



## FAQ - Member Information Update Project 2021

- 1) What is the purpose of the Member Information Update Project?
  - a. **VENTURE** must conduct this exercise to keep in line with customer due diligence (CDD) procedures set out in the Financial Obligations Regulations 2010, as well as the AML/CFT Laws of Trinidad & Tobago
- 2) What are the required documents members need to provide?
  - a. 2 Forms of ID - (National ID, DP, PP, Polymer Birth Certificate or Marriage Certificate)  
Utility Bill - no older than 3 months  
Job letter - no older than 3 months, addressed to **VENTURE** Credit Union
- 3) Why does **VENTURE** need all these documents?
  - a. **VENTURE** is required to know its members and those with whom it does business with, and must do so with the best available information
- 4) Where can members get the Member Information Update Form?
  - a. Forms are available on the website: [www.venturecreditunion.com](http://www.venturecreditunion.com) OR at the Branches
- 5) Where can members return the Member information update Form?
  - a. Completed Forms can be submitted via email: [memberdataupdate@venturecu.com](mailto:memberdataupdate@venturecu.com) OR dropped off in the "Drop Box" at Branches
- 6) Do members have to come in to update their records? No, refer to options above
- 7) If member have questions or require further clarification, what should they do?
  - a. Members can call 225-4VCU (4828), Hotline #751-0652 or send an e-mail to: [memberdataupdate@venturecu.com](mailto:memberdataupdate@venturecu.com)