



Non-Residents' Personal Information Update

Our Bank, acting in compliance with the applicable regulatory framework, is required to keep its customers' personal and financial details fully up to date, regardless of their country of residence, and ensure their validity throughout the duration of their business relationship with National Bank of Greece S.A. Accordingly, we would like to remind you that your **personal information** must be **regularly updated** so that we can **ensure** our smooth cooperation and provide you with quality and secure banking services.

What you need to do:

- 1) If **you're already a Digital Banking user**, you can complete your personal information update quickly and easily using the **eGov-KYC** service, through **Settings → View Profile → Personal Details**, via your Internet or Mobile Banking.

In the event that you require guidance or encounter a technical issue, you can:

- call NBG's Contact Center, at **+30 210 48 48 484**, or
 - file a relevant request via NBG's online [Contact Form](#), selecting "Digital Banking".
- 2) In the event that **it is not possible to complete the process through Digital Banking**, we kindly request that you send the relevant supporting documents as described below, accompanied by a signed ["Solemn Declaration Foreign Residents"](#) form, bearing authentication of your signature in line with the instructions included at the end of the form.
- You can be informed **instantly** about which details need to be updated, even while the update is pending, by filing a relevant request via NBG's online [Contact Form](#) and selecting "Personal Information Update".

How to send the required documents

- **If your legalization document (ID card or passport) is already updated**, the other required documents are sent through the Bank's online [Contact Form](#), in separate files (one file per document), by selecting "Personal Information Update".
- **If your legalization document requires updating**, all supporting documents are sent by physical mail to the following address:

NATIONAL BANK OF GREECE
KYC Operations
P.O. Box 36
GR-69132
GREECE

Based on the documents sent we will update your details kept with our Bank, **and you are no longer required to visit a Branch.**

We will keep you updated on the completion of the process or any additional documents required.

Required forms and documentation

Fill in the "[Solemn Declaration Foreign Residents](#)" form, sign it and ensure the authentication of the signature by the competent authority in line with the instructions included at the end of the form.

For some of the details included in the Solemn Declaration, supporting documents are required. For example:

ID Card

- Certified copy of your valid identity card or passport.

Home address (one of the following documents)

- Recent tax clearance certificate
- Recent utility bill (telephone, energy, water bill, etc.)
- Recent rental contract

Phone number

- Mobile or land line phone bill

Note that a mobile phone number can only be registered in the contact details of your customer account. If your mobile phone is registered in the Bank's systems, you can activate the SMS OTP service via Internet Banking through Settings → Security Settings, by selecting "Manage OTP".

Profession & work address

- Salaried employees: Employer's certificate, a recent pay slip or a professional ID
- Sole proprietors/ business owners: Tax clearance certificate or certificate issued by a relevant association
- Pensioners: Document issued by a social insurance body or pension clearance notice
- Students: Certificate of student's attendance or student pass

Moreover

- A document for the verification of the Greek TIN, if one has been issued. If no TIN has been issued, a document indicating country of tax residence

- [Financial/transaction profile questionnaire](#), fully completed and duly signed, with a relevant tax clearance certificate of the Greek or local tax authority attached

Important instructions regarding the documents

Regarding the documents submitted, the following are clarified:

- They must be the most recent ones issued.
- They must be whole/complete. Any multi-page documents must be submitted whole and complete, and not in part, i.e. not just the excerpt containing the requested information.
- They must have been issued in Greek or English or be accompanied by a lawful translation by the following bodies:
 - Certified Translators included in the Register of Certified Translators of the Greek Ministry of Foreign Affairs (www.mfa.gr)
 - Translators registered with the Greek Consulate of the country where the said documentation was issued
 - Qualified translators holding a degree from the Department of Foreign Languages, Translation and Interpreting of the Ionian University.
 - Greek lawyers, registered in a Greek Bar Association, with a statement by the lawyer to the effect that he/she sufficiently understands the language from and into which he/she translated.

If you are now a resident of Greece, please let us know through the [Contact Form](#) so that we can provide you with appropriate instructions.

We thank you in advance for your collaboration.

National Bank of Greece S.A.