

RV EXCHANGE PROCESS

Pre Process

- 2 forms of TSA "Real ID" Compliant ID
 - ID 1: _____
 - ID 2: _____
- 2 bills with my billing address
- Notarized copy of trust certification
- Notarized copy of revocable trust
- Humanitarian Project Executive Summary (1-3 pages)
- 3 blue pens
- Separate envelopes containing each type of currency (include amount and denominations on envelope)
 - ZIM BONDS: _____
 - CURRENCY 1: _____
 - CURRENCY 2: _____
 - CURRENCY 3: _____
 - CURRENCY 4: _____
 - CURRENCY 5: _____
- Memorandum of Understanding (if applicable)
- Power of attorney (if applicable)
- Non-disclosure Agreement (if applicable)

Appointment Process

- Call 1800 number
- Provide address or zip
- Inform personnel of the the type of currency and bonds
- Inform if you would like to attend with another person
- Inform of you would like special arrangements
- Inform how many accounts you would like to open
- Confirm appointment time and location
- Drive to appointment location to become familiar with drive time, parking, entrances, etc.

Redemption Process

- Dress appropriately (business casual)
- Arrive at least 20 mins prior to appointment time
- LEAVE PHONE IN THE CAR
- Greet rep at least 10 mins before appointment time
 - Introduce yourself
 - Inform them of your appointment time
- KYC (know your client)
 - Present ID and address verification

- Attend the orientation (may be in person or a video)
 - Background check during orientation
 - Fingerprinting after orientation
- NDA - Non Disclosure Agreement
 - Read the entire document
 - Sign YOUR NAME, TRUSTEE
- Move to De La Rue machine to check currency
 - Watch personnel count, verify, and validate currency in your presence
 - For currency: Request from exchanger the "Special Rate or Contract rate, whichever is greater"
 - Contract rate should be higher
 - May come with structure payout
 - May require 30% to humanitarian instead of 20%
 - If the total is different, ask to see the screen to verify difference
- Sign checking agreement for Zimbabwe bonds and pay out arrangement document
 - Present executive summary
 - Inform personnel that "I have a vetted humanitarian team that will be assisting me with the project(s)."
- Give personnel contact info for your Wealth Manager and Customer Relations Manager
 - Request safekeeping receipts
- Open Accounts
 - Open Non-Interest Bearing Accounts (checking accounts)
 - Open a separate account for each currency and/or bond
 - Mark all accounts NON TESTING, NON TRAINING, AND ONLY ACCESSIBLE BY WEALTH MANAGER
 - Flag accounts "Access Restricted to Non-Essential Bank Personnel"
- Request Bank Letters
 - 20 copies Clean and clear certificates
 - Proof of funds letters (FOR EACH ACCOUNT)
 - Official documentation of account balances
 - NO DEBIT CARDS
- Request credit cards without RFID chips and immediate 1% payout (estimated payout)
 - JP Morgan Palladium Card (recommended)
 - American Express Black Card (recommended)
- Exchanger must sign and date all documents in blue ink
 - Request copies of all documents (in color)
 - Request 2 cards from exchanger and another person
 - IF THE EXCHANGER DOES NOT HAVE A CARD: request that they write in their name, title, and contact number on the last page of each document
- LEAVE