

## UPGRADE TO S.T.A.R. STORAGE

If you encounter any problems while following this procedure, please contact us for assistance at [support@silverbullion.com.sg](mailto:support@silverbullion.com.sg) or call us at [+65 6100-3040](tel:+6561003040), [+1 \(848\) 285-5466](tel:+18482855466) (US callers), [+44 114 697 7458](tel:+441146977458) (UK callers), [+31 970 102 57458](tel:+3197010257458) (EU callers), [+61 480 097 458](tel:+61480097458) (AU callers).

- [1. What is the benefit of upgrading to S.T.A.R. Storage?](#)
- [2. How to Upgrade a PERSONAL ACCOUNT to S.T.A.R. Storage?](#)
- [3. How to Upgrade a JOINT ACCOUNT to S.T.A.R. Storage?](#)
- [4. How to Upgrade a BUSINESS/COMPANY ACCOUNT to S.T.A.R. Storage?](#)
- [5. How to Upgrade a TRUST ACCOUNT to S.T.A.R. Storage?](#)
- [6. How to Upgrade an IRA OR SUPERANNUATION ACCOUNT to S.T.A.R. Storage?](#)
- [7. What happens next after upgrading to S.T.A.R. Storage?](#)
- [8. How will I know my verification status?](#)
- [9. How safe is my personal information from disclosure to other parties?](#)
- [10. Do I need to upgrade to S.T.A.R. Storage before I pre-fund my Silver Bullion Account?](#)
- [11. Will you ask me for similar documentation in the future?](#)

## WHAT IS THE BENEFIT OF UPGRADING TO S.T.A.R. STORAGE?

Certain products and services offered by us may only be available to verified accounts for legal and regulatory reasons. As a regulated precious metals dealer in Singapore, Silver Bullion is obliged by law to verify the identity of its customers, sometimes called "Know Your Customer" or KYC for short.

Verified accounts are required for services such as insured bullion storage, Gold Savings Account, secured lending and borrowing, and payment in cryptocurrencies. These services are only available to accounts that have undergone identity and residency checks and have been upgraded to a "S.T.A.R. Storage Account".

## PERSONAL ACCOUNT S.T.A.R. STORAGE UPGRADE

### THE STEPS:

#### Step 1

Sign-Up for a Silver Bullion Account. You need a Silver Bullion Account to upgrade to S.T.A.R. Storage. Go [HERE](#) to Sign-Up.

#### Step 2

Click the **UPGRADE TO S.T.A.R. STORAGE NOW** button after your initial sign-up or Click on your **PROFILE** (top right corner of the page), then select **UPGRADE TO A S.T.A.R. STORAGE ACCOUNT** under the Account Menu.

ACCOUNT MENU

- Apply for a S.T.A.R. Storage account
- Order History
- Cash & P2P Balances
- Account Details
- Secure Notifications

STATUS



Tier 1  
 points earned: 0  
 Next tier at 3000 points  
 About points and discount tiers

USER SETTINGS

- User Profile
- Two Factor Authentication
- Change Password
- Create New Account

LOG OUT



Best P2P Loan Rates (p.a.)

### Step 3

Fill in the required basic information about yourself, including the details of your identity document (e.g., passport).

- Home
- Precious Metals
- Electric Vehicle Metals
- Storage
- Testing
- P2P Loans
- Resources
- About Us

ACCOUNT DETAILS

Salutation: Mr. | FirstName: John | LastName: Doe

Gender/Sex\*: Male | Passport No\*: 123456789 | Passport Expiry\*: 2029-12-31 | Date of Birth\*: 1970-01-01

Occupation/Job\*: C-Suite Officer | Industry\*: Agriculture | Citizenship: United States

Country of Residence\*: Singapore

Passport (colour copy only)\*: [No file has been uploaded yet.] [UPLOAD FILE]

Contact Information

Email: john.doe@johndoe.com [Default]

Mobile number: +1 12345678987 [Default]

### Step 4

Upload a **CLEAR COLOR** copy of your passport, national identity card, driver's license, or other government-issued identification documents with a clearly visible photograph, date of birth, signature (and if possible, address and nationality). For national identity cards, both the card's front and back should be shown.

### Step 5

Fill in your residential address (the address where you mainly reside). This is not your mailing P.O. Box address.

**Residential Address (No P.O. Box)**

Street 1 \*

Street 2

City \*

State

Country\*

Postal Code \*

**(Optional)**

An Emergency Contact can inform us in case of unforeseen circumstances such as death or mental incapacity of the account owner.

Emergency Contact Name

Emergency Contact No. / Email Address

**Step 6**

Add an Emergency Contact for your Silver Bullion Account. This is OPTIONAL.

**Pro-tip:** Adding an Emergency Contact ensures that someone is reachable should you be uncontactable by us.

**Step 7**

Fill in your Linked Bank Account. You can add multiple bank accounts under your name in different currencies. Your Linked Bank Account is the bank account to which we shall transfer funds from your Silver Bullion Account.

**Bank Information**

As a security precaution, eventual proceeds from bullion sales can be wired only to your linked bank account specified here.

**Note:** The bank information is only used to wire money to you in case of a sale.

Bank Account / Crypto Information

Type

Name of Bank\*

Country\*

Swift Code

Routing Number

Account Number\*

Account Name (Beneficiary)\*

Currency\*

**Step 8**

Tick the checkbox. You must confirm that all information you provided is accurate and that have read, understood, and agreed to the [Terms of Service](#). Press the **SAVE AND SUBMIT** button.

## JOINT ACCOUNT S.T.A.R. STORAGE UPGRADE

### THE STEPS:

#### Step 1

Sign-Up for a Silver Bullion Account. You need a Silver Bullion Account to upgrade to S.T.A.R. Storage. Go [HERE](#) to Sign-Up.

#### Step 2


Click the **UPGRADE TO S.T.A.R. STORAGE NOW** button after your initial sign-up or Click on your **PROFILE** (top right corner of the page), then select **UPGRADE TO A S.T.A.R. STORAGE ACCOUNT** under the Account Menu.

The screenshot shows the Silver Bullion user interface. At the top, the logo 'Silver Bullion Truly Secure Your Wealth™' is on the left, and 'Your Cart 0', 'Inbox', and a user profile dropdown for 'joendoe Mr. John Doe and/or Ms. ...' are on the right. The main content area is divided into three columns: 'ACCOUNT MENU', 'STATUS', and 'USER SETTINGS'. In the 'ACCOUNT MENU' column, the option 'Apply for a S.T.A.R. Storage account' is highlighted with a yellow box. Other options include 'Order History', 'Cash & P2P Balances', 'Account Details', and 'Secure Notifications'. The 'STATUS' column shows a bar chart and 'Tier 1' with 'points earned: 0' and 'Next tier at 3000 points'. Below this is a link 'About points and discount tiers'. The 'USER SETTINGS' column lists 'User Profile', 'Two Factor Authentication', 'Change Password', and 'Create New Account', with a 'LOG OUT' button at the bottom. At the bottom of the page, there is a banner for 'Best P2P Loan Rates (p.a.)' and a Silver Bullion logo.

#### Step 3

Fill in the required basic information about yourself including your residential address (the address where you mainly reside). This is not your mailing P.O. Box address.

Residential Addresses (No P.O. Box)

 *Street 1 \**

*Street 2*

*City \**  *State*

*Country \**  *Postal Code \**

### Step 4

Fill in the required basic information of the other joint account holder including his/her residential address if they are different from yours. This is not your mailing P.O. Box address.

**Holder #2**

*Salutation*  *First Name / Given Name*  *Last Name / Surname*

*Gender/Sex \**  *Passport No \**  *Passport Expiry \**  *Date of Birth \**

*Occupation/Job \**  *Industry \**  *Citizenship*

*Country of Residence \**

### Step 5

Fill in your Linked Bank Account. You can add multiple bank accounts under your name in different currencies. Your Linked Bank Account is the bank account to which we shall transfer funds from your Silver Bullion Account.

### Bank Information

As a security precaution, eventual proceeds from bullion sales can be wired only to your linked bank account specified here.

**Note:** The bank information is only used to wire money to you in case of a sale.

Bank Account / Crypto Information

Type

Bank ▾

Name of Bank\*

JP Morgan Chase Bank, N.A.

Country\*

United States ▾

Swift Code (if applicable)

CHASUS33

Routing Number (if applicable)

02100021

Account Number (or IBAN)\*

123456789

Account Name (Beneficiary)\*

John Doe and/or Jane Doe

Currency\*

USD -- US Dollar ▾

## Step 6

Tick the checkbox. You must confirm that all information you provided is accurate and that have read, understood, and agreed to the [Terms of Service](#). Press the **SAVE AND SUBMIT** button.

## BUSINESS/COMPANY ACCOUNT S.T.A.R. STORAGE UPGRADE

### THE STEPS:

#### Step 1

Sign-Up for a Silver Bullion Account. You need a Silver Bullion Account to upgrade to S.T.A.R. Storage. Go [HERE](#) to Sign-Up.

#### Step 2

Click the **UPGRADE TO S.T.A.R. STORAGE NOW** button after your initial sign-up or Click on your **PROFILE** (top right corner of the page), then select **UPGRADE TO A S.T.A.R. STORAGE ACCOUNT** under the Account Menu.

ACCOUNT MENU

- Apply for a S.T.A.R. Storage account
- Order History
- Cash & P2P Balances
- Account Details
- Secure Notifications

STATUS

Tier 1  
points earned: 0  
Next tier at 3000 points

About points and discount tiers

USER SETTINGS

- User Profile
  - Two Factor Authentication
  - Change Password
  - Create New Account
- LOG OUT

Royal Canadian Mint  
100oz Silver Bars  
USD 2.50/oz over spot

Metalor 100g  
Gold Cast Bars  
USD 38/oz over spot

Best P2P Loan Rates (p.a.)

### Step 3

Fill in the required basic information about the entity, including its Registration Number, Date or Registration, Industry, Main Business Activity, and Registered Address (must not be a P.O. Box address).

- Home
- Precious Metals ▾
- Electric Vehicle Metals ▾
- Storage ▾
- Testing ▾
- P2P Loans ▾
- Resources ▾
- About Us ▾

#### ACCOUNT DETAILS

<i>Company Name *</i>	<i>Registration Country *</i>
<input type="text" value="Good Bullion, LLC"/>	<input type="text" value="United States"/>
<i>Registration ID/UEN *</i>	<i>Registration Date *</i>
<input type="text" value="123456789"/>	<input type="text" value="2020-12-25"/>
<i>Business Activity *</i>	<i>Industry Sector*</i>
<input type="text" value="Precious Metals Dealer"/>	<input type="text" value="Trading/Retail/Wholesale"/>

#### Registered Address (No P.O. Box)

*Street 1 \**

*Street 2*

*City \**

*State*

*Country\**

*Postal Code \**

### Step 4

Fill in the personal details of the Authorized Administrator of the Business Account. An Authorized Administrator is the person authorized by the Board of Directors to open and manage the Silver Bullion Account.

[Home](#)
[Precious Metals](#)
[Electric Vehicle Metals](#)
[Storage](#)
[Testing](#)
[P2P Loans](#)
[Resources](#)
[About Us](#)

Representative 1

Salutation: 
 First Name: 
 Last Name:

Gender/Sex\*: 
 Passport No\*: 
 Passport Expiry\*: 
 Date of Birth\*:

Occupation/Job\*: 
 Industry\*: 
 Citizenship\*:

Country of Residence:

User Type:  Director  Shareholder
 Authorized Signer:

---

Representative 1 Contact Information

Email:

Mobile number:

### Step 5

Fill in the entity's Linked Bank Account. You can add multiple bank accounts of the entity in different currencies. The Linked Bank Account is the bank account to which we shall transfer funds from the entity's Silver Bullion Account.

[Home](#)
[Precious Metals](#)
[Electric Vehicle Metals](#)
[Storage](#)
[Testing](#)
[P2P Loans](#)
[Resources](#)
[About Us](#)

**Bank Information**

As a security precaution, eventual proceeds from bullion sales can be wired only to your linked bank account specified here.

**Note:** The bank information is only used to wire money to you in case of a sale.

Bank Account / Crypto Information

Type:

Name of Bank\*: 
 Country\*:

Swift Code: 
 Routing Number:

Account Number\*: 
 Account Name (Beneficiary)\*:

Currency\*:

Other Details:

### Step 6

Click the **SAVE AND SUBMIT** button to submit the application. To complete the S.T.A.R. STORAGE application process, you must prepare the following documents:

### Step 7



Once the required documents are ready, click the **UPLOAD S.T.A.R. STORAGE APPLICATION AND SUPPORTING DOCUMENT** button in the Account Menu section of your **PROFILE** (top right corner of the page).

**Silver Bullion** Truly Secure Your Wealth™

Your Cart 0 | Inbox | johndoe Good Bullion, LLC

**ACCOUNT MENU**

- Upload S.T.A.R. Storage application and supporting documents
- Order History
- Cash & P2P Balances
- Account Details
- Secure Notifications

**STATUS**

Tier 1  
points earned: 0  
Next tier at 3000 points  
About points and discount tiers

**USER SETTINGS**

- User Profile
- Two Factor Authentication
- Change Password
- Create New Account

LOG OUT

Best P2P Loan Rates (p.a.)

## TRUST ACCOUNT S.T.A.R. STORAGE UPGRADE

### THE STEPS:

#### Step 1

Sign-Up for a Silver Bullion Account. You need a Silver Bullion Account to upgrade to S.T.A.R. Storage. Go [HERE](#) to Sign-Up.

#### Step 2

Click the **UPGRADE TO S.T.A.R. STORAGE NOW** button after your initial sign-up or Click on your **PROFILE** (top right corner of the page), then select **UPGRADE TO A S.T.A.R. STORAGE ACCOUNT** under the Account Menu.

**Silver Bullion** Truly Secure Your Wealth™

Your Cart 0 | Inbox | joendoe Mr. John Doe

**ACCOUNT MENU**

- Apply for a S.T.A.R. Storage account
- Order History
- Cash & P2P Balances
- Account Details
- Secure Notifications

**STATUS**

Tier 1  
points earned: 0  
Next tier at 3000 points  
About points and discount tiers

**USER SETTINGS**

- User Profile
- Two Factor Authentication
- Change Password
- Create New Account

LOG OUT

Best P2P Loan Rates (p.a.)

#### Step 3

Fill in the required basic information about yourself, including the details of your identity document (e.g., passport).

ACCOUNT DETAILS

Trustee Name \*

Registration Country \*

Registration ID/UEN \*

Registration Date \*

Registered Address (No P.O. Box)

Street 1 \*

Street 2

City \*

State

Country \*

Postal Code \*

Step 4

Upload a **CLEAR COLOR** copy of your passport, national identity card, driver's license, or other government-issued identification documents with a clearly visible photograph, date of birth, signature (and if possible, address and nationality). For national identity cards, both the card's front and back should be shown.

Step 5

Fill in your residential address (the address where you mainly reside). This is not your mailing P.O. Box address.

TRUSTEE DETAILS

Trustee Type

Person

Trustee 1

Salutation

Mr.

First Name

John

Last Name

Doe

Gender/Sex\*

Male

Passport No\*

123456789

Passport Expiry\*

2030-12-31

Date of Birth\*

1960-02-14

Occupation/Job\*

Banker

Industry\*

Professional Services Firm

Citizenship\*

United States

Country of Residence

United States

User Type

Grantor/Beneficiary

Authorized Signer

Trustee 1 Contact Information

Email john.doe@johndoe.com Default

Mobile number +1 12345678987 Default

Step 6

Add an Emergency Contact for your Silver Bullion Account. This is OPTIONAL.

**Pro-tip:** Adding an Emergency Contact ensures that someone is reachable should you be uncontactable by us.

Step 7

Fill in your Linked Bank Account. You can add multiple bank accounts under your name in different currencies. Your Linked Bank Account is the bank account to which we shall transfer funds from your Silver Bullion Account.

### Bank Information

As a security precaution, eventual proceeds from bullion sales can be wired only to your linked bank account specified here.

**Note:** The bank information is only used to wire money to you in case of a sale.

Bank Account / Crypto Information

Type

Bank

Name of Bank\*

Bank of New York Mellon

Country\*

United States

Swift Code

IRVTUS3N

Routing Number

021000018

Account Number\*

123456789

Account Name (Beneficiary)\*

Good Bullion Trust

Currency\*

USD -- US Dollar

## Step 8

Tick the checkbox. You must confirm that all information you provided is accurate and that have read, understood, and agreed to the [Terms of Service](#). Press the **SAVE AND SUBMIT** button.

## IRA/SUPERANNUATION ACCOUNT S.T.A.R. STORAGE UPGRADE

### THE STEPS:

### Step 1

Sign-Up for a Silver Bullion Account. You need a Silver Bullion Account to upgrade to S.T.A.R. Storage. Go [HERE](#) to Sign-Up.

### Step 2

Click the **UPGRADE TO S.T.A.R. STORAGE NOW** button after your initial sign-up or Click on your **PROFILE** (top right corner of the page), then select **UPGRADE TO A S.T.A.R. STORAGE ACCOUNT** under the Account Menu.

#### ACCOUNT MENU

[Apply for a S.T.A.R. Storage account](#)

Order History

Cash & P2P Balances

Account Details

Secure Notifications

#### STATUS



Tier 1

points earned: 0

Next tier at 3000 points

[About points and discount tiers](#)

#### USER SETTINGS

User Profile

Two Factor Authentication

Change Password

Create New Account


LOG OUT



Best P2P Loan Rates (p.a.)

### Step 3

Fill in the required basic information about yourself, including the details of your identity document (e.g., passport).

 **Silver Bullion** Truly Secure Your Wealth<sup>SM</sup> Your Cart 0 | Inbox | joendoe Mr. John Doe

---

[Home](#) [Precious Metals](#) [Electric Vehicle Metals](#) [Storage](#) [Testing](#) [P2P Loans](#) [Resources](#) [About Us](#)

#### ACCOUNT DETAILS

---

Salutation	FirstName	LastName	
<input type="text" value="Mr."/>	<input type="text" value="John"/>	<input type="text" value="Doe"/>	
Gender/Sex*	Passport No*	Passport Expiry*	Date of Birth*
<input type="text" value="Male"/>	<input type="text" value="123456789"/>	<input type="text" value="2029-12-31"/>	<input type="text" value="1970-01-01"/>
Occupation/Job*	Industry*	Citizenship	
<input type="text" value="C-Suite Officer"/>	<input type="text" value="Agriculture"/>	<input type="text" value="United States"/>	
Country of Residence*	Passport (colour copy only)*		<input type="button" value="UPLOAD FILE"/>
<input type="text" value="Singapore"/>	<small>No file has been uploaded yet.</small>		
Contact Information			
<input type="text" value="Email"/>	<input type="text" value="john.doe@johndoe.com"/>	<input type="button" value="Default"/>	
<input type="text" value="Mobile number"/>	<input type="text" value="+1"/>	<input type="text" value="12345678987"/>	<input type="button" value="Default"/>

### Step 4

Upload a **CLEAR COLOR** copy of your passport, national identity card, driver's license, or other government-issued identification documents with a clearly visible photograph, date of birth, signature (and if possible, address and nationality). For national identity cards, both the card's front and back should be shown.

### Step 5

Fill in your residential address (the address where you mainly reside). This is not your mailing P.O. Box address.

**Residential Address (No P.O. Box)**

Street 1 \*

Street 2

City \*

State

Country\*

Postal Code \*

**(Optional)**

An Emergency Contact can inform us in case of unforeseen circumstances such as death or mental incapacity of the account owner.

Emergency Contact Name

Emergency Contact No. / Email Address

**Step 6**

Add an Emergency Contact for your Silver Bullion Account. This is OPTIONAL.

**Pro-tip:** Adding an Emergency Contact ensures that someone is reachable should you be uncontactable by us.

**Step 7**

Fill in your Linked Bank Account. You can add multiple bank accounts under your name in different currencies. Your Linked Bank Account is the bank account to which we shall transfer funds from your Silver Bullion Account.

**Bank Information**

As a security precaution, eventual proceeds from bullion sales can be wired only to your linked bank account specified here.

**Note:** The bank information is only used to wire money to you in case of a sale.

Bank Account / Crypto Information

Type

Name of Bank\*

Country\*

Swift Code

Routing Number

Account Number\*

Account Name (Beneficiary)\*

Currency\*

**Step 8**

Tick the checkbox. You must confirm that all information you provided is accurate and that you have read, understood, and agreed to the [Terms of Service](#). Press the **SAVE AND SUBMIT** button.

---

### WHAT HAPPENS NEXT?

Once you have completed the S.T.A.R. Storage Application process, our team will review your application and documents and will contact you via e-mail or secure notification within 2 – 48 hours.

While we are reviewing your S.T.A.R. Storage Application, we will grant your Silver Bullion Account the ability to purchase up to SGD 20,000 (or equivalent in other currencies) of precious metals via S.T.A.R. Storage or start saving GoldGrams via the Gold Savings Account. This SGD 20,000 limit/restriction will be removed once your S.T.A.R. Storage application is approved.

---

### HOW WILL I KNOW MY VERIFICATION STATUS?

Once we have completed our verification procedures, you will receive an email or secure notification from us that your account has been approved for S.T.A.R. Storage. All S.T.A.R. Storage exclusive services will then be available to your account.

---

### HOW SAFE IS MY PERSONAL INFORMATION WITH SILVER BULLION?

Any personal data you provide to us during the S.T.A.R. Storage application will be kept confidential by us and shall only be used by us to facilitate the provision of our services to you. Our practices shall remain compliant with all local laws and regulations on data protection and privacy in accordance with the Singapore Personal Data Protection Act 2012 (“Singapore PDPA”).

In very rare circumstances, we may be required by law to disclose your personal information if we become suspicious of any attempt at money laundering or if you are under a justifiable investigation for crimes that are universally considered repugnant (e.g., organized and violent crime)

We will NEVER sell/share personal data with third parties. We shall remain fully compliant with any duty or obligation of confidentiality imposed on us under the [Terms of Service](#) and applicable law.

---

### CAN I FUND MY ACCOUNT BEFORE COMPLETING THE S.T.A.R. STORAGE UPGRADE?

Yes, you may pre-fund your account before completing the S.T.A.R. Storage verification process.

---

### WILL YOU ASK ME FOR SIMILAR DOCUMENTS IN THE FUTURE?

We may need to ask you for further documents while your account remains open, e.g., to update expired identity documents, or to provide proof of a new address.

We may ask for declarations of your source of wealth/fund, or expected annual transaction amount as part of our KYC policy.