



INVESTMENT ONE

ACCOUNT OPENING DOCUMENTATION

INDIVIDUAL





INVESTMENT ONE

TYPE: INDIVIDUAL: JOINT:

Title: Surname:

Name(s):

Date of Birth: LGA: State:

Nationality:

Nigerian Resident: Yes No Marital Status: Single Married Other

Residential address:

Mailing Address: (PO.Box if Any)

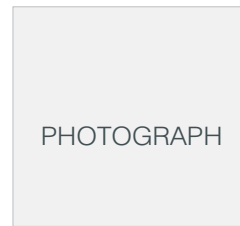
Business / Occupation:

Business / Employer's Name:

Business / Employer's Address:

Telephone: 1 2 E-mail

Preferred method of contact:



SOURCE(S) OF FUNDS:

Type	Expected Annual Amount
Salaries	<input type="text"/>
Business Income	<input type="text"/>

Type	Expected Annual Amount
Sale of Property	<input type="text"/>
Other	<input type="text"/>



Title: Surname:

Name(s):

Date of Birth: LGA: State: Nationality:

Nigerian Resident: Yes No Marital Status: Single Married Other

Residential address:

Mailing Address: (P. O. Box if Any)

Business / Employer's Name:

Business / Employer's Address:

Telephone: 1 2 E-mail

Preferred method of contact:

BANK ACCOUNT DETAILS:

Bank Institution:

Account Name:

Nuban Account Number:

Bank Verification Number (BVN):

Date of Opening Bank Account: YYYY/MM/DD

NEXT OF KIN

Name:

Relationship: Telephone No:

Contact Address:



INVESTMENT ONE

COUNTER - PARTY AGREEMENT AND WAIVER

I/We..... hereby authorize **INVESTMENT ONE Financial Services Limited** hereinafter referred to as “the Company”, to sell or charge any asset(s) that may be held by the company on my/our account to offset or liquidate any indebtedness or liability due from me/us to the Company arising out of or in connection with any transaction entered into by the Company on my/our behalf.

My/Our undertaking herein shall be irrevocable until any/or all obligations due from us to the Company would have been fully settled.

I/We hereby authorize **INVESTMENT ONE Financial Services Limited**, to make payment or receive value assets by the Company on my/our account in form of dividends and other payment relating to any transaction or contractual agreement between both parties on my/our behalf.

The Company is hereby authorised by me/us to lodge financial instruments or any other related kind in my/ our name into the Company's bank account and obtain value for same.

DECLARATION

I/ We hereby apply for the opening of an account with **INVESTMENT ONE Financial Services Limited**. I/We understand that the information and documents supplied are the basis for opening the account and therefore declare:

- (i) All my/our particulars and the information provided is true and accurate, in form and in substance and any changes will be notified to **INVESTMENT ONE Financial Services Limited** and I/we have not withheld any material fact.
- (ii) I/We am/are over 18 years of age, not insolvent or under legal liability and have not been convicted of a serious offence.
- (iii) I/We am /are making application herein for myself/ourselves not on behalf of any other person or party.

Signature

Date

JOINT APPLICANTS TO SIGN BELOW

Signature
(For Joint Account Holders)

Date

MANDATE COMBINATION: _____



INVESTMENT ONE

CENTRAL SECURITIES CLEARING SYSTEM LTD. (THE CLEARING HOUSE)

PARTICULARS OF SHAREHOLDERS

Current Date:	
Member Code:	IONE
Member Name:	INVESTMENT ONE STOCKBROKERS INT'L LIMITED
Shareholder's Type:	
Clearing House Number (CHN):	
Birth Date:	
Shareholder's Name (Surname):	
Other Names:	
Mother's Maiden Name:	
Contact:	
Shareholder's Address:	
City:	
Country:	
Postal Code:	
Phone:	
Reference No.:	
Country of Origin	
(For statistical purposes):	

WAIVER

I/We.....of

.....

a National of am(are) a prospective shareholder(s) in companies listed on the Nigerian Stock Exchange and I/we hereby freely state that being aware of my/our right to be issued with a share certificate(s) under section 146 and 147 of the Companies and Allied Matters Act 204 and the Memoranda and Articles of Association of the listed companies for my/our sole benefit and private purposes do hereby waive the said right and also declare that I/We shall accept as sufficient certification of my/our shareholding any memorandum to that effect delivered to me/us by the said listed company/companies or the Central Securities Clearing System Limited acting on behalf of same as satisfaction of my/our said right under the sections and Memoranda and Articles aforementioned.

Date this _____ day of _____ 20 _____

Signed _____ Sealed(coy) _____



INVESTMENT ONE

FAX, E-MAIL AND TEXT MESSAGE AUTHORITY AND INDEMNITY

To: **INVESTMENT ONE FINANCIAL SERVICES LIMITED/INVESTMENT ONE STOCKBROKERS INT'L LIMITED** ("the Company")

Whereas it would be convenient and in my/our interests if I/we could at any time and from time to time send instructions by means of:

1. Facsimile transmission (meaning the sending of transmissions between fax machines via the telephone network. Instructions sent by such transmissions are hereinafter referred to as "fax instructions"); and/or
2. Telephone instructions (meaning text messages via telephone or other telecommunication media); and/or
3. Electronic mail (meaning the sending of transmissions electronically between computers via the telephone network or wireless Communication. Instructions sent by such transmissions are hereinafter referred to as "e-mail instructions"), to **INVESTMENT ONE Financial Services Limited / INVESTMENT ONE Stockbrokers Int'l Limited** ("the Company") in relation to any and all my/our existing accounts, facilities, transactions and other arrangements with the Company and any accounts, facilities, transactions and other arrangements which I/We may now or in the future have with the Company.

Now in consideration of the Company at my/our request (which request I/we hereby make to the Company) accepting and/or acting on fax Instructions and/or telephone instructions and/or email instructions purportedly received from me/us as aforesaid, I/we HEREBY AGREE:

1. That the Company may act on any fax instructions and/or telephone instructions and/or email instructions received by the Company and purportedly sent by me/us from time to time, and I/we voluntarily and with full knowledge take and assume any and all risks associated therewith;
2. That where fax instructions and/or telephone instructions and/or e-mail instructions received by the Company have purportedly been sent or given by the person (or by any of the persons, if more than one) specified below, the Company shall have no obligation to check or verify the authenticity or accuracy of such fax instructions and/or telephone instructions and/or e-mail instructions and may act thereon as if same had been duly sent or given by me/us; person (or by any of the persons, if more than one) specified below.
3. That in acting on such fax instructions and/or telephone instructions and/or e-mail instructions, the Company shall be deemed to have acted properly and to have fully performed all obligations owed to me/us, notwithstanding that such fax instructions and/or telephone instructions and/or e-mail instructions received by the Company and purportedly sent by me/us may have been initiated, sent or otherwise communicated in error or fraudulently, and I/we shall be bound by any received by the Company and purportedly sent by me/us from time to time on which the Company may act if the Company has in good faith acted in the belief that such fax instructions and/or telephone instructions and/or e-mail instructions were given by me/us;
4. That the Company may, in its absolute discretion, decline to act on or in accordance with the whole or any part of any fax instruction and or telephone instructions and/or email instructions pending further enquiry to or further confirmation (whether written or otherwise) by me/us, provided that the Company shall not be under any obligation to so decline in any case, and the Company shall in no event or circumstances be liable in any respect either for declining or not so declining;
5. That I/we shall indemnify and hold the Company free and harmless from and against any and all responsibility for, and any and all costs claims, losses, damages, expenses or liabilities of any nature (direct or indirect) resulting from the Company having acted in accordance with the whole or any part of the fax instructions and/or telephone instructions and/or e-mail instructions purportedly received from me/us (or any one of us, if we are more than one) or having exercised (or failed to exercise) the discretion conferred upon the Company in Clause 4 above, together with any and all attendant costs and expenses including the Company's reasonable legal fees and expenses, (collectively referred to as "Losses"). I/We irrevocably hereby agree, upon demand to indemnify and hold the Company harmless from and against any and all losses and on demand to pay such amounts to the Company. This paragraph shall survive the termination of this agreement or any portion hereof; and
6. That the Company may rely on and enforce against me/us (and against my/our successors and assigns) the provisions set forth in this Instrument.

Dated this day of201__

Signed by the account holder(s) with authority to operate the relevant account(s),

.....
Name of Account holder

.....
Name of Account holder

.....
Signature of Account holder

.....
Signature of Account holder



Online Request Form

Date:

DD MM YYYY

TERMS AND CONDITIONS FOR USE OF ONLINE ACCESS SERVICES

I/We hereby agree to the following terms and conditions for the use of the online access services:

- 1. **Instructions:** I/We acknowledge that each instruction that I/We provide to **INVESTMENT ONE** Financial Services Limited is final. I agree that **INVESTMENT ONE** may rely on my/our instructions (including my/our electronic acceptance of this agreement and other online agreements) as if I/we had provided **INVESTMENT ONE** with a paper copy of them. I/we agree that I/we will be liable for the transactions that are conducted on my/our instructions, and any losses that may arise from these transactions. I/we agree that **INVESTMENT ONE** may maintain a record of my/our instructions. **INVESTMENT ONE** records of my/our instructions will be binding on me/us in a dispute, including any legal proceedings.
"Instruction" means:
(A) an instruction that is communicated to **INVESTMENT ONE** after password authentication; or
(B) a instruction relating to an online transaction that is communicated to **INVESTMENT ONE** after Password authentication through its telephone system.
- 2. **Passwords:** I/We agree that I/we shall use best efforts to prevent and protect the contents of the Online Access services from unauthorized disclosure or use. I/We shall be responsible for keeping secure my user login profile (User Id and password). If I/We suspect that someone else knows my password, I/we shall notify **INVESTMENT ONE** by telephone or in person as soon as possible (and in any case within 24 hours after learning or suspecting such use) and follow the instructions that **INVESTMENT ONE** gives to me.
- 3. **Responsibility for Losses:** I am responsible for any losses that result from my own use of my passwords, or from any use by a person that I authorized to use my passwords. I am also responsible for any losses that result if:
(A) I make an entry error when using the Online Services
(B) I claim that an Account or Service was accessed by someone else but I do not cooperate fully in an investigation by **INVESTMENT ONE** or the authorities, or
(C) Someone else uses my User ID without my authority but my actions (or inaction) contribute to that unauthorized use.
- 4. **No Liability in Certain Cases:** **INVESTMENT ONE** will not under any circumstances be liable to me/us for any losses, including direct, indirect, incidental, special, punitive or consequential losses or damages, loss of profits, damages for inconvenience, loss of revenue, loss of business opportunities, or any other Foreseeable or unforeseeable loss, resulting from:
(A). Failure to sign off Online Access after I/we finish using it.
(B) Failure to use up to date anti-virus software, anti-spyware software and a Firewall on the personal computer I/we use to access Online Services.
- 5. **Government restrictions or actions, exchange or market rules or the suspension of trading**
D. A situation in which Online Access is unavailable for any reason, Or is available but subject to delays or errors
- 5. **Stock Market Quotations and Opinions:** Time-delayed or real-time stock market quotations included in the information services may not reflect the current trading price of a security. Views, opinions and recommendations included in the information services are not endorsed by **INVESTMENT ONE** nor by its information providers. The information services are not intended to provide tax, accounting or legal advice or to recommend the purchase or sale of any security. "Information Services" means any information services **INVESTMENT ONE** may make available online, including news, stock exchange quotations, and information about events or third parties.
- 6. **Withdrawal of Access:** I/We agree that **INVESTMENT ONE** may terminate this agreement with me/us or withdraw my online access at any time without notice to maintain the integrity of this service or in instances of system maintenance or failure, or for any reasons beyond **INVESTMENT ONE**'s control, in which case this agreement will continue to apply in respect of my/our past access **INVESTMENT ONE** will not be liable for any Losses or inconvenience that result from the withdrawal of my/our access.
- 7. **Charges:** I/We agree that **INVESTMENT ONE** is entitled to charge the sum of N1000. 00 (One Thousand Naira) only or any other sum as may from time to time communicated to me/us to my/our account with it as consideration for the Online Access.
- 8. **Changes:** I/We agree that **INVESTMENT ONE** may change Online Access, the information Services, the Web Site or this Agreement at any time. **INVESTMENT ONE** will notify a change to this agreement by posting a notice on its Web access after the notice is given means that I/we agree to and accept this agreement as amended.
- 9. **Other Agreements:** This Agreement must be read together with any other existing and future written agreements that I/we have with **INVESTMENT ONE** and any terms, conditions or disclaimers provided on its Web Site. If there is a conflict between a term in this agreement and any other written agreement with **INVESTMENT ONE**, the term of the other agreement will apply to the extent necessary to resolve the conflict.

Name:

Address:

Email Address: Signed:

Phone Numbers:

CSCS Account Number:

For Official Use Only:

Treated by: Signature:

Approved: Signature:



KNOW YOUR CUSTOMER (KYC) FORM (Customer Address Verification)

Basic Customer Information (To be filled by Account Officer)

Name of Customer:

Office Address:

Job Title:

E-mail Address:

Office Phone No: Mobile Phone No:

Home Phone: Date of Birth :

Profession/Line of Business:

Residential Address:

Correspondence Address:

Walked in
 Marketed

.....

CUSTOMER ADDRESS VERIFICATION /CALL MEMO

Address Visited:

Comment on Location (Description of Landmarks i.e. How to get there)

Certification

I hereby confirm that the information contained herein is correct and a true representation of the Customer 's profile.

Name of visiting staff: Signature:

Date of visitation:

* Please note : The KYC form should be completed and submitted to Operations unit along with the account opening Package. The customer's address must be confirmed before the account is opened.



COMPLAINTS MANAGEMENT POLICY

This Complaint Management Policy sets out the procedure for registering and dealing with your complaints at Investment One (referred to hereafter as the Company). We are committed to the standards on handling complaints as contained within the Complaints Management Framework of the Nigerian Capital Market as published by the Securities and Exchange Commission (SEC)

As entrenched in our vision and mission statements, we are committed to offering excellent service delivery. Our commitment to our client is to offer you excellent customer service. We are also committed to resolving any of your complaints within reasonable time.

A. What is a complaint?

A complaint is any expression of dissatisfaction with a product or service provided or offered by us. A complaint can be made via e-mail, written letter, phone calls, on our website or physically at our office .

B. Investment One Principles of Complaint Resolution

- You have the right to complain or comment, and you will be treated with courtesy, respect and confidentiality;

- We are committed to the efficient and fair resolution of complaints;

Our complaints process is accessible to all;

Complaints shall be dealt with as quickly and efficiently as possible; and

There will be no fee charged for our complaint resolution process.

C. Our Complaint Resolution Process

- 1) Submit your complaints via website, e-mail, written letters, phone calls.
- 2) Your complaint will be referred to the designated Complaints Officer.
- 3) An internal review will be undertaken by a Complaints Officer, and we shall endeavour to provide an acknowledgment to your complaint within two (2) business days. Where complaints are received by post, a response shall be made in writing within five (5) business days of the receipt of the complaint.
- 4) All complaints shall be resolved by the Company within ten (10) business days from the date of receipt

E. What are the Complaints Channels?

A complaint may be passed across through any of our under listed channels:

- Email: Complaints@investment-one.com;

- Website: Click on the feedback tab on www.investment-one.com;

Phone call: +234-1-448 8888

Letters:

**The Managing Director,
Investment One Financial Service Limited,
37, Karimu Kotun Street, Victoria Island,
Lagos, Nigeria.**

F. What can you do if you remain unsatisfied by our treatment of your complaint?

If your complaint is not resolved within ten (10) business days from the Date the complaint was received, you can refer the complaint to a relevant Competent Authority or in writing to the Securities Exchange Commission within two (2) business days:

G. Complaints lodged at first Instance with the relevant Competent Authority

Authority

1. Any complaints concerning our stockbroking operations or against the relevant Competent Authority, in this case the Nigerian Stock Exchange (NSE) may be lodged at first instance, with the NSE at the following address:

**The Nigerian Stock Exchange
Stock Exchange House
2-4 Customs Street
Lagos, Nigeria**

2. All complaints lodged at first instance with the relevant Competent Authority shall be resolved within twenty (20) working days.

3. For all complaints that are not resolved thereafter, the outcome shall be referred to SEC within five (5) working days.

4. Complaints Referred to the relevant Competent Authority

- i.) Complaints referred by capital market operators to relevant Competent Authorities shall be resolved within twenty (20) working days of receipt of the complaint.

- ii) Where the complainant is not satisfied with the decision of the relevant Competent Authority, the matter shall be referred by the complainant to the SEC within two working days.

5. Complaints Lodged at first Instance with the SEC

- (i) The following complaints may be lodged at first instance with the SEC:-

- (a) Complaints against operators by SROs/Regulator.

- (b) Trade manipulation, accounting frauds, Ponzi schemes and such other complaints as may be determined by the SEC from time to time.

- (ii.) In the case of (a) the SEC shall acknowledge receipt of complaints received from complainants by email, within five (5) working days.

- 6.) In the case of (b), once a complaint is lodged at the SEC, the SEC shall;

- (i) Assess the complaint and decide whether the subject matter falls under the purview of SEC or whether it needs to be referred to another entity. The SEC shall assess the complaint within ten (10) working days.

- (ii) After the assessment and where the SEC has ascertained that a complaint is within its purview, it shall launch an investigation to verify the assertions made in the complaint.

- (iii) investigation shall be concluded within thirty (30) working days or for an extended time as the SEC deems fit.

- 7.) Where it is determined by investigation that there is a prima facie case to be answered, the matter may be referred to the APC of the SEC or where it is determined that a crime has been committed the matter shall be referred to the appropriate criminal agency for prosecution.

8. Complaints Referred to the SEC from relevant Competent Authorities

In cases where complaints are referred to the SEC from relevant Competent Authorities, the SEC shall:-

- i.) Review the complaint and decide whether the subject matter falls under the purview of SEC or whether it needs to be referred to another entity. The SEC shall review the complaint within five (5) working days.

- ii.) Where SEC determines that it falls within its purview, it shall resolve the complaint within twenty (20) working days or for an extended time as the SEC deems fit.

- iii.) Complainants not satisfied with resolutions /decisions reached by SEC reserve the right to proceed to the Investments and Securities Tribunal (IST).

**The Director General,
Securities and Exchange Commission,
Plot 272 Samuel Adesujo Ademulegun Street,
Central Business District, Garki,
Abuja, Nigeria.
Email: sec@sec.gov.ng**

Definitions

- Competent Authority' in relation to these rules means Self-Regulatory Organizations (SROs) and recognized Capital Market trade associations.

- “CMO” means Capital market Operators as defined in the ISA.

- “SEC” means Securities and Exchange Commission

- “SROs” means Self-Regulatory Organizations as defined in the ISA.

- “APC” means Administrative Proceedings Committee



General Conditions (Otherwise herein referred to “this Agreement”)

1. DEFINITIONS

“INVESTMENT ONE” shall mean INVESTMENT ONE Financial Services Limited; the “Client” shall mean any person or persons, including a corporate body for whom an account is opened with INVESTMENT ONE individually or jointly with some other person.

2. CAPACITY TO ENTER INTO AGREEMENT

The Client represents and warrants that no one except the Client or such person as previously disclosed to INVESTMENT ONE, has an interest in the account(s) of the Client. If the foregoing representation and warranty is no longer inaccurate or true, the Client will promptly notify INVESTMENT ONE of the same.

3. JOINT ACCOUNTS

Where an account is held in the name of two or more persons and there is more than one signatory required, their obligations under this agreement shall be joint and several.

4. SIGNATURES

Signatures are compared against specimens provided by the Client to INVESTMENT ONE and further examination or investigation will not be carried out by INVESTMENT ONE. INVESTMENT ONE assumes no liability, in the absence of gross negligence, for failing to notice falsifications. The Client is required to furnish INVESTMENT ONE with a list of persons authorized to sign on its/his/her behalf, together with specimens of their signatures, and to inform INVESTMENT ONE in writing of any change in that list or in those signatures. Until it receives notice of any change, INVESTMENT ONE is entitled to treat previously authorized signatures as valid and subsisting.

5. CUSTODY

INVESTMENT ONE shall hold securities deposited with it in its own vaults or any of its appointed agents, or if it deems fit, deposit these with any of its authorized custodian companies.

6. STATEMENTS OF ACCOUNTS

A statement of account will be issued at the end of each quarter subject to the peculiar features of each product for which the Client has subscribed. A full report detailing the performance of the Client's investments will be issued yearly.

7. APPROVAL OF STATEMENTS

Any objection to a statement of account or report on investment must be made to INVESTMENT ONE immediately. Upon failure to notify INVESTMENT ONE of any objection to the report or statement of account within one week of the receipt of the report/ statement of account, shall constitute acceptance of the statements of account and reports.

8. CREDIT FACILITIES

From time to time, INVESTMENT ONE may in its discretion agree to extend credit to the Client who has entered into a credit agreement with INVESTMENT ONE for advancing sums in any currency for whatever lawful purpose or in connection with the purchase of securities and other assets on margin. The Client shall from time to time provide INVESTMENT ONE on demand with such collateral as INVESTMENT ONE may require.

9. SECURITY IN FAVOUR OF INVESTMENT ONE

INVESTMENT ONE shall have a pledge/lien against the securities, funds or other property held for whatever purpose by INVESTMENT ONE for the account of the Client. Such pledge shall secure all claims by INVESTMENT ONE, of whatever nature, whether due or not and whether liquidated or unliquidated.

INVESTMENT ONE is authorized to realize or dispose of any of the pledged assets at a private sale, without restriction and without being bound to observe the legal formalities required by the laws of the Federal Republic of Nigeria on recovery of debts and on bankruptcy, if the Client, on the due date or on demand, fails to fulfill its/his/her obligations to INVESTMENT ONE or fails to provide other security acceptable to INVESTMENT ONE.

INVESTMENT ONE may cover short positions by corresponding purchases. INVESTMENT ONE shall have the right to require additional collateral, if in its discretion, INVESTMENT ONE considers it necessary for its protection whether any claim is due or not; or in the event that a petition for bankruptcy or for the appointment of a receiver is filed by or against the Client; or in the event of the death of the Client. In the event that the additional collateral required is not provided, INVESTMENT ONE shall be entitled to exercise its right to realize any of the pledged assets in the manner described above.

10. PAYMENT OF INDEBTEDNESS AND COSTS OF RECOVERY

The Client shall at all times be liable for the payment upon demand of any indebtedness or other obligations owing in the Client's account and the Client shall be liable to INVESTMENT ONE for any debt or charges remaining in any such account in the event of a total or partial liquidation. The costs of collection of any indebtedness owing from the account of a Client including any legal costs shall, to the extent permitted by the applicable laws and regulations, be borne by the Client.

11. PARTIAL LIQUIDATION OR REDEMPTION

Subject to the size of the Client's portfolio, the Client shall give 7 days' notice in writing to effect a partial withdrawal not exceeding 10% of the market value of the securities, funds and other property comprising the Client's account(s) and 14 days' prior written notice in the case of partial withdrawals exceeding 10% of the market value of the Client's assets but not amounting to a total liquidation of the investment; provided however that the Client acknowledges that in the case of investments held in Emerging markets and, in particular, in Nigeria, delay in redemptions are likely given the relative illiquidity of these markets.

12. FOREIGN CURRENCY ACCOUNTS

Foreign currency investments shall be made in the name of INVESTMENT ONE but for the account of, and at the risk of the Client. The Client shall bear all risks and costs with respect to such investments, including those resulting from statutory, fiscal or other measures introduced in the relevant countries restricting freedom of disposal. A Client may dispose of foreign currency holdings only by requesting redemption or transfers in the relevant foreign currency or such other currency as the Client shall elect.

13. PAYMENT

Cheques and payments should be made in favour of INVESTMENT ONE alone and not in favour of an agent/representative. INVESTMENT ONE agents/representatives are not authorized to receive cash from the client.

14. TAXES

Any taxes or duties imposed on the Client's holding or on any security furnished by the Client, shall be charged to the Client's account. Any demand for taxes or duties charged on the Client's holding after the account has been closed shall be borne by the Client. INVESTMENT ONE shall inform the Client of the tax or duties so charged.

15. DISCLOSURE

INVESTMENT ONE shall maintain all information concerning the Client's account(s) on a confidential basis, but INVESTMENT ONE may be required by applicable laws and regulations to (and shall if required) disclose such information to the regulatory authorities including without limitation, the name, address and securities' positions with respect to securities held in such account(s).

16. REGULATORY COMPLIANCE

INVESTMENT ONE is required by Law to comply with the provisions of the Money Laundering Prohibition Act 2011, the Economic and Financial Crimes Commission (Establishment) Act 2002, the National Drug Law Enforcement Agency Act of 1995 as amended from time to time and other legislation which may be enacted from time to time to combat money laundering and other economic crimes. INVESTMENT ONE is required to comply with the provisions of these legislations and all similar legislations, especially those relating to disclosure and suspicious activity reporting.

17. COMMUNICATION

Any communication from INVESTMENT ONE to the Client shall be deemed to be validly delivered to the Client if sent to the latest address communicated in writing to INVESTMENT ONE for this purpose by the Client. The date indicated on copies of correspondence or on mailing records of INVESTMENT ONE is presumed to be the date of delivery. In the absence of written instructions regarding the dispatch of correspondence, INVESTMENT ONE will retain in its possession all correspondence concerning the Client and such correspondence shall be deemed validly delivered to the Client as of the date they bear. Unless otherwise instructed in writing, INVESTMENT ONE will destroy correspondence retained by it, including any cheques or instruments returned or unpaid, 3 years following the date thereof. INVESTMENT ONE accepts no liability in respect of its retention of any correspondence for a Client.

18. WARRANTY

The Client warrants, undertakes and confirms that all information contained in this document and all attachments annexed hereto is complete and correct in all respects and the Client undertakes to notify INVESTMENT ONE of any material changes or events as and when they occur. Furthermore, the Client hereby authorizes INVESTMENT ONE to obtain independent verification of any information provided by the Client or obtain such further information in compliance with statutory provisions on KNOW YOUR CUSTOMER (KYC) requirements, or make such further enquiries as INVESTMENT ONE may at its discretion require.

19. MEANS OF TRANSMISSION

Provided that INVESTMENT ONE has acted reasonably and prudently, it shall not be liable for any risks or damage resulting from the use of the postal service, telegraph, telephone, telex or any other system of transmission or other means of communication, in particular, by reason of loss, delay, mistake, misunderstandings, distortions, omissions or duplications. At its sole discretion, INVESTMENT ONE may suspend the execution of any instructions given by telephone, telegraph, facsimile or telex until receipt of legible written confirmation.

20. FORCE MAJEURE

INVESTMENT ONE shall not be liable for any losses arising in respect of assets held by them on behalf of the Client, where such losses are the result of, whether directly or indirectly, government restrictions, exchange or market rulings, suspension of trading, war, strikes or other factors beyond the control of INVESTMENT ONE.

21. MODIFICATIONS AND AMENDMENTS

INVESTMENT ONE reserves the right to modify or amend any provision of this agreement. Such modification or amendment shall take effect from the date specified by INVESTMENT ONE on notice of the same to the Client.

22. SEVERABILITY OF PROVISIONS

Any provision of this Agreement, which is unenforceable in any jurisdiction, shall, as to such jurisdiction, be ineffective to the extent of such unenforceability without invalidating the remaining provisions hereof or affecting the validity or enforceability of the provision in any other jurisdiction.

23. MEDIATION

At any time before Arbitration, the Client and INVESTMENT ONE may agree to refer the dispute to Mediation, in accordance with the Lagos or the Abuja Multi-Door Courthouse (LMDC or AMDC Mediation Procedure Rules as contained in the Practice Direction of both courthouses. Where the dispute is not settled by mediation, the parties may continue with Arbitration.

24. ARBITRATION

All disputes arising out of, or in connection with this General Conditions, including any question as to its validity or termination shall be finally settled by a sole Arbitrator appointed by both parties, pursuant to the Arbitration and Conciliation Act, Cap A18, Laws of the Federation of Nigeria, 2004. Provided that if the Client and INVESTMENT ONE are unable to agree on a sole Arbitrator, the sole Arbitrator shall be appointed by the Chairman of The Chartered Institute of Arbitrators, UK Nigerian Branch.

25. TERMINATION

INVESTMENT ONE reserves the right to suspend or terminate the account of the Client at any time by giving at least 7 days' notice in writing of its intention to suspend or terminate relations. The Client shall give 21 days prior written notice in case of a total liquidation or transfer of the Client's account(s) and in the case of assets held in emerging markets, the Client shall provide at least 30 days' notice. The caveat contained in paragraph 11 above shall apply to this Provision.

26. APPLICABLE LAWS AND REGULATIONS

All Client's account transactions shall be subject to the laws, rules, regulations, customs and practices of the exchange or market and its clearing house, if any, on which such transactions are executed by INVESTMENT ONE.

27. INTERPRETATION

The headings contained in this Agreement are inserted for convenience only and shall not affect its construction.

28. GOVERNING LAW OF AGREEMENT

This Agreement shall be governed by, and construed in accordance with the laws of the Federal Republic of Nigeria. It shall inure for the benefit of the successors in title and assigns of INVESTMENT ONE to whom the account(s) of the Client may be transferred. This Agreement shall be binding upon the heirs, personal representatives, successors and assigns of the Client.

.....
Signature of Account Holder

.....
Name of Account holder

**OFFICIAL USE**

S/N	DOCUMENT CHECK	RECEIVED
1	Completed Form	
2	Passport Photographs	
3	Identification (Drivers Licence, National ID card, International passport)	
4	Proof of home address (photocopy of Utility bill or recent bank statement)	
5	Verification of Signatures	

Remarks

APPROVED BY	NAME	SIGNATURE	DATE
Account Officer			
Compliance Officer			
Operations Officer			

Account Number**CSCS Number****ACCOUNT OPENING REQUIREMENT**

1. 2 Passport photographs of signatories with full names on the reverse side.
2. Photocopy of one of the following
 - Drivers Licence
 - National ID card
 - Valid International passport)
3. Copy of document showing proof of home address e.g Utility Bill , Bank statement (must be issued within the last 90 days).
4. Residence Permit (for foreigners).

*You are required by SEC rules to keep a completed copy of the account opening form for your records

