

QUICK REFERENCE GUIDE

Know Your Customer

This guide is designed to help you understand the regulations governing the Know Your Customer (KYC) program and how we are working to comply with anti-money laundering laws, including the USA PATRIOT Act.

BACKGROUND

Doing what's right for our customers and our country.

KYC policies and programs have become increasingly important in the U.S. and around the world to help in the ongoing battle against money laundering and financial crime.

In today's highly regulated environment, all financial institutions have an increased obligation to maintain current customer information. The more we know about our customers and their financial transactions, the better we can identify potential cases of unusual activity.

What is money laundering?

- A process that aims to conceal the identity, source and destination of illicitly obtained money, and to create the appearance that the funds originated from a legitimate source
- The magnitude of the problem has been estimated to be over \$500 billion per year, creating a sizeable threat to the government, economy and people in the U.S. and in countries around the world

The importance of Know Your Customer (KYC).

- Federal regulations mandate that all financial institutions employ KYC screening as part of their ongoing anti-money laundering measures
- Knowing more about who we do business with can prevent us from inadvertently facilitating money laundering
- In addition to complying with government regulations, KYC enables us to better serve all our customers

WHAT THIS MEANS FOR OUR CUSTOMERS

The success of our KYC efforts depends on our customers' willingness to provide the required information.

It is important for everyone to understand why we are requesting this information. We hope you will be comfortable with providing the necessary information to us, as part of these regulatory requirements.

Help us serve you better.

- Knowing our customers has always been a top priority for us – it's integral to the way we do business
- We strive to get to know our customers and their investment practices and habits
- We need different types of information to help validate account holder information and understand how the account will be used
- Completing periodic reviews of our customers is important to protecting and servicing the needs of all our customers
- We are serious about preventing financial crime
- Money laundering and financial crime remain serious threats to individuals, businesses and our economy
- The government has asked financial institutions to play a more significant role in the battle against money laundering and we are proudly doing our part
- Maintaining current information on our customers is part of this process and complements the emphasis we put on understanding our customers and what's important to them

To learn more about our KYC program,
please call us at 1-855-355-2965, Mon–Fri
from 8:30am–5:00pm ET or visit mtb.com/kyc

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