



The Importance of Updating Your Information with the Bank



RISKS OF NOT UPDATING YOUR INFORMATION

According to the Article 5.11 of the “Law on Anti-Money Laundering and Combating the Financing of Terrorism”, banks are required to continuously monitor customer information and update it whenever changes occur. Therefore, updating customer information is essential to ensure the continued provision of reliable, prompt, and personalized banking services while also safeguarding you from potential risks such as fraud and financial crimes.

WHY IS IT IMPORTANT TO KEEP YOUR INFORMATION UP TO DATE?

- It enables the bank to conduct accurate customer research based on truthful and reliable information, thereby facilitating the development of improved products and services;
- The bank can provide timely and accurate communication through appropriate channels;
- It enhances the bank’s ability to protect customers from fraud and financial crime.

HOW CAN YOU UPDATE YOUR INFORMATION?



By visiting a bank branch, you can update all types of personal information registered with the bank.



Through the Online Banking service, you can update all types of personal information registered with the bank by logging into your e-banking application.



Certain types of information can be updated by contacting the Bank’s Contact Center; however, due to legal requirements, internal policies, and the sensitivity of personal data, the range of information that may be changed over the phone is restricted.

RISKS OF NOT UPDATING YOUR INFORMATION

If your customer information is outdated or not regularly updated, the following issues and risks may arise:

- The Bank may experience difficulty conducting Know Your Customer (KYC) procedures, resulting in repeated requests for updated information.
- Delays or cancellations of your domestic and international transactions.
- Exposure to fraud, cyberattacks, or financial crime due to inaccurate or outdated contact information.
- Inability to access banking products or services suitable to your needs.
- Failure to receive timely updates and notifications from the bank.



Moreover, if you do not update your information, fail to provide required documentation, or provide false information, the bank is obligated to refuse to provide services according to the article 5.4 of the “Law on Anti-Money Laundering and Combating Terrorist Financing”.



FOR MORE INFORMATION:

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