





# TENDA INDEX LIMITED


Access World's Largest Forex Market with Tenda Index

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## KNOW YOUR CUSTOMER (KYC) POLICY

 [www.tendaindex.com](http://www.tendaindex.com)

 [support@tendaindex.com](mailto:support@tendaindex.com)

 Unit 100, 25-29 Clements Road, Ilford, London IG1 1BH,  
United Kingdom.

## **About Us**

The trading name Tenda Index Limited (Tenda Index), its logo, trademark and website [www.tendaindex.com](http://www.tendaindex.com) belong to Tenda Index Limited (referred as the “Company”), is incorporated under the laws of England & Wales (Company Registration Number 12871467) having its registered office at Unit 100, 25-29 Clements Road, Ilford, London IG1 1BH, United Kingdom.

The Objects of the Company are all subject matters not forbidden by the Financial Conduct Authority (FCA), United Kingdom, including but not limited to exclusively commercial, financial, lending, borrowing, trading, servicing, and the participation in other enterprises as well as to provide brokerage and managed account services in currencies, commodities, index, CFDs and leveraged financial instruments.

Unless stated otherwise, all terms included in our Complaints & Dispute Procedures shall have the meaning given to them herein. Where the context requires, words importing singular shall include plural and vice versa. Words importing masculine shall include feminine and vice versa.

## **KYC (Know-Your-Customer) Policy**

All information is kept in strict confidentiality and each client is carefully checked during the onboarding process in the International PEP and Sanction list. Each ID, Driver License or Passport Number is checked in the database of Interior Affairs Ministries of each country.

Article 1 - Document Submission Requirements:

- Proof of Identity
  
- Proof of Address
  
- Proof of Card Ownership
  
- Declaration of Deposit form

The KYC documents have to be provided not later than 5 working days after the account activation, otherwise we keep our rights to terminate all existing deals and restrict future trades.

### **Proof Of Identity**

Colour copy of a valid Government issued Photo I.D., front and back (i.e. Identification Card / Driver License / Passport)

**The proof of identity must clearly show the following:**

- Issuer
  
- Your full name
  
- Your date of birth
  
- Expiration date (if applicable)
  
- Signature (if applicable)
  
- A clear picture
  
- All four corners should be visible

### **Proof Of Address**

A copy of a Utility Bill (i.e. Water / Gas / Electricity / Telecommunications bill, etc.), **no more than three (3) months old.**

**The copy provided should clearly show the following:**

- Name and address
- Date of issue
- All four corners should be visible
- Issuer

**Alternatively, you can send a copy of any of the following documents. It must also be no more than three months old:**

- Bank / Credit Card Statement
- Tax statements or local authority tax bill
- Government-issued proof of address

### **Proof of Card Ownership**

Please provide a valid Colour Copy of your credit card – back and front

**The copy provided should clearly show the following:**

- Cardholder Name
- Expiry Date
- Last 4 digits of the card number on the front

- Signature on the back

- All four corners should be visible

For your reassurance, please ensure that all other details are concealed.

### **Article 2 – Documentation Criteria:**

- Scan or digital photograph (high resolution)

- Colour copy

- All four corners should be visible

- Use \*.jpg, \*.jpeg, \*.png, \*.gif, \*.pdf, \*.tif, \*.tiff, \*.doc, \*.docx or \*.rt

### **Article 3 – When to provide Documents?**

Documents should be provided to our compliance department soonest possible to avoid any delays in processing your transactions. Some circumstances may require us to request these documents before allowing any other activities in your account, such as deposits or trades. Please note that withdrawals requests will be denied and cancelled if your account has not been verified and documents not received as per compliance department.

#### **Article 4 - How safe are your documents with us?**

Security of your documents is of utmost importance and holds the highest priority in **Tenda Index**. All documents are confidential and are protected using the highest level, most advanced state-of-the-art technology possible and encrypted at every step to protect your documents and personal details.

#### **Article 5 - How to submit Documents**

Please choose one of the following options:

- Via e-mail to [compliance@tendaindex.com](mailto:compliance@tendaindex.com)
  
- Via Trader Cabinet on [www.tendaindex.com](http://www.tendaindex.com)