

Updating customer data - required documents

We inform you that based on the applicable laws in Kosovo, customer data must be updated regularly. Therefore, the Bank from time to time, when customers come to the branch, may ask the customers to confirm the relevant data, such as the residential address, phone number, or other relevant data.

In some cases, the Bank may also send customers a phone message asking them to visit the nearest branch to confirm their personal data.

Below you can find the list of documents that the client must have with him when he visits the bank branch to confirm his personal data:

For individuals:

Kosovo citizens

- ID card or passport from the Republic of Kosovo
- Address verification document (electricity bill, water bill or any document containing your residential address - bill should not be older than 3 months).

Foreign citizens

- Valid passport
- Residence/Work Permit of the Republic of Kosovo
- One of the supplementary documents, e.g.: ID card, employee card, or bank proof from birth country (Cheques, Credit/Debit Card, Bank Statement, etc.)

For businesses:

Depending on the type of business, various documents are needed for updating the data. Therefore, businesses can contact bank officials or visit the nearest branch to be informed in more details about the necessary documents for businesses to update their data.

For other information regarding updating the data, please contact us at 038 222 222