify you when you receive a reply." An arrow points from the "Add Message" button in the previous screenshot to the "Message:" text area.

Step 3: Preview of completed customer update form

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



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



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.