



**BANK NEGARA MALAYSIA**  
CENTRAL BANK OF MALAYSIA

# **Anti-Money Laundering, Countering Financing of Terrorism, Countering Proliferation Financing and Targeted Financial Sanctions for Financial Institutions (*AML/CFT/CPF and TFS for FIs*)**

Applicable to:

1. Licensed banks
2. Licensed investment banks
3. Licensed Islamic banks
4. Licensed insurers
5. Licensed takaful operators
6. Prescribed development financial institutions
7. Licensed money services businesses
8. Approved issuers of designated payment instruments
9. Approved issuers of designated Islamic payment instruments
10. Lembaga Tabung Haji
11. Approved financial advisers
12. Approved Islamic financial advisers
13. Approved insurance brokers
14. Approved takaful brokers

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## PART A OVERVIEW

### 1 Introduction

#### **Background**

- 1.1 Money laundering and terrorism financing (ML/TF) are financial crimes with far-reaching and deleterious socio-economic effects. Criminal networks, money launderers and terrorist financiers are highly adaptive and quick to exploit any weak links within an increasingly borderless world to obscure detection of such illicit funds. The globalisation and advancement in technology, including the emergence of new players and innovative products, pose challenges to regulators and law enforcement agencies alike in curbing criminal activities.
- 1.2 In line with the international standards established by the Financial Action Task Force (FATF)<sup>1</sup>, the anti-money laundering, countering financing of terrorism and countering proliferation financing (AML/CFT/CPF) reporting obligations imposed on reporting institutions are risk-informed, and subject to periodic review in tandem with any material changes to the international standards or the evolving risk of ML/TF and proliferation financing (PF) situation in Malaysia. In view of potential development opportunities brought about by the era of digitalisation, enhancements to the existing AML/CFT/CPF reporting obligations are important to ensure areas of higher risk are subject to enhanced controls, while areas of low risk are accorded some policy accommodation, to ensure that the integrity of the financial system is preserved, just as development objectives are facilitated.
- 1.3 Consistent with the FATF's action to strengthen the response to the growing threat of weapons of mass destruction (WMD) PF, reporting institutions are required to assess PF risks and implement commensurate mitigation measures. This aims to ensure that reporting institutions are not subject to abuse, unwittingly support or become part of the PF networks, given the emerging trends on PF risks and techniques adopted by the designated individuals and entities to evade targeted financial sanctions on PF.

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<sup>1</sup> The Financial Action Taskforce (FATF) is an independent inter-governmental body that develops and promotes policies to protect the global financial system against money laundering (ML), terrorism financing (TF) and financing of proliferation of weapons of mass destruction (PF). The FATF International Standards on Combating Money Laundering and Financing of Terrorism & Proliferation (The FATF Recommendations) (issued in February 2012, and updated from time to time) sets out a comprehensive and consistent framework of measures which countries should adapt to their particular circumstances, and implement to ensure the robustness of their respective jurisdiction's AML/CFT/CPF regime. Malaysia was accepted as a FATF member in February 2016. For further information on FATF, please visit their website at [www.fatf-gafi.org](http://www.fatf-gafi.org)

- 1.4 Domestically, the National Risk Assessment (NRA) by the National Coordination Committee to Counter Money Laundering (NCC) assesses and identifies the key threats and sectoral vulnerabilities that Malaysia's financial system and economy is exposed to, has guided the strategies and policies of Malaysia's overall AML/CFT/CPF regime. The NRA is the primary tool used for periodic assessment and tracking of effectiveness of the relevant Ministries, law enforcement agencies, supervisory authorities and reporting institutions in preventing and combating ML/TF/PF.
- 1.5 In line with the United Nations Security Council Resolutions (UNSCR), financial institutions are also required to adhere to, and implement sanctions imposed on designated countries and persons to combat terrorism, TF, proliferation of weapons of mass destruction and PF as well as suppress other forms of armed conflicts or violence against humanity. These obligations have been further elaborated and clarified in accordance with the relevant UNSCR.

## **2 Objective**

- 2.1 This policy document is intended to set out:
  - (a) obligations of reporting institutions with respect to the requirements imposed under the Anti-Money Laundering, Anti-Terrorism Financing and Proceeds of Unlawful Activities Act 2001 (AMLA);
  - (b) requirements on reporting institutions in implementing a comprehensive risk-based approach in managing ML/TF/PF risks; and
  - (c) targeted financial sanctions requirements on financial institutions regulated or supervised by Bank Negara Malaysia.

## **3 Applicability**

- 3.1 This policy document consolidates:
  - (a) AML/CFT/CPF standards and guidance that are applicable to all reporting institutions in the financial sector regulated or supervised by Bank Negara Malaysia; and
  - (b) targeted financial sanctions requirements that are applicable to all financial institutions regulated or supervised by Bank Negara Malaysia.
- 3.2 Where a reporting institution is subject to more than one document relating to AML/CFT/CPF matters issued pursuant to the AMLA, the more stringent requirement shall apply.
- 3.3 Where necessary, Bank Negara Malaysia may issue guidelines, circulars or notices to vary, delete, add to, substitute or modify this policy document.

### ***AML/CFT/CPF Requirements under Paragraphs 9 to 26 and 30***

3.4 The AML/CFT/CPF requirements are applicable to a reporting institution carrying on the following activities listed in the First Schedule to the AMLA:

- (a) in relation to banking and deposit taking,
  - (i) banking business and investment banking business as defined in the Financial Services Act 2013 (FSA);
  - (ii) Islamic banking business as defined in the Islamic Financial Services Act 2013 (IFSA);
  - (iii) activities carried out by a prescribed institution as defined in the Development Financial Institutions Act 2002 (DFIA);
  - (iv) activities carried out by the Lembaga Tabung Haji established under the Tabung Haji Act 1995;
- (b) in relation to insurance and takaful,
  - (i) life business as defined in the FSA;
  - (ii) family takaful business as defined in the IFSA;
  - (iii) insurance broking business and financial advisory business as defined in the FSA in relation to life insurance products;
  - (iv) takaful broking business and Islamic financial advisory business as defined in the IFSA in relation to family takaful products;
- (c) in relation to money services business, activities carried out by a licensee as defined in the Money Services Business Act 2011 (MSBA); and
- (d) in relation to a non-bank issuer of designated payment instrument and designated Islamic payment instrument, an approved issuer of designated payment instrument, or designated Islamic payment instrument which is not a licensed bank under the FSA, a licensed Islamic bank under the IFSA or a prescribed institution under the DFIA.

3.5 The AML/CFT/CPF requirements are also applicable to the following:

- (a) a branch or subsidiary of a reporting institution, in and outside Malaysia, carrying on any activity listed in paragraph 3.4 above;
- (b) any product or service offered by a reporting institution carrying on any activity listed in paragraph 3.4 above; and
- (c) any other person as specified by Bank Negara Malaysia.

### ***Targeted Financial Sanctions Requirements under Paragraphs 27, 28 and 29***

3.6 The targeted financial sanctions requirements to combat TF, PF and to suppress other forms of armed conflict, are applicable to all financial institutions regulated or supervised by Bank Negara Malaysia that carry out the following activities:

- (a) a licensed bank and a licensed investment bank under the FSA;
- (b) a licensed Islamic bank including a licensed International Islamic bank under the IFSA;
- (c) a prescribed institution under the DFIA;
- (d) a licensed insurer (life and general insurer) under the FSA;

- (e) a licensed takaful operator (family and general takaful) under the IFSA;
- (f) an insurance broking business and a financial advisory business as defined in the FSA in relation to life insurance products;
- (g) a takaful broking business and an Islamic financial advisory business as defined in the IFSA in relation to family takaful products;
- (h) a licensee under the MSBA;
- (i) an approved issuer of designated payment instrument, which is not a licensed bank under the FSA, a licensed Islamic bank under the IFSA or a prescribed institution under the DFIA; and
- (j) an approved issuer of designated Islamic payment instrument, which is not a licensed bank under the FSA, IFSA or prescribed institution under the DFIA.

## 4 Legal Provisions

4.1 In relation to the AML/CFT/CPF provisions, this policy document is issued pursuant to:

- (a) sections 8, 13, 14, 14A, 15, 16, 17, 18, 19, 20 and 83 of the AMLA;
- (b) sections 47(1), 47(2)(h), 143, 261(1) and 266 of the FSA;
- (c) sections 57(1), 57(2)(h), 155, 272(1) and 277 of the IFSA;
- (d) sections 41(1), 41(2)(c), 116, 123A(1) and 126 of the DFIA; and
- (e) sections 34(1) and 74(1) of the MSBA.

4.2 In relation to the targeted financial sanction provisions, this policy document is issued pursuant to:

- (a) sections 66B, 66E and 83 of the AMLA;
- (b) section 95 of the Central Bank of Malaysia Act 2009 (CBA);
- (c) sections 47(1), 47(2)(h), 143 and 261(1) of the FSA;
- (d) sections 57(1), 57(2)(h), 155 and 272(1) of the IFSA;
- (e) sections 41(1), 41(2)(c), 116 and 123A(1) of the DFIA; and
- (f) sections 34(1) and 74(1) of the MSBA.

## 5 Effective Date

5.1 This policy document comes into effect on **6 February 2024**.

5.2 Compliance to the requirements outlined in this policy document shall take effect immediately, unless otherwise specified by Bank Negara Malaysia.

## 6 Definition and Interpretation

- 6.1 The terms and expressions used in this policy document shall have the same meanings assigned to them in the CBA, AMLA, FSA, IFSA, MSBA and DFIA, as the case may be, unless otherwise defined in this policy document or the context requires otherwise.
- 6.2 For the purpose of this policy document:

<p><b>“accurate information”</b></p>	<p>Refers to information that has been verified for accuracy.</p> <p>In the context of beneficial owners, it refers to information that has been verified to confirm its accuracy by verifying the identity and status of the beneficial owner using reliable, independently sourced or obtained documents, data or information. The extent of verification may vary depending on the level of risk.</p>
<p><b>“approved issuers”</b></p>	<p>Refers to any person (other than a licensed bank under the FSA or IFSA, or a prescribed institution under the DFIA),</p> <p>(a) approved under section 11 of the FSA to issue a designated payment instrument; or</p> <p>(b) approved under section 11 of the IFSA to issue a designated Islamic payment instrument.</p>
<p><b>“beneficial owner”</b></p>	<p>In the context of legal person, beneficial owner refers to the natural person(s) who ultimately owns or controls a customer and/or the natural person on whose behalf a transaction is being conducted. It also includes those natural persons who exercise ultimate effective control over a legal person. Only a natural person can be an ultimate beneficial owner, and more than one natural person can be the ultimate beneficial owner of a given legal person.</p> <p>Reference to “ultimately owns or control” or “ultimate effective control” refers to situations in which ownership or control is exercised through a chain of ownership or by means of control other than direct control.</p> <p>In insurance and takaful sectors, this also refers to any natural person(s) who ultimately owns or controls a beneficiary, as specified in this policy document.</p> <p>In the context of legal arrangements, beneficial owner includes: (i) the settlor(s); (ii) the trustee(s); (iii) the protector(s) (if any); (iv) each beneficiary, or where applicable, the class of beneficiaries and objects of a</p>

	<p>power; and (v) any other natural person(s) exercising ultimate effective control over the arrangement. In the case of a legal arrangement similar to an express trust, beneficial owner refers to the natural person(s) holding an equivalent position to those referred above. When the trustee and any other party to the legal arrangement is a legal person, the beneficial owner of that legal person should be identified.</p> <p>Reference to “ultimate effective control” over trusts or similar legal arrangements includes situations in which ownership or control is exercised through a chain of ownership or control.</p>
<p><b>“beneficiary”</b></p>	<p>Depending on the context:</p> <p>In trust law, a beneficiary refers to the person or persons who are entitled to the benefit of any trust arrangement. A beneficiary can be a natural or legal person or arrangement. All trusts (other than charitable or statutory permitted non-charitable trusts) are required to have ascertainable beneficiaries. While trusts must always have some ultimately ascertainable beneficiary, trusts may have no defined existing beneficiaries but only objects of a power until some person becomes entitled as beneficiary to income or capital on the expiry of a defined period, known as the accumulation period or following exercise of trustee discretion in the case of a discretionary trust.</p> <p>The accumulation period is normally co-extensive with the trust perpetuity period which is usually referred to in the trust deed as the trust period.</p> <p>In wire transfer, refers to the natural or legal person or legal arrangement identified by the originator as the receiver of the requested wire transfer.</p> <p>In clubs, societies and charities, refers to the natural person(s), or groups of natural persons who receive charitable, humanitarian or other types of services of the clubs, societies and charities.</p> <p>For insurance and takaful, beneficiary refers to the natural or legal persons, or a legal arrangement, or insured person under an insurance policy or takaful certificate, or nominees, or category of person, who will be paid the policy proceeds when or if an insured event occurs, which is covered by the insurance policy or takaful certificate.</p>

<b>“beneficiary account”</b>	Includes trust accounts, nominee accounts, fiduciary accounts, accounts opened for companies with nominee shareholders, accounts for mutual fund and fund managers, accounts for personal asset holding vehicles, pooled accounts, accounts opened by professional third parties and other relevant accounts.
<b>“beneficiary institutions”</b>	Refers to the institution which receives the wire transfer from the ordering institution directly or through an intermediary institution and makes the funds available to the beneficiary.  For money services business sector, beneficiary institution refers to institutions conducting inward remittance.
<b>“Board”</b>	In relation to a company, refers to (a) directors of the company who number not less than the required quorum acting as a board of directors; or (b) if the company has only one director, that director.
<b>“close associate of PEP”</b>	Refers to any individual closely connected to a politically exposed person (PEP), either socially or professionally. A close associate in this context includes: (a) extended family members, such as relatives (biological and non-biological relationship); (b) financially dependent individuals (e.g. persons salaried by the PEP such as drivers, bodyguards, secretaries); (c) business partners or associates of the PEP; (d) prominent members of the same organisation as the PEP; (e) individuals working closely with the PEP (e.g. work colleagues); or (f) close friends.
<b>“correspondent bank”</b>	Refers to a reporting institution in Malaysia that provides or intends to provide correspondent banking services.
<b>“cover payment”</b>	Refers to a wire transfer that combines a payment message sent directly by the ordering institution to the beneficiary institution where the routing of the funding instruction (the cover) is carried out or performed through one or more intermediary institutions.
<b>“cross-border wire transfer”</b>	Refers to any wire transfer where the ordering institution and beneficiary institution are located in different countries. This term also refers to any chain of wire

	transfer in which at least one of the institutions involved is located in a different country.
<b>“customer”</b>	<p>Refers to both account holder and non-account holder. The term also refers to a client.</p> <p>For insurance and takaful sector, refers to parties related to an insurance/takaful contract including potential parties such as proposer/policyholder/policy owner, payor, assignee and company representative, but does not include insurance agent.</p> <p>In the case of group policies, “customer” refers to the master policy holder, that is, the owner of the master policy issued or intended to be issued.</p> <p>In addition, for money service business and designated payment instruments, customer refers to a person for whom the licensee or approved issuer of designated payment instruments undertakes or intends to undertake business relations.</p>
<b>“customer due diligence (CDD)”</b>	Refers to any measure undertaken pursuant to section 16 of the AMLA.
<b>“designated payment instrument”</b>	Refers to a payment instrument prescribed as a designated payment instrument under section 31 of the FSA.
<b>“designated Islamic payment instrument”</b>	Refers to an Islamic payment instrument prescribed as a designated Islamic payment instrument under section 41 of the IFSA.
<b>“director”</b>	Refers to any person who occupies the position of director, however styled, of a body corporate and includes a person in accordance with whose directions or instructions the majority of directors or officers are accustomed to act and an alternate or substitute director.
<b>“domestic wire transfers”</b>	Refers to any wire transfer where the ordering institution and beneficiary institution are located in Malaysia. This term therefore refers to any chain of wire transfer that takes place entirely within the borders of Malaysia, even though the system used to transfer the payment message may be located outside Malaysia.
<b>“electronic Know Your Customer (e-KYC)”</b>	Refers to establishing business relationships and conducting CDD by way of electronic means, including online and mobile channels.

<p><b>“expatriate”</b></p>	<p>Refers to a foreign national who meets the eligibility criteria for expatriate employment and is approved by the Immigration Department of Malaysia (Ministry of Home Affairs) to be employed in Malaysia.</p>
<p><b>“family members of PEP”</b></p>	<p>Refers to individuals who are related to a PEP either directly (consanguinity) or through marriage. A family member in this context, includes:</p> <ul style="list-style-type: none"> <li>(a) parent;</li> <li>(b) sibling;</li> <li>(c) spouse;</li> <li>(d) child; or</li> <li>(e) spouse’s parent,</li> </ul> <p>for both biological or non-biological relationships.</p>
<p><b>“financial group”</b></p>	<p>Refers to a group that consists of a holding company incorporated in Malaysia or of any other type of legal person exercising control and coordinating functions over the rest of the group, together with branches and/or subsidiaries that are subjected to AML/CFT/CPF policies and procedures at the group level.</p>
<p><b>“financial holding company”</b></p>	<p>Refers to a company approved as a financial holding company under section 112 of the FSA or section 124 of the IFSA, as the case may be.</p>
<p><b>“financing of proliferation” or “proliferation financing”</b></p>	<p>Refers to the act of raising, moving, or making available funds, other assets or other economic resources, or financing, in whole or in part, to persons or entities for purposes of weapons of mass destruction (WMD) proliferation, including the proliferation of their means of delivery or related materials (including both dual-use technologies and dual-use goods for non-legitimate purposes).</p>
<p><b>“foreign worker”</b></p>	<p>Refers to a foreign national who is employed in Malaysia, other than expatriates.</p>
<p><b>“G”</b></p>	<p>Denotes guidance which may consist of statements or information intended to promote common understanding and advice or recommendations that are encouraged to be adopted.</p>

<p><b>“higher risk”</b></p>	<p>Refers to circumstances where the reporting institution assesses the ML/TF/PF risks as higher, taking into consideration, and not limited to the following factors:</p> <p>(a) Customer risk factors:</p> <ul style="list-style-type: none"><li>• the business relationship is conducted in unusual circumstances;</li><li>• non-resident customers;</li><li>• legal persons or arrangements that are personal asset-holding vehicles;</li><li>• companies that have nominee shareholders or shares in bearer form;</li><li>• businesses that are cash-intensive;</li><li>• the ownership structure of the company appears unusual or excessively complex given the nature of the company’s business;</li><li>• high net worth individuals;</li><li>• persons from locations known for their high rates of crime;</li><li>• businesses or activities identified by the FATF as having higher risk for ML/TF/PF;</li><li>• legal arrangements that are complex (e.g. nominee relationships or layering with legal persons); and</li><li>• persons who match the red flag criteria of the reporting institution.</li></ul> <p>(b) Country or geographic risk factors:</p> <ul style="list-style-type: none"><li>• countries identified by credible sources, such as mutual evaluation or published follow-up reports, as having inadequate AML/CFT/CPF systems;</li><li>• countries subject to sanctions, embargos or similar measure issued by, for example, the United Nations;</li><li>• countries identified by the FATF, other FATF-style regional bodies or other international bodies as having higher ML/TF/PF risk;</li><li>• countries identified by credible sources as having significant levels of corruption or other criminal activities; and</li><li>• countries or geographic areas identified by credible sources as providing funding or support for terrorist activities, or that have designated terrorist organisations operating within their country.</li></ul>
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	<p>(c) Product, service, transaction or delivery channel risk factors:</p> <ul style="list-style-type: none"> <li>• anonymous transactions (which may include cash);</li> <li>• non face-to-face business relationships or transactions;</li> <li>• payment received from multiple persons and/or countries that do not match the person’s nature of business and risk profile; and</li> <li>• payment received from unknown or unrelated third parties.</li> </ul>
<b>“higher risk countries”</b>	Refers to countries that are called by FATF or the Government of Malaysia that pose a risk to the international financial system.
<b>“intermediary institution”</b>	Refers to the institution in a serial or cover payment chain that receives and transmits a wire transfer on behalf of the ordering institution and the beneficiary institution, or another intermediary institution.
<b>“international organisations”</b>	<p>Refers to entities established by formal political agreements between their member States that have the status of international treaties; their existence is recognised by law in their member countries; and they are not treated as residential institutional units of the countries in which they are located. Examples of international organisations include the following:</p> <ul style="list-style-type: none"> <li>(a) United Nations and its affiliated international organisations;</li> <li>(b) regional international organisations such as the Association of Southeast Asian Nations, the Council of Europe, institutions of the European Union, the Organisation for Security and Co-operation in Europe and the Organization of American States;</li> <li>(c) military international organisations such as the North Atlantic Treaty Organization; and</li> <li>(d) economic organisations such as the World Trade Organization.</li> </ul>
<b>“legal arrangement”</b>	Refers to express trusts or other similar legal arrangements.
<b>“legal person”</b>	Refers to any entity other than a natural person that can establish a permanent customer relationship with a reporting institution or otherwise own property. This includes companies, bodies corporate, government-

	<p>linked companies (GLC), foundations, partnerships, or associations and other similar entities.</p> <p>GLC refers to an entity where the government is the majority shareholder or single largest shareholder and/or has the ability to exercise and influence major decisions such as appointment of board members and senior management.</p>
<b>“mobile channel”</b>	Refers to conducting transactions through any electronic device using a mobile application provided by the reporting institution.
<b>“money-changing business”</b>	<p>Refers to the following businesses:</p> <p>(a) the business of entering into an exchange transaction at a rate of exchange; or</p> <p>(b) the business of buying or selling travellers’ cheques, on behalf of an issuer of travellers’ cheques, at a rate of exchange.</p>
<b>“Money or Value Transfer Services (MVTs)”</b>	<p>Refers to financial services that involve the acceptance of cash, cheques, other monetary instruments or other stores of value and the payment of a corresponding sum in cash or other forms to a beneficiary by means of communication, message, transfer, or to a clearing network to which the MVTs provider belongs. Transactions performed by such services can involve one or more intermediaries and a final payment to a third party, and may include any new payment methods.</p>
<b>“National Risk Assessment (NRA)”</b>	Reference to NRA under paragraph 1.4 of this policy document is not limited to the National ML/TF Risk Assessment and includes any sectoral, thematic or emerging risk assessments undertaken by the NCC.
<b>“nominator”</b>	Refers to an individual (or group of individuals) or legal person that issues instructions (directly or indirectly) to a nominee to act on its behalf in the capacity of a director or a shareholder, also sometimes referred to as a “shadow director” or “silent partner”.

<p><b>“nominee director and shareholder”</b></p>	<p>Refers to an individual or legal person instructed by another individual or legal person (“the nominator”) to act on its behalf in a certain capacity regarding a legal person.</p> <p>A Nominee Director (also known as a “resident director”) is an individual or legal entity that routinely exercises the functions of the director in the company on behalf of and subject to the direct or indirect instructions of the nominator. A Nominee Director is never the beneficial owner of a legal person.</p> <p>A Nominee Shareholder exercises the associated voting rights according to the instructions of the nominator and/or receives dividends on behalf of the nominator. A nominee shareholder is never the beneficial owner of a legal person based on the shares it holds as a nominee.</p>
<p><b>“occasional transaction”</b></p>	<p>Refers to transactions carried out by non-account holder or account holder who conducts transactions that are not normal and customary to the account profile of the customer.</p>
<p><b>“online channel”</b></p>	<p>Refers to conducting transactions through any electronic device other than transactions conducted via the mobile channel.</p>
<p><b>“ordering institution”</b></p>	<p>Refers to the institution which initiates the wire transfer and transfers the funds upon receiving the request for a wire transfer on behalf of the originator.</p> <p>For money services business, ordering institution refers to institutions conducting outward remittance.</p>
<p><b>“originator”</b></p>	<p>Refers to the account holder who allows the wire transfer from that account, or where there is no account, the natural or legal person that places the order with the ordering institution to perform the wire transfer.</p>

<p><b>“payment instrument”</b></p>	<p>Refers to any instrument, whether tangible or intangible, that enables a person to obtain money, goods or services, or to make payment.</p>
<p><b>“payable through account”</b></p>	<p>Refers to correspondent accounts that are used directly by a third party to transact business on their own behalf.</p>
<p><b>“person”</b></p>	<p>Includes a body of persons, corporate or unincorporate.</p>
<p><b>“person conducting the transaction”</b></p>	<p>Refers to any natural person conducting the transaction or purporting to act on behalf of the customer, such as the person depositing into another customer’s account or person undertaking a transaction on behalf of another person.</p>
<p><b>“politically exposed persons (PEPs)”</b></p>	<p>Refers to:</p> <ul style="list-style-type: none"> <li>(a) foreign PEPs – individuals who are or who have been entrusted with prominent public functions by a foreign country. For example, Heads of State or Government, senior politicians, senior government, judicial or military officials, senior executives of state-owned corporations and important political party officials;</li> <li>(b) domestic PEPs – individuals who are or have been entrusted domestically with prominent public functions. For example, Heads of State or Government, senior politicians, senior government (includes federal, state and local government), judicial or military officials, senior executives of state-owned corporations and important political party officials; or</li> <li>(c) persons who are or have been entrusted with a prominent function by an international organisation which refers to members of senior management. For example, directors, deputy directors and members of the Board or equivalent functions.</li> </ul> <p>The definition of PEPs is not intended to cover middle ranking or more junior individuals in the foregoing categories.</p>
<p><b>“remittance account”</b></p>	<p>Refers to a customer account which contains customer information including personal details and remittance transaction records of the customer that is maintained by a reporting institution.</p>

<b>“respondent institution”</b>	Refers to financial institutions outside Malaysia to which correspondent banking services in Malaysia are provided.
<b>“S”</b>	Denotes a standard, obligation, requirement, specification, direction, condition and any interpretative, supplemental and transitional provisions that must be complied with. Non-compliance may result in enforcement action.
<b>“satisfied”</b>	Where reference is made to a reporting institution being “satisfied” as to a matter, the reporting institution must be able to justify its assessment to the supervisory authority in documentary form.
<b>“Senior Management”</b>	Refers to any person having authority and responsibility for planning, directing or controlling the activities of a reporting institution or legal person or legal arrangement including the management and administration of a reporting institution, legal person or legal arrangement.
<b>“serial payment”</b>	Refers to a direct sequential chain of payment where the wire transfer and accompanying payment message travel together from the ordering institution to the beneficiary institution directly or through one or more intermediary institutions (e.g. correspondent banks).
<b>“shell bank”</b>	Refers to a bank that has no physical presence in the country in which it is incorporated and licensed, and which is unaffiliated with a regulated financial group that is subject to effective consolidated supervision.  Physical presence means meaningful mind and management located within a country. The existence simply of a local agent or low level staff does not constitute physical presence.
<b>“straight - through processing”</b>	Refers to payment transactions that are conducted electronically without the need for manual intervention.
<b>“supervisory authority”</b>	Refers to Bank Negara Malaysia, Securities Commission Malaysia and the Labuan Financial Services Authority.
<b>“targeted financial sanctions”</b>	Refers to asset freezing and prohibitions to prevent funds or other assets from being made available, directly or indirectly, for the benefit of persons designated or entities specified by the relevant United

	Nations Security Council Sanctions Committee or the Minister of Home Affairs.
<b>“third parties”</b>	<p>Refers to reporting institutions that are supervised by a relevant competent authority and that meet the requirements under paragraph 16 on Reliance on Third Parties, namely persons or businesses who are relied upon by the reporting institution to conduct the customer due diligence process.</p> <p>Reliance on third parties often occurs through introductions made by another member of the same financial group or by another financial institution.</p> <p>This definition does not include outsourcing or agency relationships because the outsourced service provider or agent is regarded as synonymous with the reporting institution.</p>
<b>“unique transaction reference number”</b>	Refers to a combination of letters, numbers, or symbols, determined by the payment service provider, in accordance with the protocols of the payment and settlement system or messaging system used for the wire transfer.
<b>“up-to-date information”</b>	Refers to information which is as current and up-to-date as possible, and is updated within a reasonable period following any change.
<b>“wholesale currency business”</b>	<p>Refers to the business of:</p> <p>(a) buying or selling foreign currency with an authorised dealer, a money services business licensee under the MSBA or any person outside Malaysia, as the case may be; or</p> <p>(b) importing foreign currency notes from, or exporting foreign currency notes to, any person outside Malaysia.</p>
<b>“wire transfer”</b>	<p>Refers to any transaction carried out on behalf of an originator through an institution by electronic means with a view to making an amount of funds available to a beneficiary person at a beneficiary institution, irrespective of whether the originator and the beneficiary are the same person.</p> <p>For money service businesses as well as non-bank issuers of designated payment instruments and designated Islamic payment instruments, wire transfer refers to remittance.</p>

## **7 Related Legal Instruments and Policy Documents**

- 7.1 This policy document shall be read together with other documents issued by Bank Negara Malaysia relating to compliance with AML/CFT/CPF requirements and in relation to the implementation of targeted financial sanctions against countries or persons designated by United Nations (UN).

## **8 Policy Documents and Guidance(s) Superseded**

- 8.1 This policy document supersedes the following Policy Documents:
- (a) Anti-Money Laundering, Countering Financing of Terrorism and Targeted Financial Sanctions for Financial Institutions (AML/CFT and TFS for FIs) which came into effect on 1 January 2020; and
  - (b) Anti-Money Laundering, Countering Financing of Terrorism and Targeted Financial Sanctions for Financial Institutions (AML/CFT and TFS for FIs) (Supplementary Document No.1) – Money Services Business Sector which came into effect on 30 June 2021.
- 8.2 This policy document supersedes paragraphs 10.3, 10.4, 10.5 and Appendix 2 of the Interoperable Credit Transfer Framework issued on 23 December 2019.
- 8.3 This policy document supersedes the following Technical Notes and Guidance, having incorporated the relevant guidance:
- (a) Technical Note on Implementation of Targeted Financial Sanctions on Terrorism Financing issued on 14 July 2016;
  - (b) Technical Note on Family Members and Close Associate of a PEP issued on 20 June 2017; and
  - (c) Technical Note on Risk-Based Approach on AML/CFT for Reporting Institutions Supervised by Bank Negara Malaysia issued on 23 October 2017.

## **9 Non-Compliance**

- 9.1 Enforcement and/or supervisory actions can be taken against the reporting institutions including its directors, officers and employees for any non-compliance with any provision marked as “S” in Part B of this policy document.

## **PART B AML/CFT/CPF/TFS REQUIREMENTS**

### **10 Application of Risk-Based Approach**

#### **10.1 Risk Management Functions**

- S** 10.1.1 In the context of a “Risk-Based Approach”, the intensity and extensiveness of risk management functions shall be proportionate to the nature, scale and complexity of the reporting institution’s activities and ML/TF/PF risk profile.
- S** 10.1.2 The reporting institution’s AML/CFT/CPF risk management function must be aligned and integrated with its overall risk management control function.

#### **10.2 ML/TF Risk Assessment**

- S** 10.2.1 Reporting institutions are required to take appropriate steps to identify, assess and understand their ML/TF risks at the institutional level, in relation to their customers, countries or geographical areas and products, services, transactions or delivery channels, and other relevant risk factors.
- S** 10.2.2 In assessing ML/TF risks, reporting institutions are required to have the following processes in place:
- (a) documenting their risk assessments and findings;
  - (b) considering all the relevant risk factors before determining what is the level of overall risk and the appropriate level and type of mitigation to be applied;
  - (c) keeping the assessment up-to-date through a periodic review; and
  - (d) having appropriate mechanisms to provide risk assessment information to the supervisory authority.
- S** 10.2.3 Reporting institutions are required to conduct additional assessment as and when required by the supervisory authority.
- S** 10.2.4 Reporting institutions shall be guided by the results of the NRA issued by the NCC in conducting their own risk assessments and shall take enhanced measures to manage and mitigate the risks identified in the NRA.
- G** 10.2.5 In conducting the risk assessment in paragraph 10.2.1, reporting institutions may consider whether:
- (a) it is susceptible to the key and emerging crimes as well as higher risk sectors identified in the NRA when assessing their institutional ML/TF risk; and
  - (b) enhancements to their AML/CFT Compliance Programme are warranted to ensure any areas of higher ML/TF risk are appropriately mitigated.

### 10.3 ML/TF Risk Control and Mitigation

- S** 10.3.1 Reporting institutions are required to:
- (a) have policies, procedures and controls to manage and mitigate ML/TF risks that have been identified;
  - (b) monitor the implementation of those policies, procedures, controls and to enhance them if necessary; and
  - (c) take enhanced measures to manage and mitigate the risks where higher risks are identified.
- S** 10.3.2 Reporting institutions shall conduct independent control testing on their policies, procedures and controls for the purpose of monitoring the implementation thereof under paragraph 10.3.1(b).

### 10.4 PF Risk Assessment

- S** 10.4.1 Reporting institutions are required to identify, assess and understand PF risks, where the extent of the assessment shall be appropriate to the nature, size and complexity of their business. The PF risk in this context is limited to potential breach, non-implementation or evasion of the targeted financial sanctions on PF under paragraph 28 of this policy document.
- G** 10.4.2 In conducting the risk assessment, reporting institutions may consider if the existing ML/TF risk assessments methodologies are adequate to incorporate PF risks and may not necessarily require a stand-alone or an entirely new methodology.
- S** 10.4.3 For the purpose of paragraph 10.4.1, reporting institutions are required to identify, assess and understand their PF risks at the institutional level, in relation to their customers, countries or geographical areas and products, services, transactions or delivery channels, and other relevant risk factors.
- S** 10.4.4 In assessing the PF risks, reporting institutions are required to have the following processes in place:
- (a) documenting their PF risk assessments and findings;
  - (b) keeping the assessment up-to-date through a periodic review; and
  - (c) having appropriate mechanisms to provide PF risk assessment information to the supervisory authority.
- S** 10.4.5 Reporting institutions shall be guided by the results of the NRA and related thematic risk assessment issued in conducting their own risk assessments and shall take enhanced measures to manage and mitigate the risks identified in the NRA.

## 10.5 PF Risk Mitigation

- S** 10.5.1 Reporting institutions are required to:
- (a) have policies, procedures and controls to manage and mitigate PF risks that have been identified;
  - (b) monitor the implementation of those policies, procedures, controls and to enhance them if necessary; and
  - (c) take commensurate measures to manage and mitigate the risks:
    - (i) where higher PF risks are identified, reporting institutions shall introduce enhanced controls to detect possible breaches, non-implementation or evasion of targeted financial sanctions on PF under paragraph 28 of this policy document; and
    - (ii) where lower PF risks are identified, reporting institutions shall ensure that measures to manage and mitigate the risks are commensurate with the level of risk while ensuring full implementation of the targeted financial sanctions on PF under paragraph 28 of this policy document.
- S** 10.5.2 Reporting institutions shall ensure full implementation of the targeted financial sanctions on PF under paragraph 28 of this policy document irrespective of the institutional PF risk level.

## 10.6 Customer Risk Profiling

- S** 10.6.1 Reporting institutions are required to conduct risk profiling on their customers and assign an ML/TF/PF risk rating that is commensurate with their risk profile.
- S** 10.6.2 A risk profile must consider the following factors:
- (a) customer risk (e.g. resident or non-resident, type of customers, occasional or one-off, legal person structure, types of PEP, types of occupation);
  - (b) country or geographical risk (e.g. location of business, origin of customers);
  - (c) products, services, transactions or delivery channels (e.g. cash-based, face-to-face or non face-to-face, cross-border); and
  - (d) any other information suggesting that the customer is of higher risk.
- G** 10.6.3 In identifying countries and geographic risk factors under paragraph 10.6.2(b), reporting institutions may refer to credible sources such as mutual evaluation reports, follow up reports and other relevant reports published by international organisations and other inter-governmental bodies.

- S** 10.6.4 The risk control and mitigation measures implemented by reporting institutions shall be commensurate with the risk profile of the particular customer or type of customer.
- S** 10.6.5 After the initial acceptance of the customer, reporting institutions are required to regularly review and update the customer's risk profile based on their level of ML/TF/PF risks.

### **10.7 AML/CFT/CPF Risk Reporting**

- S** 10.7.1 Reporting institutions shall provide timely reporting of the risk assessment, ML/TF/PF risk profile and the effectiveness of risk control and mitigation measures to the Board and Senior Management. The frequency of reporting shall be commensurate with the level of risks involved and the reporting institution's operating environment.
- G** 10.7.2 The report referred to under paragraph 10.7.1 may include the following:
  - (a) results of AML/CFT/CPF monitoring activities carried out by the reporting institution such as the level of the reporting institution's exposure to ML/TF/PF risks, breakdown of the ML/TF/PF risk exposures based on key activities or customer segments, trends of suspicious transaction reports and cash threshold reports, trends of orders received from law enforcement agencies;
  - (b) details of recent significant risk events, that occur either internally or externally, modus operandi and its impact or potential impact to the reporting institution; and
  - (c) recent developments in AML/CFT/CPF laws and regulations, and its implications to the reporting institution.

### **10.8 Risk Guidance**

- G** 10.8.1 Reporting institutions may refer to the guidance provided in Appendix 1 and guidance papers on the implementation of risk-based approach published by the FATF, FATF style regional bodies or any other internationally recognised institution.

## 11 AML/CFT/CPF Compliance Programme

### 11.1 Policies, Procedures and Controls

- S** 11.1.1 Reporting institutions are required to implement AML/CFT/CPF programmes which correspond to their ML/TF/PF risks and the size of their business.

### 11.2 Board

#### *General*

- S** 11.2.1 Board members must understand their roles and responsibilities in managing ML/TF/PF risks identified by the reporting institution.
- S** 11.2.2 Board members must be cognisant of the ML/TF/PF risks associated with business strategies, delivery channels, segment of customers, and geographical coverage of its business products and services.
- S** 11.2.3 Board members must understand the AML/CFT/CPF measures required by the relevant laws, instruments issued under the AMLA as well as industry's standards and best practices in implementing AML/CFT/CPF measures.

#### *Roles and Responsibilities*

- S** 11.2.4 The Board has the following roles and responsibilities:
- (a) maintain accountability and oversight for establishing AML/CFT/CPF policies and minimum standards;
  - (b) approve policies regarding AML/CFT/CPF measures within the reporting institution, including those required for risk assessment, mitigation and profiling, customer due diligence (CDD), record keeping, enhanced CDD and on-going due diligence, suspicious transaction report and targeted financial sanctions;
  - (c) approve appropriate mechanisms to ensure the AML/CFT/CPF policies are periodically reviewed and assessed in line with changes and developments in the reporting institution's products and services, technology as well as trends in ML/TF/PF;
  - (d) approve an effective internal control system for AML/CFT/CPF and maintain adequate oversight of the overall AML/CFT/CPF measures undertaken by the reporting institution;
  - (e) define the lines of authority and responsibility for implementing AML/CFT/CPF measures and ensure that there is a separation of duty between those implementing the policies and procedures and those enforcing the controls;

- (f) ensure effective internal audit function in assessing and evaluating the robustness and adequacy of controls implemented to prevent ML/TF/PF;
- (g) assess the implementation of the approved AML/CFT/CPF policies through regular reporting and updates by the Senior Management and Audit Committee; and
- (h) establish a Management Information System (MIS) that is reflective of the nature of the reporting institution's operations, size of business, complexity of business operations and structure, risk profiles of products and services offered and geographical coverage.

### **11.3 Senior Management**

- S** 11.3.1 Senior Management is accountable for the implementation and management of AML/CFT/CPF compliance programmes in accordance with policies and procedures established by the Board, requirements of the law, regulations, guidelines and the industry's standards and best practices.

#### ***Roles and Responsibilities***

- S** 11.3.2 The Senior Management has the following roles and responsibilities:
- (a) be aware of and understand the ML/TF/PF risks associated with business strategies, delivery channels and geographical coverage of its business products and services offered and to be offered including new products, new delivery channels and new geographical coverage;
  - (b) formulate AML/CFT/CPF policies to ensure that they are in line with the risks profiles, nature of business, complexity, volume of the transactions undertaken by the reporting institution and its geographical coverage;
  - (c) establish appropriate mechanisms and formulate procedures to effectively implement AML/CFT/CPF policies and internal controls approved by the Board, including the mechanism and procedures to monitor and detect complex and unusual transactions;
  - (d) undertake review and propose to the Board the necessary enhancements to the AML/CFT/CPF policies to reflect changes in the reporting institution's risk profiles, institutional and group business structure, delivery channels and geographical coverage;
  - (e) provide timely periodic reporting to the Board on the level of ML/TF/PF risks facing the reporting institution, strength and adequacy of risk management and internal controls implemented to manage the risks and the latest development on AML/CFT/CPF which may have an impact on the reporting institution;

- (f) allocate adequate resources to effectively implement and administer AML/CFT/CPF compliance programmes that are reflective of the size and complexity of the reporting institution's operations and risk profiles;
- (g) appoint a Compliance Officer at management level at the Head Office and designate a Compliance Officer at management level at each branch or subsidiary;
- (h) provide appropriate levels of AML/CFT/CPF training for its employees at all levels within the organisation;
- (i) ensure that there is a proper channel of communication in place to effectively communicate the AML/CFT/CPF policies and procedures to all levels of employees;
- (j) ensure that AML/CFT/CPF issues raised are addressed in a timely manner; and
- (k) ensure the integrity of its employees by establishing appropriate employee assessment system.

#### **11.4 Compliance Management Arrangements at the Head Office**

- S** 11.4.1 The Compliance Officer acts as the reference point for AML/CFT/CPF matters within the reporting institution.
- S** 11.4.2 The Compliance Officer must have sufficient stature, authority and seniority within the reporting institution to participate and be able to effectively influence decisions relating to AML/CFT/CPF.
- S** 11.4.3 The Compliance Officer is required to be "fit and proper" to carry out his AML/CFT/CPF responsibilities effectively.
- S** 11.4.4 For the purpose of paragraph 11.4.3, "fit and proper" shall include minimum criteria relating to:
  - (a) probity, personal integrity and reputation;
  - (b) competency and capability; and
  - (c) financial integrity.
- S** 11.4.5 The Compliance Officer must have the necessary knowledge and expertise to effectively discharge his roles and responsibilities, including keeping abreast with the latest developments in ML/TF/PF techniques and the AML/CFT/CPF measures undertaken by the industry.
- G** 11.4.6 The Compliance Officer is encouraged to have the relevant AML/CFT/CPF certification or professional qualifications to carry out his responsibilities effectively.
- S** 11.4.7 Reporting institutions are required to ensure that the roles and responsibilities of the Compliance Officer are clearly defined and documented.

- S** 11.4.8 The Compliance Officer has a duty to ensure the following:
- (a) compliance with the AML/CFT/CPF requirements;
  - (b) proper implementation of AML/CFT/CPF policies;
  - (c) effective implementation of appropriate AML/CFT/CPF procedures, including CDD, record-keeping, on-going due diligence, suspicious transaction report and targeted financial sanctions;
  - (d) regular assessment of AML/CFT/CPF mechanism such that it is effective and sufficient to address any change in ML/TF/PF trends;
  - (e) channels of communication from the respective employees to the branch or subsidiary compliance officer and subsequently to the Compliance Officer is secured and information is kept confidential;
  - (f) all employees are aware of the reporting institution's AML/CFT/CPF measures, including policies, control mechanism and reporting channels;
  - (g) internal suspicious transaction reports by the branch or subsidiary compliance officers are appropriately evaluated before being promptly reported to the Financial Intelligence and Enforcement Department, Bank Negara Malaysia;
  - (h) proper identification of ML/TF/PF risks associated with new products or services or risks arising from the reporting institution's operational changes, including the introduction of new technology and processes; and
  - (i) compliance with any other obligations that are imposed under this policy document.
- S** 11.4.9 Reporting institutions are required to inform the Financial Intelligence and Enforcement Department, Bank Negara Malaysia, in writing, within ten working days, on the appointment or change in the appointment of the Compliance Officer, including such details as the name, designation, office address, office telephone number, e-mail address and such other information as may be required.

## **11.5 Employee Screening Procedures**

- 11.5.1 For the purpose of paragraph 11.5, reference to employees includes insurance agents.
- S** 11.5.2 Reporting institutions are required to establish an employee assessment system that is commensurate with the size of operations and risk exposure of reporting institutions to ML/TF/PF.

- S** 11.5.3 The screening procedures under the employee assessment system shall apply upon hiring the employee and throughout the course of employment.
- S** 11.5.4 The employee assessment system under paragraph 11.5.2 shall include:
- (a) an evaluation of an employee's personal information, including criminal records, employment and financial history; and
  - (b) clear parameters or circumstances to trigger re-screening of employees during the course of their employment.
- G** 11.5.5 In conducting financial history assessment, reporting institutions may require employees to submit relevant credit reports or to complete self-declarations on the required information.
- S** 11.5.6 Reporting institutions shall maintain comprehensive records of documents and information relating to, or relied on in, the employee screening process.

#### **11.6 Employee Training and Awareness Programmes**

- S** 11.6.1 Reporting institutions shall conduct awareness and training programmes on AML/CFT/CPF practices and measures for their employees. Such training programmes must be conducted regularly and supplemented with refresher courses at appropriate intervals.
- S** 11.6.2 The employees must be made aware that they may be held personally liable for any failure to observe the AML/CFT/CPF requirements.
- S** 11.6.3 Reporting institutions must make available its AML/CFT/CPF policies and procedures for all employees and its documented AML/CFT/CPF measures must contain at least the following:
- (a) the relevant documents on AML/CFT/CPF issued by Bank Negara Malaysia or relevant supervisory authorities; and
  - (b) the reporting institution's internal AML/CFT/CPF policies and procedures.
- S** 11.6.4 The training conducted for employees must be appropriate to their level of responsibilities in detecting ML/TF/PF activities and the risks of ML/TF/PF identified by reporting institutions.
- S** 11.6.5 Employees who deal directly with customers shall be trained on AML/CFT/CPF prior to dealing with the customer.

- G** 11.6.6 Training for all employees may provide a general background on ML/TF/PF, the requirements of CDD and obligations to monitor and report suspicious transactions to the Compliance Officer.
- G** 11.6.7 In addition, training may be provided to specific categories of employees depending on the nature and scope of their functions:
- (a) Employees who deal directly with customers or establish business relationships may be trained to conduct CDD and on-going due diligence, including circumstances where enhanced CDD is required in higher risk situations. This includes detecting suspicious transactions and taking necessary measures upon determining a transaction to be suspicious; and
  - (b) Employees who are supervisors and managers may be trained on the overall aspects of AML/CFT/CPF procedures and the appropriate risk-based approach to CDD. This includes consequences of non-compliance with requirements set out under this policy document.

### ***Training for Insurance and Takaful Agents***

- S** 11.6.8 Reporting institutions are required to ensure their insurance and takaful agents received initial and on-going training on relevant AML/CFT/CPF obligations.
- S** 11.6.9 The training programme for the insurance and takaful agents shall include the following:
- (a) AML/CFT/CPF policies and procedures of reporting institutions including CDD, verification and record keeping requirements; and
  - (b) the identification and escalation of suspicious transactions to the reporting institution.
- S** 11.6.10 Upon identification of any suspicious transaction, the insurance and takaful agents must report the suspicious transaction to the AML/CFT/CPF Compliance Officer at the reporting institution in accordance with its reporting mechanism.

### **11.7 Independent Audit Function**

- S** 11.7.1 Where relevant, the requirements on independent audit functions shall be read together with any relevant legal instruments, policy documents, guidelines and circulars issued by Bank Negara Malaysia.

- S** 11.7.2 The Board shall ensure regular independent audits of the internal AML/CFT/CPF measures to determine their effectiveness and compliance with the AMLA, its subsidiary legislation, and the relevant documents on AML/CFT/CPF issued by Bank Negara Malaysia as well as the requirements of the relevant laws and regulations of other supervisory authorities, where applicable.
- S** 11.7.3 The Board shall ensure that the roles and responsibilities of the auditor is clearly defined and documented. The roles and responsibilities of the auditor shall include, at a minimum:
- (a) checking and testing the compliance with the AML/CFT/CPF policies, procedures and controls, and effectiveness thereof; and
  - (b) assessing whether current measures are in line with the latest developments and changes to the relevant AML/CFT/CPF requirements.
- S** 11.7.4 The Board shall determine and ensure that the frequency and scope of independent audits conducted commensurate with the ML/TF/PF risks and vulnerabilities assessed by the reporting institution.
- S** 11.7.5 The scope of the independent audit shall include, at a minimum:
- (a) compliance with the AMLA, its subsidiary legislation and instruments issued under the AMLA;
  - (b) compliance with the reporting institution's internal AML/CFT/CPF policies and procedures;
  - (c) adequacy and effectiveness of the AML/CFT/CPF compliance programme; and
  - (d) reliability, integrity and timeliness of the internal and regulatory reporting and management of information systems.
- G** 11.7.6 In determining the frequency of the independent audit, reporting institutions may be guided by the following circumstances:
- (a) structural changes to the business of the reporting institutions such as mergers and acquisition;
  - (b) changes to the number or volume of transactions reported to the Financial Intelligence and Enforcement Department, Bank Negara Malaysia;
  - (c) introduction of new products and services or new delivery channels; or
  - (d) previous non-compliance relating to AML/CFT/CPF requirements which resulted in enforcement and/or supervisory actions taken against the reporting institution.

- S** 11.7.7 Reporting institutions shall comply with any additional requirements on the frequency and scope of the independent audit as specified by Bank Negara Malaysia.
- S** 11.7.8 The auditor must submit a written audit report to the Board to highlight the assessment on the effectiveness of established AML/CFT/CPF measures and inadequacies in internal controls and procedures including recommended corrective measures.
- S** 11.7.9 Reporting institutions must ensure that such audit findings and the necessary corrective measures undertaken are made available to the Financial Intelligence and Enforcement Department, Bank Negara Malaysia and relevant supervisory authorities, upon request.

## 12 New Products and Business Practices

- S** 12.1 Reporting institutions are required to identify and assess the ML/TF/PF risks that may arise in relation to the development of new products and business practices, including new delivery mechanisms and the use of new or developing technologies for both new and pre-existing products.
  
- S** 12.2 Reporting institutions are required to:
  - (a) undertake risk assessment prior to the launch or use of such products, practices and technologies; and
  - (b) take appropriate measures to manage and mitigate the risks.

## 13 Applicability to Financial Group, Foreign Branches and Subsidiaries

### 13.1 Financial Group

13.1.1 The requirements under this paragraph are only applicable to reporting institutions that are part of a financial group.

**S** 13.1.2 A financial holding company under the FSA or IFSA or a licensed person under the FSA or IFSA who is a holding company in a group of corporations, as the case may be, is required to implement group-wide programmes against ML/TF/PF. These programmes must be applicable and appropriate to all branches and subsidiaries of the group. These shall include the following measures:

- (a) framework for AML/CFT/CPF Compliance programme at the group level;
- (b) appoint a Group Compliance Officer at management level;
- (c) policies and procedures for sharing information required for the purposes of CDD and ML/TF/PF risk management;
- (d) the provision of customer, account and transaction information from branches and subsidiaries when necessary for AML/CFT/CPF purposes; and
- (e) safeguards on the confidentiality and use of information exchanged.

**S** 13.1.3 A Group Compliance Officer is responsible for developing, coordinating and making a group-wide assessment for the implementation of a single AML/CFT/CPF strategy, including mandatory policies and procedures, and the authorisation to give directions to all branches and subsidiaries.

### 13.2 Foreign Branches and Subsidiaries

**S** 13.2.1 Reporting institutions are required to closely monitor their foreign branches or subsidiaries operating in jurisdictions with inadequate AML/CFT/CPF laws and regulations as highlighted by the FATF or the Government of Malaysia.

**S** 13.2.2 Reporting institutions and financial groups shall ensure that their foreign branches and subsidiaries apply AML/CFT/CPF measures in a manner that is consistent with the AML/CFT/CPF requirements in Malaysia. Where the minimum AML/CFT/CPF requirements of the host country are less stringent than those of Malaysia, the reporting institution must apply Malaysia's AML/CFT/CPF requirements, to the extent that host country laws and regulations permit.

- S** 13.2.3 If the host country does not permit the proper implementation of AML/CFT/CPF measures in a manner that is consistent with the AML/CFT/CPF requirements in Malaysia, the reporting institution and financial group are required to apply additional measures to manage the ML/TF/PF risks, and report to their supervisors in Malaysia on the AML/CFT/CPF gaps and additional measures implemented to manage the ML/TF/PF risks arising from the identified gaps.
- G** 13.2.4 The reporting institution and financial group may consider ceasing the operations of the said branch or subsidiary that is unable to put in place the necessary mitigating controls as required under paragraph 13.2.3.

## 14 Customer Due Diligence (CDD)

### 14A CDD: Banking and Deposit-Taking Institutions

- S** 14A.1 Reporting institutions are required to conduct CDD on customers and persons conducting the transaction, when:
- (a) establishing business relations;
  - (b) providing money-changing and wholesale currency business;
  - (c) providing wire transfer services;
  - (d) providing electronic-money (e-money);
  - (e) carrying out occasional transactions involving an amount equivalent to RM25,000 and above, including in situations where the transaction is carried out in a single transaction or through several transactions in a day that appear to be linked;
  - (f) carrying out cash transactions involving an amount equivalent to RM25,000 and above;
  - (g) it has any suspicion of ML/TF/PF, regardless of amount; or
  - (h) it has any doubt about the veracity or adequacy of previously obtained information.
- S** 14A.2 Reporting institutions shall refer to paragraph 14A.11 on specific CDD measures in relation to paragraphs 14A.1(b), (c) and (d).
- S** 14A.3 When conducting CDD, reporting institutions are required to:
- (a) identify the customer and verify that customer's identity using reliable, independent source documents, data or information;
  - (b) verify that any person acting on behalf of the customer is so authorised, and identify and verify the identity of that person;
  - (c) identify the beneficial owner and take reasonable measures to verify the identity of the beneficial owner, using the relevant information or data obtained from a reliable source, such that the reporting institution is satisfied that it knows who the beneficial owner is; and
  - (d) understand, and where relevant, obtain information on the purpose and intended nature of the business relationship.
- S** 14A.4 Where applicable, in conducting CDD, reporting institutions are required to comply with requirements on targeted financial sanctions in relation to:
- (a) terrorism financing under paragraph 27;
  - (b) proliferation financing of weapons of mass destruction under paragraph 28; and
  - (c) other UN-sanctions under paragraph 29.

### **Verification**

- S** 14A.5 Reporting institutions must verify and be satisfied with the identity of the customer or beneficial owner through reliable and independent documentation, electronic data or any other measures that reporting institutions deem necessary.
- S** 14A.6 Reporting institutions shall determine the extent of verification method that commensurate with the identified ML/TF/PF risks.
- S** 14A.7 Reporting institutions must be satisfied with the veracity of the information referred to in paragraph 14A.5 when verifying the identity of customer or beneficial owner.
- S** 14A.8 Reporting institutions shall verify the identity of the customer or beneficial owner before, or during, the course of establishing a business relationship or conducting a transaction for an occasional customer.

### **14A.9 Standard CDD Measures**

#### ***Individual Customer and Beneficial Owner***

- S** 14A.9.1 In conducting CDD, the reporting institution is required to identify an individual customer and beneficial owner, by obtaining at least the following information:
  - (a) full name;
  - (b) National Registration Identity Card (NRIC) number or passport number or reference number of any other official documents of the customer or beneficial owner;
  - (c) residential and mailing address;
  - (d) date of birth;
  - (e) nationality;
  - (f) occupation type;
  - (g) name of employer or nature of self-employment or nature of business;
  - (h) contact number (home, office or mobile); and
  - (i) purpose of transaction.
- S** 14A.9.2 Reporting institutions shall verify the identity of the customer and beneficial owner.

### **Legal Persons**

- S** 14A.9.3 For customers that are legal persons, reporting institutions are required to understand the nature of the customer's business, its ownership and control structure.
- S** 14A.9.4 Reporting institutions are required to identify the customer and verify its identity through the following information:
- (a) name, legal form and proof of existence, such as Certificate of Incorporation/ Constitution/ Partnership Agreement (certified true copies/duly notarised copies, may be accepted), unique identifier such as tax identification number or any other reliable references to verify the identity of the customer;
  - (b) the powers that regulate and bind the customer such as directors' resolution, as well as the names of relevant persons having a Senior Management position; and
  - (c) the address of the registered office and, if different, a principal place of business.
- S** 14A.9.5 Reporting institutions are required to identify and verify the person authorised to represent the company or business in writing either by means of a letter of authority or directors' resolution when dealing with such person.
- S** 14A.9.6 Reporting institutions are required to identify and take reasonable measures to verify the identity of beneficial owners according to the following cascading steps:
- (a) the identity of the natural person(s) (if any) who ultimately has a controlling ownership interest in a legal person. At a minimum, this includes identifying the directors/ shareholders with equity interest of more than twenty-five percent/partners;
  - (b) to the extent that there is doubt as to whether the person(s) with the controlling ownership interest is the beneficial owner(s) referred to in paragraph 14A.9.6(a) or where no natural person(s) exert control through ownership interests, the identity of the natural person (if any) exercising control of the legal person through other means; and
  - (c) where no natural person is identified under paragraphs 14A.9.6(a) or (b), the identity of the relevant natural person who holds the position of Senior Management.

For the avoidance of doubt, reporting institutions are not required to pursue steps (b) and (c) in circumstances where beneficial owner(s) have been identified through step (a). Similarly, where beneficial owner(s) have been identified at step (b), reporting institutions are not required to pursue step (c).

- S** 14A.9.7 Where there is any doubt as to the identity of persons referred to under paragraphs 14A.9.4, 14A.9.5 and 14A.9.6, the reporting institution shall:
- (a) conduct a basic search or enquiry on the background of such person to ensure that the person has not been or is not in the process of being dissolved or liquidated, or is a bankrupt; and
  - (b) verify the authenticity of the information provided by such person with the Companies Commission of Malaysia, Labuan Financial Services Authority or any other relevant authority.
- S** 14A.9.8 Reporting institutions are exempted from obtaining a copy of the Certificate of Incorporation or Constitution and from verifying the identity of directors and shareholders of the legal person which fall under the following categories:
- (a) public listed companies or corporations listed in Bursa Malaysia;
  - (b) foreign public listed companies:
    - (i) listed in recognised exchanges; and
    - (ii) not listed in higher risk countries;
  - (c) foreign financial institutions that are not from higher risk countries;
  - (d) an authorised person under the FSA and the IFSA (i.e. any person that has been granted a license or approval);
  - (e) persons licensed or registered under the Capital Markets and Services Act 2007;
  - (f) licensed entities under the Labuan Financial Services and Securities Act 2010 and Labuan Islamic Financial Services and Securities Act 2010;
  - (g) prescribed institutions under the DFIA; or
  - (h) licensed entities under the MSBA.
- S** 14A.9.9 Notwithstanding the above, reporting institutions are required to identify and maintain the information relating to the identity of the directors and shareholders of legal persons referred to in paragraph 14A.9.8(a) to (h), through a public register, other reliable sources or based on information provided by the customer.
- G** 14A.9.10 Reporting institutions may refer to the Directives in relation to Recognised Stock Exchanges (R/R 6 of 2012) issued by Bursa Malaysia in determining foreign exchanges that are recognised.

### ***Legal Arrangements***

- S** 14A.9.11 For customers that are legal arrangements, reporting institutions are required to understand the nature of the customer's business, its ownership and control structure.
- S** 14A.9.12 Reporting institutions are required to identify the customer and verify its identity through the following information:
- (a) name, legal form and proof of existence, such as trust deed or equivalent document, the unique identifier such as tax identification number or equivalent, or any reliable references to verify the identity of the customer;
  - (b) the powers that regulate and bind the customer, as well as the names of relevant persons having a Senior Management position; and
  - (c) the address of the registered office, and if different, a principal place of business.
- S** 14A.9.13 Reporting institutions are required to identify and take reasonable measures to verify the identity of beneficial owners through the following information:
- (a) for trusts, the identity of the settlor, the trustee(s), the protector (if any), the beneficiary or class of beneficiaries and objects of a power, and any other natural person exercising ultimate effective control over the trust (including through the chain of control/ownership); or
  - (b) for other types of legal arrangements, the identity of persons in equivalent or similar positions.
- S** 14A.9.14 Reporting institutions are required to take measures to ensure that trustees or persons holding equivalent positions in similar legal arrangements disclose their status when, in their function, establishing business relations or carrying out any or an occasional transaction.
- G** 14A.9.15 Reporting institutions may rely on a third party to verify the identity of the beneficiaries when it is not practical to identify every beneficiary.
- S** 14A.9.16 Where reliance is placed on third parties under paragraph 14A.9.15, reporting institutions are required to comply with paragraph 16 on Reliance on Third Parties.

### ***Clubs, Societies and Charities***

- S** 14A.9.17 For customers that are clubs, societies or charities, reporting institutions shall conduct the CDD requirements applicable for legal persons or legal arrangements, as the case may be, and require them to furnish the relevant identification documents including Certificate of Registration and other constituent documents. In addition, reporting institutions are required to identify and verify the office bearer or any person authorised to represent the club, society or charity, as the case may be.
- S** 14A.9.18 Reporting institutions are also required to take reasonable measures to identify and verify the beneficial owners of the clubs, societies or charities.
- S** 14A.9.19 Where there is any doubt as to the identity of persons referred to under paragraphs 14A.9.17 and 14A.9.18, the reporting institution shall verify the authenticity of the information provided by such person with the Registrar of Societies, Labuan Financial Services Authority, Companies Commission of Malaysia, Legal Affairs Division under the Prime Minister's Department or any other relevant authority.

### ***Counter-party***

- S** 14A.9.20 Where the reporting institution establishes a relationship with a counter-party, the reporting institution must be satisfied that the counter-party is properly regulated and supervised.
- S** 14A.9.21 Reporting institutions are required to ensure that the counter-party's CDD process is adequate and the mechanism to identify and verify its customers is reliable and consistent with the requirements in Malaysia.

### ***Beneficiary account***

- S** 14A.9.22 In the case of beneficiary accounts, reporting institutions are required to perform CDD on the beneficiary and the person acting on behalf of the beneficiary, on an individual basis.
- S** 14A.9.23 In the event that identification on an individual basis cannot be performed, for example where the interests of a group of beneficiaries are pooled together without specific allocation to known individuals, the reporting institution is required to satisfy itself that the funds in the account are not maintained in the interest of other parties which have no relationship with the account.

- G** 14A.9.24 Reporting institutions may rely on a third party when they are unable to conduct CDD on the clients of professionals, such as legal firms or accountants acting on behalf of their clients.
- S** 14A.9.25 Where reliance is placed on a third party under paragraph 14A.9.24, reporting institutions are required to comply with paragraph 16 on Reliance on Third Parties.
- S** 14A.9.26 In the event where the person acting on behalf of the beneficiary is unable or refuses to provide the information on the identity of the beneficiaries or give a written undertaking (where applicable), reporting institutions are to comply with the requirements under paragraph 14A.16 on Failure to Satisfactorily Complete CDD.

### ***Private Banking***

- S** 14A.9.27 Reporting institutions are required to conduct CDD in accordance with the assessed level of ML/TF/PF risks of private banking customers.

### ***Credit Cards***

- S** 14A.9.28 Reporting institutions are required to conduct appropriate CDD on the supplementary cardholders associated with the personal card account or employees holding corporate cards for the purpose of identification and verification.

### ***Custody or Safe Deposit Box Services***

- S** 14A.9.29 Reporting institutions are required to be aware of the associated risks arising out of the use of custody or safe deposit box services by its customers.
- S** 14A.9.30 CDD measures for custody or safe deposit box services must be conducted on non-account holders intending to obtain the services.
- S** 14A.9.31 For the purpose of paragraph 14A.9.29, reporting institutions are required to have in place a centralised database on its customers using the custody or safe deposit box services.

## **14A.10 Simplified CDD**

- G** 14A.10.1 Reporting institutions may conduct simplified CDD where ML/TF/PF risks are assessed to be low except where there are instances of higher risks or suspicion of ML/TF/PF.

- S** 14A.10.2 In relation to paragraph 14A.10.1, reporting institutions are required to have the following processes in place:
- (a) conduct adequate analysis of ML/TF/PF risk;
  - (b) establish appropriate mechanisms and internal controls for effective on-going monitoring of customers and transactions to ensure prompt detection of unusual or suspicious transactions;
  - (c) obtain the approval of the Board for the implementation of simplified CDD and document all assessments and approvals; and
  - (d) establish appropriate mechanisms to ensure periodic review of the ML/TF/PF risks where simplified CDD is applied.
- S** 14A.10.3 For simplified CDD, reporting institutions are required to obtain the following information from the customer and beneficial owner:
- (a) full name;
  - (b) NRIC number or passport number or reference number of any other official documents of the customer or beneficial owner;
  - (c) residential and/or mailing address;
  - (d) date of birth; and
  - (e) nationality.
- S** 14A.10.4 Reporting institutions shall verify the identity of the customer and beneficial owner.

***Delayed Verification***

- G** 14A.10.5 In certain circumstances where the ML/TF/PF risks are assessed as low and verification is not possible at the point of establishing the business relationship, the reporting institution may complete verification after the establishment of the business relationship to allow some flexibilities for its customer and beneficial owner to furnish the relevant documents.
- S** 14A.10.6 Where delayed verification applies, the following conditions must be satisfied:
- (a) this occurs as soon as reasonably practicable;
  - (b) the delay is essential so as not to interrupt the reporting institution's normal conduct of business;
  - (c) the ML/TF/PF risks are effectively managed; and
  - (d) there is no suspicion of ML/TF/PF.
- S** 14A.10.7 The term "reasonably practicable" under paragraph 14A.10.6(a) shall not exceed ten working days or any other period as may be specified by Bank Negara Malaysia.

- S** 14A.10.8 Reporting institutions are required to adopt risk management procedures relating to the conditions under which the customer may utilise the business relationship prior to verification, and procedures to mitigate or address the risk of delayed verification.
- G** 14A.10.9 The measures that reporting institutions may take to manage such risks of delayed verification may include limiting the number, types and/or amount of transactions that can be performed.

#### **14A.11 Specific CDD**

##### ***CDD on Money-Changing Business and Wholesale Currency Business***

- S** 14A.11.1 Reporting institutions must conduct CDD and obtain the following information, for transactions involving an amount between RM3,000 to RM10,000:
- (a) full name;
  - (b) NRIC number or passport number or reference number of any other official documents of the customer or beneficial owner;
  - (c) residential and/or mailing address;
  - (d) date of birth;
  - (e) nationality; and
  - (f) purpose of transaction.
- S** 14A.11.2 Reporting institutions shall conduct standard CDD measures for transactions involving an amount equivalent to RM10,000 and above.

##### ***CDD on Wire Transfer***

- S** 14A.11.3 Reporting institutions must conduct CDD and obtain the following information, for transactions involving an amount below RM3,000:
- (a) full name;
  - (b) NRIC number or passport number or reference number of any other official documents of the customer or beneficial owner;
  - (c) residential and/or mailing address;
  - (d) date of birth;
  - (e) nationality; and
  - (f) purpose of transaction.
- S** 14A.11.4 Reporting institutions shall conduct standard CDD measures for transactions involving an amount equivalent to RM3,000 and above.

### ***CDD on E-Money***

- S** 14A.11.5 Reporting institutions are subject to standard CDD measures when any of the following conditions are met:
- (a) the account limit is equivalent to RM5,000 and above;
  - (b) the monthly transaction is equivalent to RM5,000 and above;
  - (c) the annual transaction is equivalent to RM60,000 and above;
  - (d) the account is for payments of goods and/or services outside Malaysia;
  - (e) the account is for cross-border wire transfers; or
  - (f) the account is used for cash withdrawal.
- G** 14A.11.6 Reporting institutions may conduct simplified CDD for account limits between RM3,000 and RM4,999, when all the following conditions are met:
- (a) the monthly transaction is below RM5,000;
  - (b) the annual transaction is below RM60,000;
  - (c) the account is used for payments of goods and/or services within Malaysia only;
  - (d) the account is used for domestic wire transfers; and
  - (e) cash withdrawal or cross-border wire transfers are not permitted.
- S** 14A.11.7 Reporting institutions are required to conduct simplified CDD at a minimum, where the account limit is below RM3,000 and may be used for domestic wire transfers.
- S** 14A.11.8 In relation to paragraphs 14A.11.6 and 14A.11.7, reporting institutions shall ensure the e-money account is linked to the following for reload and refund purposes:
- (a) customer's current or savings account maintained with a licensed bank under the FSA or licensed Islamic bank under the IFSA, or any other prescribed institution under the DFIA; or
  - (b) customer's credit card, credit card-i, debit card, debit card-i, charge card or charge card-i account maintained with approved issuers under the FSA or IFSA.
- G** 14A.11.9 Notwithstanding the account limits, reporting institutions may apply simplified CDD for e-money accounts used for specific purpose payments only, with prior approval from Bank Negara Malaysia. The term "specific purpose payments" refer to payments of goods and/or services for a limited and well-defined usage, accepted at specific points of sales.

- G** 14A.11.10 Reporting institutions may refer to Appendix 3 for guidance on CDD measures for e-money.

#### **14A.12 Enhanced CDD**

- S** 14A.12.1 Reporting institutions are required to perform enhanced CDD where the ML/TF/PF risks are assessed as higher risk. An enhanced CDD, shall include at least, the following:
- (a) obtaining CDD information under paragraph 14A.9;
  - (b) obtaining additional information on the customer and beneficial owner (e.g. volume of assets and other information from public databases);
  - (c) enquiring on the source of wealth or source of funds. In the case of PEPs, both sources must be obtained; and
  - (d) obtaining approval from the Senior Management of the reporting institution before establishing (or continuing, for existing customer) such business relationship with the customer. In the case of PEPs, Senior Management refers to Senior Management at the head office.
- G** 14A.12.2 In addition to paragraph 14A.12.1, reporting institutions may also consider the following enhanced CDD measures in line with the ML/TF/PF risks identified:
- (a) obtaining additional information on the intended level and nature of the business relationship;
  - (b) where relevant, obtain additional information on the beneficial owner of the beneficiaries (e.g. occupation, volume of assets, information available through public databases);
  - (c) inquiring on the reasons for intended or performed transactions; and
  - (d) requiring the first payment to be carried out through an account in the customer's name with a bank subject to similar CDD measures.

### 14A.13 On-Going Due Diligence

- S** 14A.13.1 Reporting institutions are required to conduct on-going due diligence on the business relationship with its customers. Such measures shall include:
- (a) scrutinising transactions undertaken throughout the course of that relationship to ensure that the transactions being conducted are consistent with the reporting institution's knowledge of the customer, their business and risk profile, including where necessary, the source of funds; and
  - (b) ensuring that documents, data or information collected under the CDD process is kept up-to-date and relevant, by undertaking reviews of existing records particularly for higher risk customers.
- G** 14A.13.2 In conducting on-going due diligence, reporting institutions may take into consideration the economic background and purpose of any transaction or business relationship which:
- (a) appears unusual;
  - (b) is inconsistent with the expected type of activity and business model when compared to the volume of transaction;
  - (c) does not have any apparent economic purpose; or
  - (d) casts doubt on the legality of such transactions, especially with regard to complex and large transactions or involving higher risk customers.
- S** 14A.13.3 The frequency in implementing paragraph 14A.13.1(a) under on-going due diligence and enhanced on-going due diligence shall be commensurate with the level of ML/TF/PF risks posed by the customer based on the risk profiles and nature of transactions.
- S** 14A.13.4 Reporting institutions shall periodically review its on-going due diligence measures to ensure it remains relevant and effective for accurate customer risk profiles and proportionate risk-based measures.
- S** 14A.13.5 When conducting enhanced on-going due diligence, reporting institutions are required to:
- (a) increase the number and timing of controls applied; and
  - (b) select patterns of transactions that need further examination.

#### **14A.14 Existing Customers – Materiality and Risk**

- 14A.14.1 Existing customers in this paragraph refers to those that are customers prior to the CDD obligations under section 16 of the AMLA becoming applicable to the reporting institution.
- S** 14A.14.2 Reporting institutions are required to apply CDD requirements to existing customers on the basis of materiality and risk.
- S** 14A.14.3 Reporting institutions are required to conduct CDD on such existing relationships at appropriate times, taking into account whether and when CDD measures have previously been undertaken and the adequacy of data obtained.
- G** 14A.14.4 In assessing materiality and risk of existing customers under paragraph 14A.14.2, reporting institutions may consider the following circumstances:
- (a) the nature and circumstances surrounding the transaction including the significance of the transaction;
  - (b) any material change in the way the account or business relationship is operated; or
  - (c) insufficient information held on the customer or change in customer's information.

#### **14A.15 Non Face-to-Face Business Relationship**

- G** 14A.15.1 Reporting institutions may establish non face-to-face (non-FTF) business relationships with its customers.
- S** 14A.15.2 The requirements on non-FTF business relationship shall be read together with the Electronic Know Your Customer (e-KYC) policy document and any relevant policy document, guidelines or circulars issued pursuant to the e-KYC policy document.
- S** 14A.15.3 Reporting institutions shall obtain approval from their Board prior to the implementation of non-FTF business relationships.
- S** 14A.15.4 Reporting institutions must comply with any additional measures imposed on the implementation of non-FTF as deemed necessary by Bank Negara Malaysia.
- S** 14A.15.5 Reporting institutions are required to be vigilant in establishing and conducting business relationships via electronic means, which includes mobile channel and online channel.

- S** 14A.15.6 The Board shall set and ensure the effective implementation of appropriate policies and procedures to address any specific ML/TF/PF risks associated with the implementation of non-FTF business relationships, as well as operational and information technology risks.
- S** 14A.15.7 Reporting institutions shall ensure and be able to demonstrate on a continuing basis that appropriate measures for identification and verification of the customer's identity through e-KYC are secure and effective. Measures for identification and verification shall be proportionate to the risk dimensions of e-KYC.
- G** 14A.15.8 In relation to paragraph 14A.15.7, where reference is made to face-to-face processes, this should mainly serve as a guide on the minimum expected baseline.
- S** 14A.15.9 In relation to paragraph 14A.15.7, reporting institutions shall take measures to identify and verify the customer's identity through any of the following:
- (a) establishing independent contact with the customer;
  - (b) verifying the customer's information against reliable and independent sources to confirm the customer's identity and identifying any known or suspected ML/TF/PF risks associated with the customer; or
  - (c) requesting, sighting and maintaining records of additional documents required to perform face-to-face customer verifications.
- S** 14A.15.10 Reporting institutions must ensure the systems and technologies developed and used for the purpose of establishing business relationships using non-FTF channels (including verification of identification documents) have capabilities to support an effective AML/CFT/CPF compliance programme.

#### **14A.16 Failure to Satisfactorily Complete CDD**

- S** 14A.16.1 Where a reporting institution is unable to comply with CDD requirements;
- (a) the reporting institution shall not open the account, commence business relations or perform any transaction in relation to a potential customer, or shall terminate business relations in the case of an existing customer; and
  - (b) the reporting institution must consider lodging a suspicious transaction report under paragraph 22.

### **14A.17 CDD and Tipping-Off**

- S** 14A.17.1 In cases where the reporting institution forms a suspicion of ML/TF/PF and reasonably believes that performing the CDD process would tip-off the customer, the reporting institution is permitted not to pursue the CDD process, document the basis for not completing the CDD and immediately file a suspicious transaction report under paragraph 22.
- G** 14A.17.2 Notwithstanding paragraph 14A17.1, the reporting institution may consider proceeding with the transaction itself for purposes of furthering any inquiry or investigation of the ML/TF/PF suspicion.

## 14B CDD: Insurance and Takaful

### 14B.1 General

- S** 14B.1.1 For any business transactions secured through agents, reporting institutions shall ensure their agents perform CDD as specified in this policy document.
- S** 14B.1.2 Reporting institutions are required to set out the processes that must be undertaken by the agents in conducting CDD as well as appropriate enforceable action by reporting institutions in the arrangement or agreement with agents.
- S** 14B.2 Reporting institutions are required to conduct CDD on customers and persons conducting the transaction, when:
- (a) establishing business relations;
  - (b) it has any suspicion of ML/TF/PF, regardless of amount; or
  - (c) it has any doubt about the veracity or adequacy of previously obtained information.
- S** 14B.3 When conducting CDD, reporting institutions are required to:
- (a) identify the customer and verify that customer's identity using reliable, independent source documents, data or information;
  - (b) verify that any person acting on behalf of the customer is so authorised, and identify and verify the identity of that person;
  - (c) identify the beneficial owner and take reasonable measures to verify the identity of the beneficial owner, using the relevant information or data obtained from a reliable source, such that the reporting institution is satisfied that it knows who the beneficial owner is; and
  - (d) understand, and where relevant, obtain information on the purpose and intended nature of the business relationship.
- S** 14B.4 Where applicable, in conducting CDD, reporting institutions are required to comply with requirements on targeted financial sanctions in relation to:
- (a) terrorism financing under paragraph 27;
  - (b) proliferation financing of weapons of mass destruction under paragraph 28; and
  - (c) other UN-sanctions under paragraph 29.

### **Verification**

- S** 14B.5 Reporting institutions must verify and be satisfied with the identity of the customer or beneficial owner through reliable and independent documentation, electronic data or any other measures that reporting institutions deem necessary.
- S** 14B.6 Reporting institutions shall determine the extent of verification method that commensurate with the identified ML/TF/PF risks.

- S** 14B.7 Reporting institutions must be satisfied with the veracity of the information referred to in paragraph 14B.5 when verifying the identity of customer or beneficial owner.
- S** 14B.8 Reporting institutions are not required to conduct verification on insurance policy / takaful certificate owners sold via any banking institution if it is satisfied that prior verification has been conducted by the banking institution in accordance with paragraph 16 on Reliance on Third Parties.
- S** 14B.9 Reporting institutions shall verify the identity of the customer or beneficial owner before, or during, the course of establishing a business relationship.
- G** 14B.10 Reporting institutions may choose not to conduct further verification on previously conducted CDD in the following circumstances:
  - (a) for renewal and reinstatement of policies/certificates with no significant changes to the terms and conditions of the insurance policy/takaful certificate (including benefits under the insurance policy/takaful certificate); or
  - (b) for applications of pure insurance/takaful covers which do not provide for payment of surrender values, including hospital and surgical insurance, critical illness insurance and pure term life insurance/family takaful covers.

#### 14B.11 Standard CDD Measures

##### ***Individual Customer and Beneficial Owner***

- S** 14B.11.1 In conducting CDD, the reporting institution is required to identify an individual customer and beneficial owner, by obtaining at least the following information:
  - (a) full name;
  - (b) National Registration Identity Card (NRIC) number or passport number or reference number of any other official documents of the customer or beneficial owner;
  - (c) residential and mailing address;
  - (d) date of birth;
  - (e) nationality;
  - (f) occupation type;
  - (g) name of employer or nature of self-employment or nature of business;
  - (h) contact number (home, office or mobile); and
  - (i) purpose of transaction.
- S** 14B.11.2 Reporting institutions shall verify the identity of the customer and beneficial owner.

### **Beneficiaries**

- S** 14B.11.3 In addition to the CDD measures required under paragraph 14B.3, reporting institutions are also required to conduct the following CDD measures on the beneficiary, as soon as the beneficiary is identified/designated:
- (a) for a beneficiary that is identified as a specifically named natural person, by identifying the following:
    - (i) full name;
    - (ii) NRIC number or passport number or reference number of any other official documents of the beneficiary;
    - (iii) date of birth; and
    - (iv) address.
  - (b) for a beneficiary that is identified as a specifically named legal person or legal arrangement, by identifying the following:
    - (i) name, legal form and proof of existence;
    - (ii) date of incorporation; and
    - (iii) address.
  - (c) for a beneficiary that is designated by characteristics or by class or by other means, the reporting institution shall obtain sufficient information (e.g. under a will of testament) concerning the beneficiary so as to satisfy itself that it will be able to establish the identity of the beneficiary at the time of the payout.
- S** 14B.11.4 For the purposes of paragraphs 14B.11.3 (a), (b) and (c), the verification of the identity of the beneficiary must occur latest at the time of the payout.
- G** 14B.11.5 Reporting institutions may rely on a third party to verify the identity of the beneficiaries.

### **Group Customers**

- S** 14B.11.6 Reporting institutions are required to identify and verify the customer (i.e. master policy/certificate owner) at the point of sale.
- S** 14B.11.7 Reporting institutions are required to establish the necessary mechanisms to identify the beneficiaries (i.e. insured members) of group policies/group takaful certificates at the point of sale, either from the master policy/certificate owner or directly from the insured members, to ensure compliance with CDD obligations and requirements on targeted financial sanctions under paragraphs 27, 28 and 29.

- S** 14B.11.8 Reporting institutions are required to verify the identity of beneficiaries of group policies/group takaful certificates latest at the time of payout.

***Legal Persons***

- S** 14B.11.9 For customers that are legal persons, reporting institutions are required to understand the nature of the customer's business, its ownership and control structure.
- S** 14B.11.10 Reporting institutions are required to identify the customer and verify its identity through the following information:
- (a) name, legal form and proof of existence, such as Certificate of Incorporation/ Constitution/ Partnership Agreement (certified true copies/duly notarised copies, may be accepted), unique identifier such as tax identification number or any other reliable references to verify the identity of the customer;
  - (b) the powers that regulate and bind the customer such as directors' resolution, as well as the names of relevant persons having a Senior Management position; and
  - (c) the address of the registered office and, if different, a principal place of business.
- S** 14B.11.11 Reporting institutions are required to identify and verify the person authorised to represent the company or business either by means of a letter of authority or directors' resolution when dealing with such person.
- S** 14B.11.12 Reporting institutions are required to identify and take reasonable measures to verify the identity of beneficial owners according to the following cascading steps:
- (a) the identity of the natural person(s) (if any) who ultimately has a controlling ownership interest in a legal person. At a minimum, this includes identifying the directors/ shareholders with equity interest of more than twenty-five percent/partners;
  - (b) to the extent that there is doubt as to whether the person(s) with the controlling ownership interest is the beneficial owner(s) referred to in paragraph 14B.11.12(a) or where no natural person(s) exert control through ownership interests, the identity of the natural person (if any) exercising control of the legal person through other means; and
  - (c) where no natural person is identified under paragraphs 14B.11.12(a) or (b), the identity of the relevant natural person who holds the position of Senior Management.

For the avoidance of doubt, reporting institutions are not required to pursue steps (b) and (c) in circumstances where beneficial owner(s) have been identified through step (a). Similarly, where beneficial owner(s) have been identified at step (b), reporting institutions are not required to pursue step (c).

- S** 14B.11.13 Where there is any doubt as to the identity of persons referred to under paragraphs 14B.11.10, 14B.11.11 and 14B.11.12, the reporting institution shall:
- (a) conduct a basic search or enquiry on the background of such person to ensure that the person has not been or is not in the process of being dissolved or liquidated, or is a bankrupt; and
  - (b) verify the authenticity of the information provided by such person with the Companies Commission of Malaysia, Labuan Financial Services Authority or any other relevant authority.
- S** 14B.11.14 Reporting institutions are exempted from obtaining a copy of the Certificate of Incorporation or Constitution and from verifying the identity of directors and shareholders of the legal person which fall under the following categories:
- (a) public listed companies or corporations listed in Bursa Malaysia;
  - (b) foreign public listed companies:
    - (i) listed in recognised exchanges; and
    - (ii) not listed in higher risk countries;
  - (c) foreign financial institutions that are not from higher risk countries;
  - (d) an authorised person under the FSA and the IFSA (i.e. any person that has been granted a license or approval);
  - (e) persons licensed or registered under the Capital Markets and Services Act 2007;
  - (f) licensed entities under the Labuan Financial Services and Securities Act 2010 and Labuan Islamic Financial Services and Securities Act 2010;
  - (g) prescribed institutions under the DFIA; or
  - (h) licensed entities under the MSBA.
- S** 14B.11.15 Notwithstanding the above, reporting institutions are required to identify and maintain the information relating to the identity of the directors and shareholders of legal persons referred to in paragraph 14B.11.14(a) to (h), through a public register, other reliable sources or based on information provided by the customer.

- G** 14B.11.16 Reporting institutions may refer to the Directives in relation to Recognised Stock Exchanges (R/R 6 of 2012) issued by Bursa Malaysia in determining foreign exchanges that are recognised.

***Legal Arrangements***

- S** 14B.11.17 For customers that are legal arrangements, reporting institutions are required to understand the nature of the customer's business, its ownership and control structure.
- S** 14B.11.18 Reporting institutions are required to identify the customer and verify its identity through the following information:
- (a) name, legal form and proof of existence, such as trust deed or equivalent document, the unique identifier such as tax identification number or equivalent, any reliable references to verify the identity of the customer;
  - (b) the powers that regulate and bind the customer, as well as the names of relevant persons having a Senior Management position; and
  - (c) the address of the registered office, and if different, a principal place of business.
- S** 14B.11.19 Reporting institutions are required to identify and take reasonable measures to verify the identity of beneficial owners through the following information:
- (a) for trusts, the identity of the settlor, the trustee(s), the protector (if any), the beneficiary or class of beneficiaries and objects of a power, and any other natural person exercising ultimate effective control over the trust (including through the chain of control/ownership); or
  - (b) for other types of legal arrangements, the identity of persons in equivalent or similar positions.
- S** 14B.11.20 For the purpose of identifying beneficiaries of trusts that are designated by characteristics or by class under paragraph 14B.11.19, reporting institutions are required to obtain sufficient information concerning the beneficiary in order to be satisfied that it would be able to establish the identity of the beneficiary at the time of the payout or when the beneficiary intends to exercise vested rights.
- S** 14B.11.21 Reporting institutions are required to take measures to ensure that trustees or persons holding equivalent positions in similar legal arrangements disclose their status when, in their function, establishing business relations or carrying out any transaction.
- G** 14B.11.22 Reporting institutions may rely on a third party to verify the identity of the beneficiaries when it is not practical to identify every beneficiary.

- S** 14B.11.23 Where reliance is placed on third parties under paragraph 14B.11.22, reporting institutions are required to comply with paragraph 16 on Reliance on Third Parties.

#### ***Clubs, Societies and Charities***

- S** 14B.11.24 For customers that are clubs, societies or charities, reporting institutions shall conduct the CDD requirements applicable for legal person or legal arrangements, as the case may be, and require them to furnish the relevant identification documents including Certificate of Registration and constituent documents. In addition, reporting institutions are required to identify and verify the office bearer or any person authorised to represent the club, society or charity, as the case may be.
- S** 14B.11.25 Reporting institutions are also required to take reasonable measures to identify and verify the beneficial owners of the clubs, societies or charities.
- S** 14B.11.26 Where there is any doubt as to the identity of persons referred to under paragraphs 14B.11.24 and 14B.11.25, the reporting institution shall verify the authenticity of the information provided by such person with the Registrar of Societies, Labuan Financial Services Authority, Companies Commission of Malaysia, Legal Affairs Division under the Prime Minister's Department or any other relevant authority.

#### ***Reinsurance/Retakaful Arrangement***

- S** 14B.11.27 Under a reinsurance/ retakaful arrangement, reporting institutions are required to carry out verification only on the ceding company, and not on the ceding company's customers. The following verification procedure applies:
- (a) verification is not required where the ceding company is licensed under the FSA, takaful operator licensed under the IFSA, licensed entities under the Labuan Financial Services and Securities Act 2010 or Labuan Islamic Financial Services and Securities Act 2010; and
  - (b) reinsurers/retakaful operators are required to take necessary steps to verify that the ceding company is authorised to carry on insurance/takaful business in its home jurisdiction which enforces AML/CFT/CPF standards equivalent to those in the AMLA.

#### 14B.12 Simplified CDD

- G** 14B.12.1 Reporting institutions may conduct simplified CDD where ML/TF/PF risks are assessed to be low except where there are instances of higher risks or suspicion of ML/TF/PF.
- G** 14B.12.2 Reporting institutions may refer to the features of low risk insurance policies/takaful certificates as may be issued by Bank Negara Malaysia.
- S** 14B.12.3 In relation to paragraph 14B.12.1, reporting institutions are required to have the following processes in place:
- (a) conduct adequate analysis of ML/TF/PF risk;
  - (b) establish appropriate mechanisms and internal controls for effective on-going monitoring of customers and transactions to ensure prompt detection of unusual or suspicious transactions;
  - (c) obtain the approval of the Board for the implementation of simplified CDD and document all assessments and approvals; and
  - (d) establish appropriate mechanisms to ensure periodic review of the ML/TF/PF risks where simplified CDD is applied.
- S** 14B.12.4 For simplified CDD, reporting institutions are required to obtain the following information from the customer and beneficial owner:
- (a) full name;
  - (b) NRIC number or passport number or reference number of any other official documents of the customer or beneficial owner;
  - (c) residential and/or mailing address;
  - (d) date of birth; and
  - (e) nationality.
- S** 14B.12.5 Reporting institutions shall verify the identity of the customer and beneficial owner.

#### 14B.13 Delayed Verification

- G** 14B.13.1 Reporting institutions may apply delayed verification, where:
- (a) simplified CDD measures apply; or
  - (b) insurance policy/takaful certificate sold with insurance premiums/takaful contribution of below RM5,000 per annum or below RM10,000 for any single premium/takaful contribution insurance policy/takaful certificate.
- S** 14B.13.2 The delayed verification of the customers, beneficial owners and beneficiaries must take place latest at the time of payout.

- S** 14B.13.3 Reporting institutions must have in place measures to prevent transactions from being artificially split to avoid the thresholds as specified in paragraph 14B.13.1(b). Therefore, the aggregated premium/takaful contribution size of multiple policies per customer must be taken into consideration.

#### 14B.14 Enhanced CDD

- S** 14B.14.1 Reporting institutions are required to perform enhanced CDD where the ML/TF/PF risks are assessed as higher risk. An enhanced CDD, shall include at least, the following:
- (a) obtaining CDD information under paragraph 14B.11;
  - (b) obtaining additional information on the customer and beneficial owner (e.g. volume of assets and other information from public databases);
  - (c) inquiring on the source of wealth or source of funds. In the case of PEPs, both sources must be obtained; and
  - (d) obtaining approval from the Senior Management of the reporting institution before establishing (or continuing, for existing customer) such business relationship with the customer. In the case of PEPs, Senior Management refers to Senior Management at the head office.
- S** 14B.14.2 Reporting institutions are required to include the beneficiary of a life insurance policy/family takaful certificate as a relevant risk factor in determining whether enhanced CDD measures are applicable. If the reporting institutions determine that a beneficiary who is a legal person or a legal arrangement presents a higher risk, reporting institutions are required to take enhanced measures which include taking reasonable measures to identify and verify the identity of the beneficial owner of the beneficiary, latest at the time of payout.
- G** 14B.14.3 In addition to paragraph 14B.14.1, reporting institutions may also consider the following enhanced CDD measures in line with the ML/TF/PF risks identified:
- (a) obtaining additional information on the beneficial owner of the beneficiaries (e.g. occupation, volume of assets, information available through public databases); and
  - (b) requiring the first payment to be carried out through an account in the customer's name with a bank subject to similar CDD measures.

### ***In relation to PEPs***

- S** 14B.14.4 Where the beneficiaries or the beneficial owner of the beneficiaries are PEPs and assessed as higher risk at the latest, at the time of payout, reporting institutions are required to:
- (a) inform Senior Management before the payout of the policy/certificate proceeds;
  - (b) conduct enhanced scrutiny on the whole business relationship with the policyholder; and
  - (c) consider lodging a suspicious transaction report.

### **14B.15 On-Going Due Diligence**

- S** 14B.15.1 Reporting institutions are required to conduct on-going due diligence on the business relationship with its customers. Such measures shall include:
- (a) scrutinising transactions undertaken throughout the course of that relationship to ensure that the transactions being conducted are consistent with the reporting institution's knowledge of the customer, their business and risk profile, including where necessary, the source of funds; and
  - (b) ensuring that documents, data or information collected under the CDD process is kept up-to-date and relevant, by undertaking reviews of existing records particularly for higher risk customers.
- G** 14B.15.2 In conducting on-going due diligence, reporting institutions may take into consideration the economic background and purpose of any transaction or business relationship which:
- (a) appears unusual;
  - (b) is inconsistent with the expected type of activity and business model when compared to the volume of transaction;
  - (c) does not have any apparent economic purpose; or
  - (d) casts doubt on the legality of such transactions, especially with regard to complex and large transactions or involving higher risk customers.
- S** 14B.15.3 The frequency in implementing paragraph 14B.15.1(a) under on-going due diligence and enhanced on-going due diligence shall be commensurate with the level of ML/TF/PF risks posed by the customer based on the risk profiles and nature of transactions.
- S** 14B.15.4 Reporting institutions shall periodically review its on-going due diligence measures to ensure it remains relevant and effective for accurate customer risk profiles and proportionate risk-based measures.

- S** 14B.15.5 When conducting enhanced on-going due diligence, reporting institutions are required to:
- (a) increase the number and timing of controls applied; and
  - (b) select patterns of transactions that need further examination.

#### **14B.16 Existing Customers – Materiality and Risk**

- 14B.16.1 Existing customers in this paragraph refers to those that are customers prior to the CDD obligations under section 16 of the AMLA becoming applicable to the reporting institution.
- S** 14B.16.2 Reporting institutions are required to apply CDD requirements to existing customers on the basis of materiality and risk.
- S** 14B.16.3 Reporting institutions are required to conduct CDD on such existing relationships at appropriate times, taking into account whether and when CDD measures have previously been undertaken and the adequacy of data obtained.
- G** 14B.16.4 In assessing materiality and risk of existing customers under paragraph 14B.16.2, reporting institutions may consider the following circumstances:
- (a) the nature and circumstances surrounding the transaction including the significance of the transaction;
  - (b) any material change in the way the account or business relationship is operated; or
  - (c) insufficient information held on the customer or change in customer's information.

#### **14B.17 Non Face-to-Face Business Relationship**

- G** 14B.17.1 Reporting institutions may establish non face-to-face (non-FTF) business relationships with its customers.
- S** 14B.17.2 The requirements on non-FTF business relationship shall be read together with the Electronic Know Your Customer (e-KYC) policy document and any relevant policy document, guidelines or circulars issued pursuant to the e-KYC policy document.
- S** 14B.17.3 Reporting institutions shall obtain approval from their Board prior to the implementation of non-FTF business relationships.
- S** 14B.17.4 Reporting institutions must comply with any additional measures imposed on the implementation of non-FTF as deemed necessary by Bank Negara Malaysia.

- S** 14B.17.5 Reporting institutions are required to be vigilant in establishing and conducting business relationships via electronic means, which includes mobile channel and online channel.
- S** 14B.17.6 The Board shall set and ensure the effective implementation of appropriate policies and procedures to address any specific ML/TF/PF risks associated with the implementation of non-FTF business relationships, as well as operational and information technology risks.
- S** 14B.17.7 Reporting institutions shall ensure and be able to demonstrate on a continuing basis that appropriate measures for identification and verification of the customer's identity through e-KYC are secure and effective. Measures for identification and verification shall be proportionate to the risk dimensions of e-KYC.
- G** 14B.17.8 In relation to paragraph 14B.17.7, where reference is made to face-to-face processes, this should mainly serve as a guide on the minimum expected baseline.
- S** 14B.17.9 In relation to paragraph 14B.17.7, reporting institutions shall take measures to identify and verify the customer's identity through any of the following:
- (a) establishing independent contact with customer;
  - (b) verifying the customer's information against reliable and independent sources to confirm the customer's identity and identifying any known or suspected ML/TF/PF risks associated with the customer; or
  - (c) requesting, sighting and maintaining records of additional documents required to perform face-to-face customer verifications.
- S** 14B.17.10 Reporting institutions must ensure the systems and technologies developed and used for the purpose of establishing business relationships using non-FTF channels (including verification of identification documents) have capabilities to support an effective AML/CFT/CPF compliance programme.

#### 14B.18 Failure to Satisfactorily Complete CDD

- S** 14B.18.1 Where a reporting institution is unable to comply with CDD requirements;
- (a) the reporting institution shall not open the account, commence business relations or perform any transaction in relation to a potential customer, or shall terminate business relations in the case of an existing customer; and
  - (b) the reporting institution must consider lodging a suspicious transaction report under paragraph 22.

#### 14B.19 CDD and Tipping-Off

- S** 14B.19.1 In cases where the reporting institution forms a suspicion of ML/TF/PF and reasonably believes that performing the CDD process would tip-off the customer, the reporting institution is permitted not to pursue the CDD process, document the basis for not completing the CDD and immediately file a suspicious transaction report under paragraph 22.
- G** 14B.19.2 Notwithstanding paragraph 14B.19.1, the reporting institution may consider proceeding with the transaction itself for purposes of furthering any inquiry or investigation of the ML/TF/PF suspicion.

## 14C CDD: Money Services Business

- S** 14C.1 Reporting institutions are required to conduct CDD on customers and persons conducting the transaction, when:
- (a) establishing business relations, where applicable;
  - (b) providing money-changing and wholesale currency business;
  - (c) providing wire transfer/remittance services;
  - (d) it has any suspicion of ML/TF/PF, regardless of the amount transacted; or
  - (e) it has any doubt about the veracity or adequacy of previously obtained information.
- S** 14C.2 Reporting institutions shall refer to paragraph 14C.12 on specific CDD measures in relation to paragraph 14C.1(b) and (c).

### **Notice to Customer**

- S** 14C.3 For the purpose of CDD under paragraphs 14C.1(b) and (c), reporting institutions shall display in a conspicuous position at its approved premises (both physical and digital) a notice, in the format provided below, informing its customers of the CDD requirements:

#### **Notice to Customer**

##### **(Money-changing and wholesale currency business)**

Customer Due Diligence (CDD) is a requirement under the Anti-Money Laundering, Anti-Terrorism Financing and Proceeds of Unlawful Activities Act 2001 (AMLA) and Money Services Business Act 2011 (MSBA). CDD shall be conducted on customer conducting transactions involving an amount equivalent to RM3,000 and above. Please produce your identification document before making any transaction involving an amount equivalent to RM3,000 and above.

Where new business relationships are established through non face-to-face channels, CDD shall be conducted for all such customers, including for transactions below RM3,000.

#### **Notis kepada Pelanggan**

##### **(Pengurusan wang dan perniagaan matawang borong)**

Pelaksanaan Usaha Wajar Pelanggan (*Customer Due Diligence / CDD*) adalah satu keperluan di bawah Akta Pencegahan Pengubahan Wang Haram, Pencegahan Pembiayaan Keganasan dan Hasil daripada Aktiviti Haram 2001 (AMLA) dan Akta Perniagaan Perkhidmatan Wang 2011 (MSBA). Usaha Wajar Pelanggan akan dilaksanakan terhadap pelanggan yang melakukan transaksi dengan nilai bersamaan atau melebihi RM3,000 untuk setiap transaksi. Sila sediakan dokumen pengenalan anda sebelum menjalankan transaksi dengan nilai bersamaan atau melebihi RM3,000 untuk setiap transaksi.

Sekiranya hubungan perniagaan yang baharu dimulakan melalui saluran tanpa bersemuka, Usaha Wajar Pelanggan hendaklah dilaksanakan terhadap semua pelanggan tersebut, termasuk transaksi di bawah RM3,000.

**Notice to Customer**

**(Remittance service)**

Customer Due Diligence (CDD) is a requirement under the Anti-Money Laundering, Anti-Terrorism Financing and Proceeds of Unlawful Activities Act 2001 (AMLA) and Money Services Business Act 2011 (MSBA). CDD shall be conducted on customer conducting any remittance transaction. Please produce your identification document before making any transaction.

**Notis kepada Pelanggan**

**(Perkhidmatan pengirim wang)**

Pelaksanaan Usaha Wajar Pelanggan (*Customer Due Diligence / CDD*) adalah satu keperluan di bawah Akta Pencegahan Pengubahan Wang Haram, Pencegahan Pembiayaan Keganasan dan Hasil daripada Aktiviti Haram 2001 (AMLA) dan Akta Perniagaan Perkhidmatan Wang 2011 (MSBA). Usaha Wajar Pelanggan akan dilaksanakan terhadap pelanggan yang melakukan transaksi pengirim wang. Sila sediakan dokumen pengenalan anda sebelum menjalankan sebarang transaksi.

- S** 14C.4 When conducting CDD, reporting institutions are required to:
- (a) identify the customer and verify that customer's identity using reliable, independent source documents, data or information;
  - (b) verify that any person acting on behalf of the customer is so authorised, and identify and verify the identity of that person;
  - (c) identify the beneficial owner and take reasonable measures to verify the identity of the beneficial owner, using the relevant information or data obtained from a reliable source, such that the reporting institution is satisfied that it knows who the beneficial owner is; and
  - (d) understand, and where relevant, obtain information on the purpose and intended nature of the business relationship.
- S** 14C.5 Where applicable, in conducting CDD, reporting institutions are required to comply with requirements on targeted financial sanctions in relation to:
- (a) terrorism financing under paragraph 27;
  - (b) proliferation financing of weapons of mass destruction under paragraph 28; and
  - (c) other UN-sanctions under paragraph 29.

### **Verification**

- S** 14C.6 Reporting institutions must verify and be satisfied with the identity of the customer or beneficial owner through reliable and independent documentation, electronic data or any other measures that reporting institutions deem necessary.
- S** 14C.7 Reporting institutions shall determine the extent of verification method that commensurate with the identified ML/TF/PF risks.
- S** 14C.8 Reporting institutions must be satisfied with the veracity of the information referred to in paragraph 14C.6 when verifying the identity of customer or beneficial owner.
- S** 14C.9 Reporting institutions shall verify the identity of the customer or beneficial owner before, or during, the course of establishing a business relationship or conducting a transaction for an occasional customer.

### **14C.10 Standard CDD Measures**

#### ***Individual Customer and Beneficial Owner***

- S** 14C.10.1 In conducting CDD, the reporting institution is required to identify an individual customer and beneficial owner, by obtaining at least the following information:
  - (a) full name;
  - (b) National Registration Identity Card (NRIC) number or passport number or reference number of any other official documents of the customer or beneficial owner;
  - (c) residential and mailing address;
  - (d) date of birth;
  - (e) nationality;
  - (f) occupation type;
  - (g) name of employer or nature of self-employment or nature of business;
  - (h) contact number (home, office or mobile); and
  - (i) purpose of transaction.
- S** 14C.10.2 Reporting institutions shall verify the identity of the customer and beneficial owner.
- G** 14C.10.3 Reporting institutions may refer to Appendix 2 for the customer due diligence form.

### **Legal Persons**

- S** 14C.10.4 For customers that are legal persons, reporting institutions are required to understand the nature of the customer's business, its ownership and control structure.
- S** 14C.10.5 Reporting institutions are required to identify the customer and verify its identity through the following information:
- (a) name, legal form and proof of existence, such as Certificate of Incorporation/ Constitution/ Partnership Agreement (certified true copies/duly notarised copies, may be accepted), unique identifier such as tax identification number or any other reliable references to verify the identity of the customer;
  - (b) the powers that regulate and bind the customer such as directors' resolution, as well as the names of relevant persons having a Senior Management position; and
  - (c) the address of the registered office and, if different, a principal place of business.
- S** 14C.10.6 Reporting institutions are required to identify and verify the person authorised to represent the company or business either by means of a letter of authority or directors' resolution when dealing with such person.
- S** 14C.10.7 Reporting institutions are required to identify and take reasonable measures to verify the identity of beneficial owners according to the following cascading steps:
- (a) the identity of the natural person(s) (if any) who ultimately has a controlling ownership interest in a legal person. At a minimum, this includes identifying the directors/ shareholders with equity interest of more than twenty-five percent/partners;
  - (b) to the extent that there is doubt as to whether the person(s) with the controlling ownership interest is the beneficial owner(s) referred to in paragraph 14C.10.7(a) or where no natural person(s) exert control through ownership interests, the identity of the natural person (if any) exercising control of the legal person through other means; and
  - (c) where no natural person is identified under paragraphs 14C.10.7(a) or (b), the identity of the relevant natural person who holds the position of Senior Management.

For the avoidance of doubt, reporting institutions are not required to pursue steps (b) and (c) in circumstances where beneficial owner(s) have been identified through step (a). Similarly, where beneficial owner(s) have been identified at step (b), reporting institutions are not required to pursue step (c).

- S** 14C.10.8 Where there is any doubt as to the identity of persons referred to under paragraphs 14C.10.5, 14C.10.6 and 14C.10.7, the reporting institution shall:
- (a) conduct a basic search or enquiry on the background of such person to ensure that the person has not been or is not in the process of being dissolved or liquidated, or is a bankrupt; and
  - (b) verify the authenticity of the information provided by such person with the Companies Commission of Malaysia, Labuan Financial Services Authority or any other relevant authority.
- S** 14C.10.9 Reporting institutions are exempted from obtaining a copy of the Certificate of Incorporation or Constitution and from verifying the identity of the directors and shareholders of the legal person which fall under the following categories:
- (a) public listed companies or corporations listed in Bursa Malaysia;
  - (b) foreign public listed companies:
    - (i) listed in recognised exchanges; and
    - (ii) not listed in higher risk countries;
  - (c) foreign financial institutions that are not from higher risk countries;
  - (d) an authorised person under the FSA and the IFSA (i.e. any person that has been granted a license or approval);
  - (e) persons licensed or registered under the Capital Markets and Services Act 2007;
  - (f) licensed entities under the Labuan Financial Services and Securities Act 2010 and Labuan Islamic Financial Services and Securities Act 2010;
  - (g) prescribed institutions under the DFIA; or
  - (h) licensed entities under the MSBA.
- S** 14C.10.10 Notwithstanding the above, reporting institutions are required to identify and maintain the information relating to the identity of the directors and shareholders of legal persons referred to in paragraph 14C.10.9 (a) to (h), through a public register, other reliable sources or based on information provided by the customer.
- G** 14C.10.11 Reporting institutions may refer to the Directives in relation to Recognised Stock Exchanges (R/R 6 of 2012) issued by Bursa Malaysia in determining foreign exchanges that are recognised.

### ***Legal Arrangements***

- S** 14C.10.12 For customers that are legal arrangements, reporting institutions are required to understand the nature of the customer's business, its ownership and control structure.
- S** 14C.10.13 Reporting institutions are required to identify the customer and verify its identity through the following information:
- (a) name, legal form and proof of existence, such as trust deed or equivalent document, the unique identifier such as tax identification number or equivalent, or any reliable references to verify the identity of the customer;
  - (b) the powers that regulate and bind the customer, as well as the names of relevant persons having a Senior Management position; and
  - (c) the address of the registered office, and if different, a principal place of business.
- S** 14C.10.14 Reporting institutions are required to identify and take reasonable measures to verify the identity of beneficial owners through the following information:
- (a) for trusts, the identity of the settlor, the trustee(s), the protector (if any), the beneficiary or class of beneficiaries and objects of a power, and any other natural person exercising ultimate effective control over the trust (including through the chain of control/ownership); or
  - (b) for other types of legal arrangements, the identity of persons in equivalent or similar positions.
- S** 14C.10.15 Reporting institutions are required to take measures to ensure that trustees or persons holding equivalent positions in similar legal arrangements disclose their status when, in their function, establishing business relations or carrying out any or an occasional transaction.
- G** 14C.10.16 Reporting institutions may rely on a third party to verify the identity of the beneficiaries when it is not practical to identify every beneficiary.
- S** 14C.10.17 Where reliance is placed on third parties under paragraph 14C.10.16, reporting institutions are required to comply with paragraph 16 on Reliance on Third Parties.

### ***Clubs, Societies and Charities***

- S** 14C.10.18 For customers that are clubs, societies or charities, reporting institutions shall conduct the CDD requirements applicable for legal persons or legal arrangements, as the case may be, and require the customers to furnish the relevant identification documents including Certificate of Registration and constituent documents. In addition, reporting institutions are required to identify and verify the office bearer or any person authorised to represent the club, society or charity, as the case may be.
- S** 14C.10.19 Reporting institutions are also required to take reasonable measures to identify and verify the beneficial owners of the clubs, societies or charities.
- S** 14C.10.20 Where there is any doubt as to the identity of persons referred to under paragraphs 14C.10.18 and 14C.10.19, the reporting institution shall verify the authenticity of the information provided by such person with the Registrar of Societies, Labuan Financial Services Authority, Companies Commission of Malaysia, Legal Affairs Division under the Prime Minister's Department or any other relevant authority.

### **14C.11 Simplified CDD**

- G** 14C.11.1 Reporting institutions may conduct simplified CDD where ML/TF/PF risks are assessed to be low except where there are instances of higher risks or suspicion of ML/TF/PF.
- S** 14C.11.2 In relation to paragraph 14C.11.1, reporting institutions are required to have the following processes in place:
- (a) conduct adequate analysis of ML/TF/PF risk;
  - (b) establish appropriate mechanisms and internal controls for effective on-going monitoring of customers and transactions to ensure prompt detection of unusual or suspicious transactions;
  - (c) obtain the approval of the Board for the implementation of simplified CDD and document all assessments and approvals; and
  - (d) establish appropriate mechanisms to ensure periodic review of the ML/TF/PF risks where simplified CDD is applied.
- S** 14C.11.3 Reporting institutions shall obtain prior written approval from Bank Negara Malaysia (addressed to Pengarah, Jabatan Pemantauan Perkhidmatan Pembayaran, Bank Negara Malaysia) to implement simplified CDD.

- S** 14C.11.4 For simplified CDD, reporting institutions are required to obtain the following information from the customer and beneficial owner:
- (a) full name;
  - (b) NRIC number or passport number or reference number of any other official documents of the customer or beneficial owner;
  - (c) residential and/or mailing address;
  - (d) date of birth; and
  - (e) nationality.

- S** 14C.11.5 Reporting institutions shall verify the identity of the customer and beneficial owner.

***Delayed Verification***

- G** 14C.11.6 In certain circumstances where the ML/TF/PF risks are assessed as low and verification is not possible at the point of establishing the business relationship, the reporting institution may complete verification after the establishment of the business relationship to allow some flexibilities for its customer and beneficial owner to furnish the relevant documents.

- S** 14C.11.7 Where delayed verification applies, the following conditions must be satisfied:
- (a) this occurs as soon as reasonably practicable;
  - (b) the delay is essential so as not to interrupt the reporting institution's normal conduct of business;
  - (c) the ML/TF/PF risks are effectively managed; and
  - (d) there is no suspicion of ML/TF/PF.

- S** 14C.11.8 The term "reasonably practicable" under paragraph 14C.11.7(a) shall not exceed ten working days or any other period as may be specified by Bank Negara Malaysia.

- S** 14C.11.9 Reporting institutions are required to adopt risk management procedures relating to the conditions under which the customer may utilise the business relationship prior to verification, and procedures to mitigate or address the risk of delayed verification.

- G** 14C.11.10 The measures that reporting institutions may take to manage such risks of delayed verification may include limiting the number, types and/or amount of transactions that can be performed.

## 14C.12 Specific CDD

### ***CDD on Money-Changing and Wholesale Currency Business***

- S** 14C.12.1 Reporting institutions must conduct CDD and obtain the following information, for transactions involving an amount between RM3,000 to RM10,000:
- (a) full name;
  - (b) NRIC number or passport number or reference number of any other official documents of the customer or beneficial owner;
  - (c) residential and/or mailing address;
  - (d) date of birth;
  - (e) nationality; and
  - (f) purpose of transaction.
- S** 14C.12.2 Reporting institutions shall conduct standard CDD measures for transactions involving an amount equivalent to RM10,000 and above.

### ***CDD on Wire Transfer / Remittance Services***

- S** 14C.12.3 Reporting institutions must conduct CDD and obtain the following information, for transactions involving an amount below RM3,000:
- (a) full name;
  - (b) NRIC number or passport number or reference number of any other official documents of the customer or beneficial owner;
  - (c) residential and/or mailing address;
  - (d) date of birth;
  - (e) nationality; and
  - (f) purpose of transaction.
- S** 14C.12.4 Reporting institutions shall conduct standard CDD measures for transactions involving an amount equivalent to RM3,000 and above.

### 14C.13 Enhanced CDD

- S** 14C.13.1 Reporting institutions are required to perform enhanced CDD where the ML/TF/PF risks are assessed as higher risk. An enhanced CDD, shall include at least, the following:
- (a) obtaining CDD information under paragraph 14C.10;
  - (b) obtaining additional information on the customer and beneficial owner (e.g. volume of assets and other information from public databases);
  - (c) inquiring on the source of wealth or source of funds. In the case of PEPs, both sources must be obtained; and
  - (d) obtaining approval from the Senior Management of the reporting institution before establishing (or continuing, for existing customer) such business relationship with the customer. In the case of PEPs, Senior Management refers to Senior Management at the head office.
- G** 14C.13.2 In addition to paragraph 14C.13.1, reporting institutions may also consider the following enhanced CDD measures in line with the ML/TF/PF risks identified:
- (a) obtaining additional information on the intended level and nature of the business relationship;
  - (b) inquiring on the reasons for intended or performed transactions; and
  - (c) requiring the first payment to be carried out through an account in the customer's name with a bank subject to similar CDD measures.

### 14C.14 On-Going Due Diligence

- S** 14C.14.1 Reporting institutions are required to conduct on-going due diligence on the business relationship with its customers. Such measures shall include:
- (a) scrutinising transactions undertaken throughout the course of that relationship to ensure that the transactions being conducted are consistent with the reporting institution's knowledge of the customer, their business and risk profile, including where necessary, the source of funds; and
  - (b) ensuring that documents, data or information collected under the CDD process is kept up-to-date and relevant, by undertaking reviews of existing records particularly for higher risk customers.

- G** 14C.14.2 In conducting on-going due diligence, reporting institutions may take into consideration the economic background and purpose of any transaction or business relationship which:
- (a) appears unusual;
  - (b) is inconsistent with the expected type of activity and business model when compared to the volume of transaction;
  - (c) does not have any apparent economic purpose; or
  - (d) casts doubt on the legality of such transactions, especially with regard to complex and large transactions or involving higher risk customers.
- S** 14C.14.3 The frequency in implementing paragraph 14C.14.1(a) under on-going due diligence and enhanced on-going due diligence shall be commensurate with the level of ML/TF/PF risks posed by the customer based on the risk profiles and nature of transactions.
- S** 14C.14.4 Reporting institutions shall periodically review its on-going due diligence measures to ensure it remains relevant and effective for accurate customer risk profiles and proportionate risk-based measures.
- S** 14C.14.5 When conducting enhanced on-going due diligence, reporting institutions are required to:
- (a) increase the number and timing of controls applied; and
  - (b) select patterns of transactions that need further examination.

#### **14C.15 Existing Customers – Materiality and Risk**

- 14C.15.1 Existing customers in this paragraph refers to those that are customers prior to the CDD obligations under section 16 of the AMLA becoming applicable to the reporting institution.
- S** 14C.15.2 Reporting institutions are required to apply CDD requirements to existing customers on the basis of materiality and risk.
- S** 14C.15.3 Reporting institutions are required to conduct CDD on such existing relationships at appropriate times, taking into account whether and when CDD measures have previously been undertaken and the adequacy of data obtained.
- G** 14C.15.4 In assessing materiality and risk of existing customers under paragraph 14C.15.2, reporting institutions may consider the following circumstances:
- (a) the nature and circumstances surrounding the transaction including the significance of the transaction;

- (b) any material change in the way the account or business relationship is operated; or
- (c) insufficient information held on the customer or change in customer's information.

#### **14C.16 Non Face-to-Face Business Relationship**

- G** 14C.16.1 Reporting institutions may establish non face-to-face (non-FTF) business relationships with its customers.
- S** 14C.16.2 The requirements on non-FTF business relationship shall be read together with the Electronic Know Your Customer (e-KYC) policy document and any relevant policy document, guidelines or circulars issued pursuant to the e-KYC policy document.
- S** 14C.16.3 Reporting institutions shall obtain prior written approval from Bank Negara Malaysia (addressed to Pengarah, Jabatan Pemantauan Perkhidmatan Pembayaran, Bank Negara Malaysia) to implement non-FTF for the provision of online or mobile remittance and money-changing business.
- S** 14C.16.4 The application for implementation of non-FTF shall include relevant information to demonstrate the reporting institution's ability to comply with the requirements in this policy document, as approved by the Board.
- S** 14C.16.5 Reporting institutions must comply with any additional measures imposed on the implementation of non-FTF as deemed necessary by Bank Negara Malaysia.
- S** 14C.16.6 Reporting institutions are required to be vigilant in establishing and conducting business relationships via electronic means, which includes mobile channel and online channel.
- S** 14C.16.7 The Board shall set and ensure the effective implementation of appropriate policies and procedures to address any specific ML/TF/PF risks associated with the implementation of non-FTF business relationships, as well as operational and information technology risks.
- S** 14C.16.8 Reporting institutions shall ensure and be able to demonstrate on a continuing basis that appropriate measures for identification and verification of the customer's identity through e-KYC are secure and effective. Measures for identification and verification shall be proportionate to the risk dimensions of e-KYC.

- G** 14C.16.9 In relation to paragraph 14C.16.8, where reference is made to face-to-face processes, this should mainly serve as a guide on the minimum expected baseline.
- S** 14C.16.10 In relation to paragraph 14C.16.8, reporting institutions shall take measures to identify and verify a customer's identity which include, at a minimum:
- (a) establishing independent contact with customer;
  - (b) verifying a customer's information against reliable and independent sources to confirm a customer's identity and identifying any known or suspected ML/TF/PF risks associated with a customer; and
  - (c) requesting, sighting and maintaining records of additional documents required to perform face-to-face customer verifications.
- S** 14C.16.11 Reporting institutions are required to conduct CDD on all new customers when establishing business relationship through non-FTF for conducting remittance and money changing transactions.
- G** 14C.16.12 In relation to paragraph 14C.16.8, reporting institutions may identify and verify a customer's identity by:
- (a) conducting video calls with the customer before setting up the customer's account or allowing the customer to perform transactions;
  - (b) communicating with the customer at a verified residential or office address where such communication shall be acknowledged by the customer;
  - (c) verifying the customer's information against a database maintained by relevant authorities including the National Registration Department or Immigration Department of Malaysia; telecommunication companies, sanctions lists issued by credible domestic or international sources in addition to the mandatory sanctions lists or social media platforms with a broad outreach; or
  - (d) requesting to sight additional documents such as recent utility bills, bank statements, student identification or confirmation of employment.
- S** 14C.16.13 Reporting institutions shall clearly define parameters for higher risk customers that are not allowed to transact with the reporting institutions through non-FTF.

- S** 14C.16.14 Reporting institutions must ensure the systems and technologies developed and used for the purpose of establishing business relationships using non-FTF channels (including verification of identification documents) have capabilities to support an effective AML/CFT/CPF compliance programme.

***Non-FTF Business Relationship with Individuals***

- S** 14C.16.15 In addition, reporting institutions shall comply with the following requirements for remittance and money-changing transactions performed using non-FTF:
- (a) only transact with an individual who has a bank account with any licensed bank or licensed Islamic bank under the FSA and IFSA respectively, or any prescribed institution under the DFIA; and
  - (b) put in place robust and appropriate information technology security control measures which include, but are not limited to linking the customer's account to only one mobile device for the purpose of authenticating the transaction. Bank Negara Malaysia may at any time impose specific controls as it deems appropriate.
- S** 14C.16.16 For remittance transactions performed using non-FTF, in addition to paragraph 14C.16.15, reporting institutions shall also comply with the following requirements:
- (a) for remittance transactions performed by an individual (including an expatriate), a total transaction limit not exceeding an aggregate amount of RM30,000 per day shall be observed, unless otherwise approved by Bank Negara Malaysia; and
  - (b) for remittance transactions performed by an individual who is a foreign worker:
    - (i) a total transaction limit not exceeding an aggregate amount of RM5,000 per month shall be observed, unless otherwise approved by Bank Negara Malaysia; and
    - (ii) funds can only be remitted to the individual's home country, and, beneficiaries must be pre-registered by the individual with the reporting institution when the business relationship is established. Reporting institutions shall also establish proper internal processes, including having in place appropriate controls and procedures to manage its customers' requests for any alterations or changes made to the list of pre-registered beneficiaries. This shall include procedures for monitoring such requests to identify suspicious patterns.

### ***Non-FTF Business Relationship with Legal Persons***

- S** 14C.16.17 For non-FTF with legal persons, as part of identification and verification of the legal person, reporting institutions must verify the existence of the legal person's business activity through a mandatory verification method supported by at least an additional verification method that is relevant to the nature or business model of the legal person, as follows:

#### Mandatory verification

- (a) make video calls to the chief executive officer (CEO), directors or authorised person assigned to the legal person. During the video call, reporting institutions may request the person to show proof of business existence such as signboard or inventories (if any); and

#### Additional verification methods

- (b) identify the location of the legal person to ensure that the location matches the registered or business address of the corporate customer. Reporting institutions may also verify location of the CEO, directors or authorised person during the video call;
- (c) verify the legal person's information against a database maintained by credible independent sources such as relevant regulatory authorities, government agencies or associations of the regulated sectors. Reporting institutions may also request for the legal person's active bank account or audited financial statement as proof of on-going business activity; or
- (d) any other credible verification methods approved by Bank Negara Malaysia.

- G** 14C.16.18 In relation to paragraph 14C.16.17(a), reporting institutions may consider making unannounced video calls depending on the ML/TF/PF risk identified on a particular customer. Such unannounced call may be effective in identifying circumstances where a fraudulent business had staged its premise in advance of the call.

- S** 14C.16.19 Reporting institutions shall comply with the following requirements for remittance and money-changing transactions undertaken based on non-FTF:
- (a) all payments or transfer of funds for remittance and money-changing transactions made to the reporting institutions shall only be made from a bank account with any licensed bank or Islamic licensed bank under the FSA and IFSA respectively, or any prescribed institution under the DFIA, registered under the name of the legal person. The legal person details (i.e. name or business identity number) obtained in relation to the bank account must be consistent with the details provided by the legal person when establishing the non-FTF business relationship;
  - (b) put in place robust and appropriate information technology security control measures which include, but are not limited to, linking each authorised person's account to only one mobile device, with unique login credentials for the purposes of authenticating the transaction. Bank Negara Malaysia may at any time impose additional specific controls as it deems appropriate; and
  - (c) no more than two authorised persons shall be registered under each legal person's transaction account at any one time.
- S** 14C.16.20 For remittance transactions undertaken based on non-FTF, in addition to paragraph 14C.16.19, reporting institutions shall comply with the following requirements:
- (a) observe the daily outward transactions limits set out under paragraph 3(a) and (b) of Money Services Business (Remittance Business) Regulations 2012, and paragraph 2 of Money Services Business (Remittance Business)(Amendment) Regulations 2015; and
  - (b) sight and obtain relevant documentary proof of business transactions such as invoices, loan documentation, etc., prior to undertaking the transactions.

### ***Revocation of Approval***

- 14C.16.21 An approval given under paragraph 14C.16.3 may be revoked where Bank Negara Malaysia is satisfied that the requirements in this policy document have not been adequately met.

### **14C.17 Failure to Satisfactorily Complete CDD**

- S** 14C.17.1 Where a reporting institution is unable to comply with CDD requirements;
- (a) the reporting institution shall not open the account, commence business relations or perform any transaction in relation to a potential customer, or shall terminate business relations in the case of an existing customer; and
  - (b) the reporting institution must consider lodging a suspicious transaction report under paragraph 22.

### **14C.18 CDD and Tipping-Off**

- S** 14C.18.1 In cases where the reporting institution forms a suspicion of ML/TF/PF and reasonably believes that performing the CDD process would tip-off the customer, the reporting institution is permitted not to pursue the CDD process, document the basis for not completing the CDD and immediately file a suspicious transaction report under paragraph 22.
- G** 14C.18.2 Notwithstanding paragraph 14C.18.1, the reporting institution may consider proceeding with the transaction itself for purposes of furthering any inquiry or investigation of the ML/TF/PF suspicion.

## **14D CDD: Non-Bank Issuers of Designated Payment Instruments and Designated Islamic Payment Instruments**

### ***For Non-Bank Issuers of Credit Card and Charge Card***

- S** 14D.1 Reporting institutions are required to conduct CDD on customers and persons conducting the transaction, when:
- (a) establishing business relations;
  - (b) providing wire transfer services;
  - (c) it has any suspicion of ML/TF/PF, regardless of amount; or
  - (d) it has any doubt about the veracity or adequacy of previously obtained information.

### ***For Non-Bank Issuers of E-Money***

- S** 14D.2 Reporting institutions are required to conduct CDD on customers and persons conducting the transaction, when:
- (a) establishing business relations, where applicable;
  - (b) the account limit and/or condition is as specified in paragraph 14D.12;
  - (c) it has any suspicion of ML/TF/PF, regardless of amount; or
  - (d) it has any doubt about the veracity or adequacy of previously obtained information.
- S** 14D.3 When conducting CDD, reporting institutions are required to:
- (a) identify the customer and verify that customer's identity using reliable, independent source documents, data or information;
  - (b) verify that any person acting on behalf of the customer is so authorised, and identify and verify the identity of that person;
  - (c) identify the beneficial owner and take reasonable measures to verify the identity of the beneficial owner, using the relevant information or data obtained from a reliable source, such that the reporting institution is satisfied that it knows who the beneficial owner is; and
  - (d) understand, and where relevant, obtain information on the purpose and intended nature of the business relationship.
- S** 14D.4 Where applicable, in conducting CDD, reporting institutions are required to comply with requirements on targeted financial sanctions in relation to:
- (a) terrorism financing under paragraph 27;
  - (b) proliferation financing of weapons of mass destruction under paragraph 28; and
  - (c) other UN-sanctions under paragraph 29.

### **Verification**

- S** 14D.5 Reporting institutions must verify and be satisfied with the identity of the customer or beneficial owner through reliable and independent documentation, electronic data or any other measures that reporting institutions deem necessary.
- S** 14D.6 Reporting institutions shall determine the extent of verification method that commensurate with the identified ML/TF/PF risks.
- S** 14D.7 Reporting institutions must be satisfied with the veracity of the information referred to in paragraph 14D.5 when verifying the identity of customer or beneficial owner.
- S** 14D.8 Reporting institutions shall verify the identity of the customer or beneficial owner before, or during, the course of establishing a business relationship.

### **14D.9 Standard CDD Measures**

#### ***Individual Customer and Beneficial Owner***

- S** 14D.9.1 In conducting CDD, the reporting institution is required to identify an individual customer and beneficial owner, by obtaining at least the following information:
  - (a) full name;
  - (b) National Registration Identity Card (NRIC) number or passport number or reference number of any other official documents of the customer or beneficial owner;
  - (c) residential and mailing address;
  - (d) date of birth;
  - (e) nationality;
  - (f) occupation type;
  - (g) name of employer or nature of self-employment or nature of business;
  - (h) contact number (home, office or mobile); and
  - (i) purpose of transaction.
- S** 14D.9.2 Reporting institutions shall verify the identity of the customer and beneficial owner.

### ***Legal Persons***

- S** 14D.9.3 For customers that are legal persons, reporting institutions are required to understand the nature of the customer's business, its ownership and control structure.
- S** 14D.9.4 Reporting institutions are required to identify the customer and verify its identity through the following information:
- (a) name, legal form and proof of existence, such as Certificate of Incorporation/ Constitution/ Partnership Agreement (certified true copies/duly notarised copies, may be accepted), unique identifier such as tax identification number or any other reliable references to verify the identity of the customer;
  - (b) the powers that regulate and bind the customer such as directors' resolution, as well as the names of relevant persons having a Senior Management position; and
  - (c) the address of the registered office and, if different, a principal place of business.
- S** 14D.9.5 Reporting institutions are required to identify and verify the person authorised to represent the company or business either by means of a letter of authority or directors' resolution when dealing with such person.
- S** 14D.9.6 Reporting institutions are required to identify and take reasonable measures to verify the identity of beneficial owners according to the following cascading steps:
- (a) the identity of the natural person(s) (if any) who ultimately has a controlling ownership interest in a legal person. At a minimum, this includes identifying the directors/ shareholders with equity interest of more than twenty-five percent/partners;
  - (b) to the extent that there is doubt as to whether the person(s) with the controlling ownership interest is the beneficial owner(s) referred to in paragraph 14D.9.6(a) or where no natural person(s) exert control through ownership interests, the identity of the natural person (if any) exercising control of the legal person through other means; and
  - (c) where no natural person is identified under paragraphs 14D.9.6(a) or (b), the identity of the relevant natural person who holds the position of Senior Management.

For the avoidance of doubt, reporting institutions are not required to pursue steps (b) and (c) in circumstances where beneficial owner(s) have been identified through step (a). Similarly, where beneficial owner(s) have been identified at step (b), reporting institutions are not required to pursue step (c).

- S** 14D.9.7 Where there is any doubt as to the identity of persons referred to under paragraphs 14D.9.4, 14D.9.5 and 14D.9.6, the reporting institution shall:
- (a) conduct a basic search or enquiry on the background of such person to ensure that the person has not been or is not in the process of being dissolved or liquidated, or is a bankrupt; and
  - (b) verify the authenticity of the information provided by such person with the Companies Commission of Malaysia, Labuan Financial Services Authority or any other relevant authority.
- S** 14D.9.8 Reporting institutions are exempted from obtaining a copy of the Certificate of Incorporation or Constitution and from verifying the identity of directors and shareholders of the legal person which fall under the following categories:
- (a) public listed companies or corporations listed in Bursa Malaysia;
  - (b) foreign public listed companies:
    - (i) listed in recognised exchanges; and
    - (ii) not listed in higher risk countries;
  - (c) foreign financial institutions that are not from higher risk countries;
  - (d) an authorised person under the FSA and the IFSA (i.e. any person that has been granted a license or approval);
  - (e) persons licensed or registered under the Capital Markets and Services Act 2007;
  - (f) licensed entities under the Labuan Financial Services and Securities Act 2010 and Labuan Islamic Financial Services and Securities Act 2010;
  - (g) prescribed institutions under the DFIA; or
  - (h) licensed entities under the MSBA.
- S** 14D.9.9 Notwithstanding the above, reporting institutions are required to identify and maintain the information relating to the identity of the directors and shareholders of legal persons referred to in paragraph 14D.9.8 (a) to (h), through a public register, other reliable sources or based on information provided by the customer.
- G** 14D.9.10 Reporting institutions may refer to the Directives in relation to Recognised Stock Exchanges (R/R 6 of 2012) issued by Bursa Malaysia in determining foreign exchanges that are recognised.

### ***Legal Arrangements***

- S** 14D.9.11 For customers that are legal arrangements, reporting institutions are required to understand the nature of the customer's business, its ownership and control structure.
- S** 14D.9.12 Reporting institutions are required to identify the customer and verify its identity through the following information:
- (a) name, legal form and proof of existence, such as trust deed or equivalent document, the unique identifier such as tax identification number or equivalent, or any reliable references to verify the identity of the customer;
  - (b) the powers that regulate and bind the customer, as well as the names of relevant persons having a Senior Management position; and
  - (c) the address of the registered office, and if different, a principal place of business.
- S** 14D.9.13 Reporting institutions are required to identify and take reasonable measures to verify the identity of beneficial owners through the following information:
- (a) for trusts, the identity of the settlor, the trustee(s), the protector (if any), the beneficiary or class of beneficiaries, and objects of a power, and any other natural person exercising ultimate effective control over the trust (including through the chain of control/ownership); or
  - (b) for other types of legal arrangements, the identity of persons in equivalent or similar positions.
- S** 14D.9.14 Reporting institutions are required to take measures to ensure that trustees or persons holding equivalent positions in similar legal arrangements disclose their status when, in their function, establishing business relations or carrying out any or an occasional transaction.
- G** 14D.9.15 Reporting institutions may rely on a third party to verify the identity of the beneficiaries when it is not practical to identify every beneficiary.
- S** 14D.9.16 Where reliance is placed on third parties under paragraph 14D.9.15, reporting institutions are required to comply with paragraph 16 on Reliance on Third Parties.

### ***Clubs, Societies and Charities***

- S** 14D.9.17 For customers that are clubs, societies or charities, reporting institutions shall conduct the CDD requirements applicable for legal persons or legal arrangements, as the case may be, and require them to furnish the relevant identification documents including Certificate of Registration and constituent documents. In addition, reporting institutions are required to identify and verify the office bearer or any person authorised to represent the club, society or charity, as the case may be.
- S** 14D.9.18 Reporting institutions are also required to take reasonable measures to identify and verify the beneficial owners of the clubs, societies or charities.
- S** 14D.9.19 Where there is any doubt as to the identity of persons referred to under paragraphs 14D.9.17 and 14D.9.18, the reporting institution shall verify the authenticity of the information provided by such person with the Registrar of Societies, Labuan Financial Services Authority, Companies Commission Malaysia, Legal Affairs Division under the Prime Minister's Department or any other relevant authority.

### **14D.10 Non-Bank Issuers of Credit Card and Charge Card**

- S** 14D.10.1 Where applicable, in addition to primary cardholders, reporting institutions are required to conduct CDD on the supplementary or corporate cardholders (secondary persons).
- S** 14D.10.2 In conducting CDD under paragraph 14D.10.1, reporting institutions are required to comply with the requirements on targeted financial sanctions in relation to:
- (a) terrorism financing under paragraph 27;
  - (b) proliferation financing of weapon of mass destruction under paragraph 28; and
  - (c) other UN-sanctions under paragraph 29.

### **14D.11 Simplified CDD**

- G** 14D.11.1 Reporting institutions may conduct simplified CDD where ML/TF/PF risks are assessed to be low except where there are instances of higher risks or suspicion of ML/TF/PF.
- S** 14D.11.2 In relation to paragraph 14D.11.1, reporting institutions are required to have the following processes in place:
- (a) conduct adequate analysis of ML/TF/PF risk;
  - (b) establish appropriate mechanisms and internal controls for effective on-going monitoring of customers and transactions to ensure prompt detection of unusual or suspicious transactions;

- (c) obtain the approval of the Board for the implementation of simplified CDD and document all assessments and approvals; and
- (d) establish appropriate mechanisms to ensure periodic review of the ML/TF/PF risks where simplified CDD is applied.

- S** 14D.11.3 For simplified CDD, reporting institutions are required to obtain the following information from the customer and beneficial owner:
- (a) full name;
  - (b) NRIC number or passport number or reference number of any other official documents of the customer or beneficial owner;
  - (c) residential and/or mailing address;
  - (d) date of birth; and
  - (e) nationality.

- S** 14D.11.4 Reporting institutions shall verify the identity of the customer and beneficial owner.

***Delayed Verification***

- G** 14D.11.5 In certain circumstances where the ML/TF/PF risks are assessed as low and verification is not possible at the point of establishing the business relationship, the reporting institution may complete verification after the establishment of the business relationship to allow some flexibilities for its customer and beneficial owner to furnish the relevant documents.

- S** 14D.11.6 Where delayed verification applies, the following conditions must be satisfied:
- (a) this occurs as soon as reasonably practicable;
  - (b) the delay is essential so as not to interrupt the reporting institution's normal conduct of business;
  - (c) the ML/TF/PF risks are effectively managed; and
  - (d) there is no suspicion of ML/TF/PF.

- S** 14D.11.7 The term "reasonably practicable" under paragraph 14D.11.6(a) shall not exceed ten working days or any other period as may be specified by Bank Negara Malaysia.

- S** 14D.11.8 Reporting institutions are required to adopt risk management procedures relating to the conditions under which the customer may utilise the business relationship prior to verification, and procedures to mitigate or address the risk of delayed verification.

- G** 14D.11.9 The measures that reporting institutions may take to manage such risks of delayed verification may include limiting the number, types and/or amount of transactions that can be performed.

## 14D.12 Specific CDD

### *CDD for Non-Bank Issuers of E-Money*

- S** 14D.12.1 Reporting institutions are subject to standard CDD measures when any of the following conditions are met:
- (a) the account limit is equivalent to RM5,000 and above;
  - (b) the monthly transaction is equivalent to RM5,000 and above;
  - (c) the annual transaction is equivalent to RM60,000 and above;
  - (d) the account is used for payments of goods and/or services outside Malaysia;
  - (e) the account is used for cross-border wire transfers; or
  - (f) the account is used for cash withdrawal.
- G** 14D.12.2 Reporting institutions may conduct simplified CDD for e-money account limits between RM3,000 and RM4,999, when all the following conditions are met:
- (a) the monthly transaction is below RM5,000;
  - (b) the annual transaction is below RM60,000;
  - (c) the account is used for payments of goods and/or services within Malaysia only;
  - (d) the account is used for domestic wire transfers; and
  - (e) cash withdrawal or cross-border wire transfers are not permitted.
- S** 14D.12.3 Reporting institutions are required to conduct simplified CDD at a minimum, where the account limit is below RM3,000 and may be used for domestic wire transfers.
- S** 14D.12.4 In relation to paragraphs 14D.12.2 and 14D.12.3, reporting institutions shall ensure the e-money account is linked to the following for reload and refund purposes:
- (a) customer's current or savings account maintained with a licensed bank under the FSA, or licensed Islamic bank under the IFSA, or any other prescribed institution under the DFIA; or
  - (b) customer's credit card, credit card-i, debit card, debit card-i, charge card or charge card-i account maintained with approved issuers under the FSA or IFSA.

- G** 14D.12.5 Notwithstanding the account limits, reporting institutions may apply simplified CDD for e-money accounts used for specific purpose payments only, with prior approval from Bank Negara Malaysia. The term “specific purpose payments” refers to payments of goods and/or services for a limited and well-defined usage, accepted at specific points of sales.
- G** 14D.12.6 Reporting institutions may refer to Appendix 3 for guidance on CDD measures for e-money.

### **14D.13 Enhanced CDD**

- S** 14D.13.1 Reporting institutions are required to perform enhanced CDD where the ML/TF/PF risks are assessed as higher risk. An enhanced CDD, shall include at least, the following:
- (a) obtaining CDD information under paragraph 14D.9;
  - (b) obtaining additional information on the customer and beneficial owner (e.g. volume of assets and other information from public databases);
  - (c) inquiring on the source of wealth or source of funds. In the case of PEPs, both sources must be obtained; and
  - (d) obtaining approval from the Senior Management of the reporting institution before establishing (or continuing, for existing customer) such business relationship with the customer. In the case of PEPs, Senior Management refers to Senior Management at the head office.
- G** 14D.13.2 In addition to paragraph 14D.13.1, reporting institutions may also consider the following enhanced CDD measures in line with the ML/TF/PF risks identified:
- (a) obtaining additional information on the intended level and nature of the business relationship;
  - (b) inquiring on the reasons for intended or performed transactions; and
  - (c) requiring the first payment to be carried out through an account in the customer’s name with a bank subject to similar CDD measures.

## 14D.14 On-Going Due Diligence

- S** 14D.14.1 Reporting institutions are required to conduct on-going due diligence on the business relationship with its customers. Such measures shall include:
- (a) scrutinising transactions undertaken throughout the course of that relationship to ensure that the transactions being conducted are consistent with the reporting institution's knowledge of the customer, their business and risk profile, including where necessary, the source of funds; and
  - (b) ensuring that documents, data or information collected under the CDD process is kept up-to-date and relevant, by undertaking reviews of existing records particularly for higher risk customers.
- G** 14D.14.2 In conducting on-going due diligence, reporting institutions may take into consideration the economic background and purpose of any transaction or business relationship which:
- (a) appears unusual;
  - (b) is inconsistent with the expected type of activity and business model when compared to the volume of transaction;
  - (c) does not have any apparent economic purpose; or
  - (d) casts doubt on the legality of such transactions, especially with regard to complex and large transactions or involving higher risk customers.
- S** 14D.14.3 The frequency in implementing paragraph 14D.14.1(a) under on-going due diligence and enhanced on-going due diligence shall be commensurate with the level of ML/TF/PF risks posed by the customer based on the risk profiles and nature of transactions.
- S** 14D.14.4 Reporting institutions shall periodically review its on-going due diligence measures to ensure it remains relevant and effective for accurate customer risk profiles and proportionate risk-based measures.
- S** 14D.14.5 When conducting enhanced on-going due diligence, reporting institutions are required to:
- (a) increase the number and timing of controls applied; and
  - (b) to select patterns of transactions that need further examination.

### **14D.15 Existing Customers – Materiality and Risk**

- 14D.15.1 Existing customers in this paragraph refers to those that are customers prior to the CDD obligations under section 16 of the AMLA becoming applicable to the reporting institution.
- S** 14D.15.2 Reporting institutions are required to apply CDD requirements to existing customers on the basis of materiality and risk.
- S** 14D.15.3 Reporting institutions are required to conduct CDD on such existing relationships at appropriate times, taking into account whether and when CDD measures have previously been undertaken and the adequacy of data obtained.
- G** 14D.15.4 In assessing materiality and risk of existing customers under paragraph 14D.15.2, reporting institutions may consider the following circumstances:
- (a) the nature and circumstances surrounding the transaction including the significance of the transaction;
  - (b) any material change in the way the account or business relationship is operated; or
  - (c) insufficient information held on the customer or change in customer's information.

### **14D.16 Non Face-to-Face Business Relationship**

- G** 14D.16.1 Reporting institutions may establish non face-to-face (non-FTF) business relationships with its customers.
- S** 14D.16.2 The requirements on non-FTF business relationship shall be read together with the Electronic Know Your Customer (e-KYC) policy document and any relevant policy document, guidelines or circulars issued pursuant to the e-KYC policy document.
- S** 14D.16.3 Reporting institutions shall obtain prior written approval from Bank Negara Malaysia (addressed to Pengarah, Jabatan Pemantauan Perkhidmatan Pembayaran, Bank Negara Malaysia) to implement non-FTF.
- S** 14D.16.4 The application for implementation of non-FTF shall include relevant information to demonstrate the reporting institution's ability to comply with the requirements in this policy document, as approved by the Board.
- S** 14D.16.5 Reporting institutions must comply with any additional measures imposed on the implementation of non-FTF as deemed necessary by Bank Negara Malaysia.

- S** 14D.16.6 Reporting institutions are required to be vigilant in establishing and conducting business relationships via electronic means, which includes mobile channel and online channel.
- S** 14D.16.7 The Board shall set and ensure the effective implementation of appropriate policies and procedures to address any specific ML/TF/PF risks associated with the implementation of non-FTF business relationships, as well as operational and information technology risks.
- S** 14D.16.8 Reporting institutions shall ensure and be able to demonstrate on a continuing basis that appropriate measures for identification and verification of the customer's identity through non-FTF are secure and effective. Measures for identification and verification shall be proportionate to the risk dimensions of non-FTF business relationship.
- G** 14D.16.9 In relation to paragraph 14D.16.8, where reference is made to face-to-face processes, this should mainly serve as a guide on the minimum expected baseline.
- S** 14D.16.10 In relation to paragraph 14D.16.8, reporting institutions shall take measures to identify and verify the customer's identity through any of the following:
- (a) establishing independent contact with customer;
  - (b) verifying the customer's information against reliable and independent sources to confirm a customer's identity and identifying any known or suspected ML/TF/PF risks associated with the customer; or
  - (c) requesting, sighting and maintaining records of additional documents required to perform face-to-face customer verifications.

- G** 14D.16.11 In relation to paragraph 14D.16.8, reporting institutions may identify and verify a customer's identity by:
- (a) conducting video calls with the customer before setting up the customer's account or allowing the customer to perform transactions;
  - (b) communicating with the customer at a verified residential or office address where such communication shall be acknowledged by the customer;
  - (c) verifying the customer's information against a database maintained by relevant authorities including the National Registration Department or Immigration Department of Malaysia; telecommunication companies, sanctions lists issued by credible domestic or international sources in addition to the mandatory sanctions lists or social media platforms with a broad outreach; or
  - (d) requesting to sight additional documents such as recent utility bills, bank statements, student identification or confirmation of employment.
- S** 14D.16.12 Reporting institutions must ensure the systems and technologies developed and used for the purpose of establishing business relationships using non-FTF channels (including verification of identification documents) have capabilities to support an effective AML/CFT/CPF compliance programme.
- S** 14D.16.13 For non-bank issuers of designated payment instruments and designated Islamic payment instruments which offer cross-border wire transfer and money-changing services using non-FTF channels, paragraph 14C.16 shall apply.

#### ***Revocation for Approval***

- 14D.16.14 An approval given under paragraph 14D.16.3 may be revoked where Bank Negara Malaysia is satisfied that the requirements in this policy document have not been adequately met.

#### **14D.17 Failure to Satisfactorily Complete CDD**

- S** 14D.17.1 Where a reporting institution is unable to comply with CDD requirements;
- (a) the reporting institution shall not open the account, commence business relations or perform any transaction in relation to a potential customer, or shall terminate business relations in the case of an existing customer; and
  - (b) the reporting institution must consider lodging a suspicious transaction report under paragraph 22.

### **14D.18 CDD and Tipping-Off**

- S** 14D.18.1 In cases where the reporting institution forms a suspicion of ML/TF/PF and reasonably believes that performing the CDD process would tip-off the customer, the reporting institution is permitted not to pursue the CDD process, document the basis for not completing the CDD and immediately file a suspicious transaction report under paragraph 22.
- G** 14D.18.2 Notwithstanding paragraph 14D.18.1, the reporting institution may consider proceeding with the transaction itself for purposes of furthering any inquiry or investigation of the ML/TF/PF suspicion.

## 15 Politically Exposed Persons (PEPs)

### 15.1 General

- S** 15.1.1 The requirements specified in this paragraph are applicable to all types of PEPs and family members or close associates of those PEPs.
- S** 15.1.2 In identifying individuals who fall within the definition of a close associate of a PEP, reporting institutions must take reasonable measures to determine the extent to which these individuals are directly engaged or involved in the activity of the PEP.

### 15.2 Foreign PEPs

- S** 15.2.1 Reporting institutions are required to put in place a risk management system to determine whether a customer or a beneficial owner is a foreign PEP.
- S** 15.2.2 For insurance and takaful operators, reporting institutions are required to take reasonable measures to determine whether the beneficiary and/or, where required, the beneficial owner of the beneficiary, is a foreign PEP.
- S** 15.2.3 Upon determination that a customer or a beneficial owner under paragraph 15.2.1 and beneficiary or a beneficial owner of a beneficiary under paragraph 15.2.2, is a foreign PEP, the requirements of enhanced CDD as specified in paragraphs 14A.12, 14B.14, 14C.13, 14D.13 and enhanced on-going due diligence as specified in paragraphs 14A.13.5, 14B.15.5, 14C.14.5, 14D.14.5 must be conducted.

### 15.3 Domestic PEPs or person entrusted with a prominent function by an international organisation

- S** 15.3.1 Reporting institutions are required to take reasonable measures to determine whether a customer or beneficial owner is a domestic PEP or a person entrusted with a prominent function by an international organisation.
- S** 15.3.2 If the customer or beneficial owner is determined to be a domestic PEP or a person entrusted with a prominent function by an international organisation, reporting institutions are required to assess the level of ML/TF/PF risks posed by the business relationship with the domestic PEP or the person entrusted with a prominent function by an international organisation. For insurance and takaful operators, this includes beneficiaries and beneficial owner of a beneficiary.

- S** 15.3.3 The assessment of the ML/TF/PF risks as specified in paragraph 15.3.2, shall take into account the profile of the customer under paragraph 10.6.2 on Risk Profiling.
- S** 15.3.4 The requirements on enhanced CDD as specified in paragraphs 14A.12, 14B.14, 14C.13, 14D.13 and enhanced on-going due diligence as specified in paragraphs 14A.13.5, 14B.15.5, 14C.14.5, 14D.14.5 must be conducted in respect of domestic PEPs or persons entrusted with a prominent function by an international organisation who are assessed as higher risk.
- G** 15.3.5 Reporting institutions may apply CDD measures similar to other customers for domestic PEPs or persons entrusted with a prominent function by an international organisation if the reporting institution is satisfied that the domestic PEPs or persons entrusted with a prominent function by an international organisation are not assessed as higher risk.

#### **15.4 Cessation of PEP status**

- S** 15.4.1 Reporting institutions shall consider the following factors in determining whether the status of a PEP who no longer holds a prominent public function should cease:
  - (a) the level of informal influence that the PEP could still exercise, even though the PEP no longer holds a prominent public function; and
  - (b) whether the PEP's previous and current functions, in official capacity or otherwise, are linked to the same substantive matters.

## 16 Reliance on Third Parties

### *Customer Due Diligence*

- G** 16.1 Reporting institutions may rely on third parties to conduct CDD or to introduce business.
- S** 16.2 The ultimate responsibility and accountability for CDD measures shall remain with the reporting institution relying on third parties.
- S** 16.3 Reporting institutions shall have internal policies and procedures in place to mitigate the risks when relying on third parties, including those from jurisdictions that have been identified as having strategic AML/CFT/CPF deficiencies that pose ML/TF/PF risk to the international financial system.
- S** 16.4 Reporting institutions are prohibited from relying on third parties located in higher risk countries that have been identified in accordance with paragraph 17.
- S** 16.5 The relationship between reporting institutions and the third parties relied upon by the reporting institutions to conduct CDD shall be governed by an arrangement that clearly specifies the rights, responsibilities and expectations of all parties. In placing reliance on the third party, the reporting institution, at a minimum:
- (a) must be able to obtain immediately the necessary information concerning CDD as required under paragraph 14; and
  - (b) must be reasonably satisfied that the third party:
    - (i) has an adequate CDD process;
    - (ii) has measures in place for record keeping requirements;
    - (iii) can provide the CDD information and provide copies of the relevant documentation immediately upon request; and
    - (iv) is properly regulated and subjected to AML/CFT/CPF supervision by the relevant supervisory authority.
- S** 16.6 Reporting institutions shall obtain an attestation from the third party to satisfy itself that the requirements in paragraph 16.5 have been met.
- G** 16.7 Reporting institutions may obtain written confirmation from the third party that it has conducted CDD on the customer or beneficial owner, as the case may be, in accordance with paragraph 14.

- G** 16.8 The requirements under paragraphs 16.1, 16.3 and 16.5 may be fulfilled if the reporting institution relies on a third party that is part of the same financial group, subject to the following conditions:
- (a) the group applies CDD, record keeping and AML/CFT/CPF programmes in line with requirements under this policy document;
  - (b) the implementation of CDD, record keeping and AML/CFT/CPF programmes is supervised at a group level by the relevant authority; and
  - (c) any higher country risk is adequately mitigated by the financial group's AML/CFT/CPF policies.

***On-going Due Diligence***

- S** 16.9 Reporting institutions shall not rely on third parties to conduct on-going due diligence of its customers.

## 17 Higher Risk Countries

- S** 17.1 Reporting institutions are required to conduct enhanced CDD proportionate to the risk, on business relationships and transactions with any person from higher risk countries for which this is called for by the FATF or by the Government of Malaysia.
- S** 17.2 Notwithstanding the generality of paragraph 17.1, the enhanced CDD shall include any specific CDD measure as may be imposed by the FATF or by the Government of Malaysia.
- S** 17.3 Reporting institutions are required to apply appropriate countermeasures, proportionate to the risks, when called upon to do so by the FATF or by the Government of Malaysia.
- G** 17.4 For the purpose of paragraph 17.3, the countermeasures may include the following:
- (a) limiting business relationships or financial transactions with the identified country or persons located in the country concerned;
  - (b) reviewing and amending, or if necessary terminating, correspondent banking relationships with financial institutions in the country concerned;
  - (c) conducting enhanced external audits, by increasing the intensity and frequency, for branches and subsidiaries of the reporting institution or financial group, located in the country concerned;
  - (d) submitting an annual report with a summary of exposure to customers and beneficial owners from the country concerned as specified by Bank Negara Malaysia; or
  - (e) conduct any other countermeasures as may be specified by Bank Negara Malaysia.
- S** 17.5 In addition to the above, where ML/TF/PF risks are assessed as higher risk, reporting institutions are required to conduct enhanced CDD for business relationships and transactions with any person from other jurisdictions that have strategic AML/CFT/CPF deficiencies for which they have developed an action plan with the FATF.
- S** 17.6 For the purpose of requirements under paragraphs 17.1, 17.2, 17.3 and 17.5, reporting institutions shall refer to the FATF website:

<https://www.fatf-gafi.org>

## **18 Money or Value Transfer Services (MVTS)**

- S** 18.1 Reporting institutions offering MVTS either directly or as an agent to MVTS operators or providers are required to comply with all of the relevant requirements under paragraph 19 on Wire Transfer in the countries they operate, directly or through their agents.
  
- S** 18.2 Where the reporting institutions offering MVTS control both the ordering and the beneficiary side of a wire transfer, reporting institutions are required to:
  - (a) take into account all the information from both the ordering and beneficiary sides in order to determine whether a suspicious transaction report has to be filed; and
  - (b) file a suspicious transaction report in any country affected by the suspicious wire transfer, and make relevant transaction information available to the Financial Intelligence and Enforcement Department, Bank Negara Malaysia.

## 19 Wire Transfers

### 19.1 General

- S** 19.1.1 The requirements under this paragraph are applicable to reporting institutions providing cross-border wire transfers and domestic wire transfers including serial payments and cover payments.
- S** 19.1.2 Reporting institutions must comply with the requirements on targeted financial sanctions in relation to:
- (a) terrorism financing under paragraph 27;
  - (b) proliferation financing of weapons of mass destruction under paragraph 28; and
  - (c) other UN-sanctions under paragraph 29.
- S** 19.1.3 Reporting institutions shall not execute the wire transfer if it does not comply with the requirements specified in this paragraph.
- S** 19.1.4 Reporting institutions are required to maintain all originator and beneficiary information collected in accordance with record keeping requirements under paragraph 24.

### 19.2 Ordering Institutions

#### *Cross-border wire transfers*

- S** 19.2.1 Reporting institutions which are ordering institutions are required to ensure that the message or payment instruction for all cross-border wire transfers involving an amount equivalent to RM3,000 and above are accompanied by the following:
- (a) Required and accurate originator information pertaining to:
    - (i) name;
    - (ii) account number (or a unique reference number if there is no account number) which permits traceability of the transaction; and
    - (iii) address or date and place of birth.
  - (b) Required beneficiary information pertaining to:
    - (i) name; and
    - (ii) account number (or a unique reference number if there is no account number), which permits traceability of the transaction.
- S** 19.2.2 Where several individual cross-border wire transfers from a single originator are bundled in a batch file for transmission to beneficiaries, the batch file shall contain required and accurate originator information, and full beneficiary information, that is fully traceable within the beneficiary country; and ordering institutions are required to include the originator's account number or unique transaction reference number.

- S** 19.2.3 Ordering institutions are required to ensure that the message or payment instruction for all cross-border wire transfers below RM3,000 are accompanied by the following:
- (a) Required originator information pertaining to:
    - (i) name; and
    - (ii) account number (or a unique reference number if there is no account number), which permits traceability of the transaction.
  - (b) Required beneficiary information pertaining to:
    - (i) name; and
    - (ii) account number (or a unique reference number if there is no account number), which permits traceability of the transaction.
- S** 19.2.4 The information required under paragraph 19.2.3 need not be verified for accuracy except when there is a suspicion of ML/TF/PF.

***Domestic wire transfers***

- S** 19.2.5 Ordering institutions are required to ensure that the information accompanying the wire transfer includes originator information as indicated for cross-border wire transfers, unless this information can be made available to the beneficiary institution and relevant authorities by other means.
- S** 19.2.6 Where the information accompanying the domestic wire transfer can be made available to the beneficiary institution and relevant authorities by other means, the ordering institution shall include only the originator's account number or if there is no account number, a unique identifier, within the message or payment form, provided that this account number or unique identifier will permit the transaction to be traced back to the originator or the beneficiary. Ordering institutions are required to provide the information within three working days of receiving the request either from the beneficiary institution or from the relevant authorities and must provide the information to law enforcement agencies immediately upon request.

### 19.3 Intermediary Institutions

- S** 19.3.1 For cross-border wire transfers, intermediary institutions are required to retain all originator and beneficiary information that accompanies a wire transfer as required under paragraphs 19.2.1 and 19.2.3.
- S** 19.3.2 Where the required originator or beneficiary information accompanying a cross-border wire transfer cannot be transmitted due to technical limitations, intermediary institutions are required to keep a record in accordance with record keeping requirements under paragraph 24.
- S** 19.3.3 Intermediary institutions are required to take reasonable measures, which are consistent with straight-through processing, to identify cross-border wire transfers that lack the required originator information or required beneficiary information.
- S** 19.3.4 Intermediary institutions are required to have effective risk-based policies and procedures for determining:
- (a) when to execute, reject, or suspend a wire transfer lacking required originator or required beneficiary information; and
  - (b) the appropriate follow-up action.

### 19.4 Beneficiary Institutions

- S** 19.4.1 Beneficiary institutions are required to take reasonable measures, including post-event or real-time monitoring where feasible, to identify cross-border wire transfers that lack the required originator information or required beneficiary information.
- S** 19.4.2 For cross-border wire transfers of an amount equivalent to RM3,000 and above, beneficiary institutions are required to verify the identity of the beneficiary, if the identity has not been previously verified, and maintain this information in accordance with record keeping requirements under paragraph 24.
- S** 19.4.3 Beneficiary institutions are required to have effective risk-based policies and procedures for determining:
- (a) when to execute, reject, or suspend a wire transfer lacking the required originator or required beneficiary information; and
  - (b) the appropriate follow-up action.

## 20 Correspondent Banking

- 20.1 The requirements under this paragraph are only applicable to reporting institutions providing correspondent banking services and other similar relationships.
- S** 20.2 Reporting institutions providing correspondent banking services to respondent institutions are required to take the necessary measures to ensure that they are not exposed to ML/TF/PF threat through the accounts of the respondent institutions such as being used by shell banks.
- S** 20.3 In relation to cross-border correspondent banking and other similar relationships, reporting institutions are required to:
- (a) gather sufficient information about a respondent institution to understand fully the nature of the respondent institution's business, and to determine from publicly available information the reputation of the respondent institution and the quality of supervision exercised on the respondent institution, including whether it has been subject to a ML/TF/PF investigation or regulatory action;
  - (b) assess the respondent institution's AML/CFT/CPF controls having regard to AML/CFT/CPF measures of the country or jurisdiction in which the respondent institution operates;
  - (c) obtain approval from the Senior Management before establishing new correspondent banking relationships; and
  - (d) clearly understand the respective AML/CFT/CPF responsibilities of each institution.
- S** 20.4 In relation to "payable-through accounts", reporting institutions are required to satisfy themselves that the respondent institution:
- (a) has performed CDD obligations on its customers that have direct access to the accounts of the reporting institution; and
  - (b) is able to provide relevant CDD information to the reporting institution upon request.
- S** 20.5 Reporting institutions shall not enter into, or continue, correspondent banking relationships with shell banks. Reporting institutions are required to satisfy themselves that respondent institutions do not permit their accounts to be used by shell banks.

## 21 Cash Threshold Report

### 21.1 General

- S** 21.1.1 Where the requirement of cash threshold report applies, reporting institutions are required to submit cash threshold reports to the Financial Intelligence and Enforcement Department, Bank Negara Malaysia.

### 21.2 Definition

- S** 21.2.1 For the purpose of this paragraph:
- (a) cash transactions refer to transactions involving physical currencies (domestic or foreign currency) and bearer negotiable instruments such as a bill of exchange, promissory note, bearer bond, traveller's cheque, cash cheque, money order and postal order. However, this does not include bank drafts, cheques, electronic transfers or fixed deposit rollovers or renewals; and
  - (b) cash transactions include transactions involving withdrawal of cash from accounts or exchange of bearer negotiable instruments for cash.

### 21.3 Applicability

- S** 21.3.1 The requirements for cash threshold reports are applicable to customers and person conducting the transaction in single or multiple cash transactions within the same account in a day for the amount equivalent to **RM25,000** and above.
- S** 21.3.2 Reporting institutions shall not offset the cash transactions against one another. Where there are deposit and withdrawal transactions, the amount must be aggregated. For example, a deposit of RM20,000 and a withdrawal of RM10,000 must be aggregated to the amount of RM30,000 and hence, must be reported as it exceeds the amount specified by Bank Negara Malaysia.
- S** 21.3.3 Transactions referred to under paragraph 21.3.1 include cash contra from an account to different account(s) transacted over-the-counter by any customer.

#### **21.4 Reporting of Cash Threshold Report**

- S** 21.4.1 Reporting institutions are required to establish a reporting system for the submission of cash threshold reports to the Financial Intelligence and Enforcement Department, Bank Negara Malaysia.
  
- S** 21.4.2 The Compliance Officer of a reporting institution that has been granted access to the Financial Intelligence System (FINS) administered by the Financial Intelligence and Enforcement Department, Bank Negara Malaysia must submit the cash threshold report through the following website:  
  
<https://fins.bnm.gov.my/>
  
- S** 21.4.3 Reporting institutions must ensure that the cash threshold report is submitted within five working days, from the date of the transaction.
  
- S** 21.4.4 Reporting institutions must ensure all required information specified in Appendix 5 are submitted and all submitted information are accurate and complete.
  
- S** 21.4.5 Submission of a cash threshold report does not preclude the reporting institution's obligation to submit a suspicious transaction report.

## 22 Suspicious Transaction Report

### 22.1 General

- S** 22.1.1 Reporting institutions are required to promptly submit a suspicious transaction report to the Financial Intelligence and Enforcement Department, Bank Negara Malaysia whenever the reporting institution suspects or has reasonable grounds to suspect that the transaction or activity (including attempted or proposed), regardless of the amount:
- (a) appears unusual;
  - (b) has no clear economic purpose;
  - (c) appears illegal;
  - (d) involves proceeds from an unlawful activity or instrumentalities of an offence; or
  - (e) indicates that the customer is involved in ML/TF/PF.
- S** 22.1.2 Reporting institutions must provide the required and relevant information that gave rise to doubt in the suspicious transaction report form, which includes but is not limited to the nature or circumstances surrounding the transaction and business background of the person conducting the transaction that is connected to the unlawful activity.
- S** 22.1.3 Reporting institutions must establish a reporting system for the submission of suspicious transaction reports.

### 22.2 Reporting Mechanisms

- S** 22.2.1 Reporting institutions are required to ensure that the designated branch or subsidiary compliance officer is responsible for channelling all internal suspicious transaction reports received from the employees of the respective branch or subsidiary to the Compliance Officer at the head office. In the case of employees at the head office, such internal suspicious transaction reports shall be channelled directly to the Compliance Officer.
- S** 22.2.2 Reporting institutions are required to have in place policies on the duration upon which internal suspicious transaction reports must be reviewed by the Compliance Officer, including the circumstances when the timeframe can be exceeded, where necessary.

- S** 22.2.3 Upon receiving any internal suspicious transaction report whether from the head office, branch or subsidiary, the Compliance Officer must evaluate the grounds for suspicion. Once the suspicion is confirmed, the Compliance Officer must promptly submit the suspicious transaction report. In the case where the Compliance Officer decides that there are no reasonable grounds for suspicion, the Compliance Officer must document and file the decision, supported by the relevant documents.
- S** 22.2.4 The Compliance Officer of a reporting institution that has been granted access to FINS, administered by the Financial Intelligence and Enforcement Department, Bank Negara Malaysia must submit the suspicious transaction report through the following website:
- <https://fins.bnm.gov.my/>
- S** 22.2.5 For reporting institutions that have not been granted access to FINS, the Compliance Officer must submit the suspicious transaction report, using the specified reporting form, as provided in Bank Negara Malaysia's AML/CFT website: <https://amlcft.bnm.gov.my/aml/cft-policies> through any of the following channels:
- Mail : Director  
Financial Intelligence and Enforcement  
Department  
Bank Negara Malaysia  
Jalan Dato' Onn  
50480 Kuala Lumpur  
(To be opened by addressee only)
- E-mail : [str@bnm.gov.my](mailto:str@bnm.gov.my)
- S** 22.2.6 The Compliance Officer must ensure that the suspicious transaction report is submitted within the next working day, from the date the Compliance Officer establishes the suspicion.
- S** 22.2.7 Reporting institutions must ensure that in the course of submitting the suspicious transaction report, utmost care must be undertaken to ensure that such reports are treated with the highest level of confidentiality. The Compliance Officer has the sole discretion and independence to report suspicious transactions.

- S** 22.2.8 Reporting institutions must provide additional information and documentation as may be requested by the Financial Intelligence and Enforcement Department, Bank Negara Malaysia and must respond promptly to any further enquiries with regard to any report received under section 14 of the AMLA.
- S** 22.2.9 Reporting institutions must ensure that the suspicious transaction reporting mechanism, including management of internal suspicious transaction reports, is operated in a secured environment to maintain confidentiality and preserve secrecy.
- G** 22.2.10 Where a suspicious transaction report has been lodged, reporting institutions may update or make a fresh suspicious transaction report as and when a new suspicion arises.

### **22.3 Triggers for Submission of Suspicious Transaction Report**

- S** 22.3.1 Reporting institutions are required to establish internal criteria (“red flags”) to detect suspicious transactions.
- S** 22.3.2 Reporting institutions must consider submitting a suspicious transaction report when any of its customer’s transactions or attempted transactions fits the reporting institution’s list of “red flags”.
- G** 22.3.3 Reporting institutions may refer to Appendix 4 of this policy document for examples of transactions that may constitute triggers for the purpose of reporting suspicious transactions.
- G** 22.3.4 Reporting institutions may be guided by examples of suspicious transactions provided by Bank Negara Malaysia or other corresponding competent authorities, supervisory authorities and international organisations.

### **22.4 Internal Suspicious Transaction Reports**

- S** 22.4.1 Reporting institutions must ensure that the Compliance Officer maintains a complete file on all internal suspicious transaction reports and any supporting documentary evidence regardless of whether such reports have been submitted.
- S** 22.4.2 Pursuant to paragraph 22.4.1, if no suspicious transaction reports are submitted to the Financial Intelligence and Enforcement Department, Bank Negara Malaysia, the internal suspicious transaction reports and the relevant supporting documentary evidence must be made available to the relevant supervisory authorities upon request.

## 23 Disclosure of Suspicious Transaction Report, Cash Threshold Report and Related Information

- S** 23.1 Reporting institutions are prohibited from disclosing any suspicious transaction report and where applicable, cash threshold report, as well as any information related to these reports, in accordance with section 14A of the AMLA. This includes any information on the subject or counterparties reported on, such as personal identification, account details, transaction details, the suspected offence or suspicious activities reported on, and any other information contained in the report.
- S** 23.2 The prohibition under paragraph 23.1 does not apply where the exceptions under section 14A(3) of the AMLA apply.
- S** 23.3 Where the exceptions under section 14A(3) of the AMLA apply, reporting institutions must have the following measures in place:
- (a) a set of parameters on:
    - (i) the circumstances where disclosure is required;
    - (ii) types of information that can be disclosed; and
    - (iii) to whom it can be disclosed;
  - (b) internal governance procedures to ensure that any disclosure is properly justified, duly authorised and managed in a controlled and secured environment;
  - (c) apprise all employees and intended recipients who are privy to the reports and related information to maintain confidentiality; and
  - (d) an effective audit trail is maintained in respect of the disclosure of such information.
- G** 23.4 For any disclosure of reports and related information pursuant to section 14A(3)(d) of the AMLA, reporting institutions may make a written application to the Director, Financial Intelligence and Enforcement Department, Bank Negara Malaysia for a written authorisation.
- S** 23.5 In making an application under paragraph 23.4, the reporting institution shall provide the following:
- (a) details and justification for the disclosure;
  - (b) details on the safeguards and measures in place to ensure confidentiality of information transmitted at all times;
  - (c) information on persons authorised by the reporting institution to have access to the reports and related information;
  - (d) any other documents or information considered relevant by the reporting institution; and
  - (e) any other documents or information requested or specified by Bank Negara Malaysia.

## 24 Record Keeping

- S** 24.1 Reporting institutions are required to keep the relevant records including any accounts, files, business correspondence and documents relating to transactions, in particular, those obtained during the CDD process. This includes documents used to verify the identity of customers and beneficial owners, and the results of any analysis undertaken. The records maintained must remain up-to-date and relevant.
- S** 24.2 Reporting institutions must ensure that all relevant records relating to transactions which are kept are sufficient to permit reconstruction of individual transactions so as to provide, if necessary, evidence for prosecution of criminal activity.
- S** 24.3 Reporting institutions are required to keep the records for at least six years following the completion of the transaction, the termination of the business relationship or after the date of the occasional transaction.
- S** 24.4 In situations where the records are subjected to on-going investigation or prosecution in court, they shall be retained beyond the stipulated retention period until such time reporting institutions are informed by the relevant law enforcement agency that such records are no longer required.
- S** 24.5 Reporting institutions are required to retain the relevant records in a form that is admissible as evidence in court pursuant to the Evidence Act 1950, and make such records available to the supervisory authorities and law enforcement agencies in a timely manner.

### ***Money Services Business***

- S** 24.6 For issuance of receipt by money services business, in addition to the obligations specified in paragraphs 24.1 to 24.5, reporting institutions shall comply with the requirements of paragraphs 24.7 and 24.8.
- S** 24.7 The following information is required to be recorded in the receipt of transaction with the customer for money-changing/wholesale currency business:
- (a) the reporting institution's name, business address and telephone number;
  - (b) date of transaction;
  - (c) receipt serial number;
  - (d) amount and type of currency exchanged by the customer;
  - (e) amount and type of currency the customer exchanged for;
  - (f) exchange rate offered;
  - (g) fees and charges for services provided to the customer;
  - (h) name of customer (where applicable); and
  - (i) customer's identification number i.e. NRIC, passport number or other forms of identification (where applicable).

- S** 24.8 The following information is required to be recorded in the receipt of transaction with the customer for wire transfer (remittance) business:
- (a) the reporting institution's name, business address and telephone number;
  - (b) date of transaction;
  - (c) receipt of serial number;
  - (d) exchange rate offered;
  - (e) the amount of funds to be remitted in ringgit and its equivalent amount in foreign currency to be received by the beneficiary;
  - (f) fees and charges for services provided to the customer;
  - (g) name of originator (where applicable);
  - (h) name of beneficiary (where applicable); and
  - (i) customer's identification number i.e. NRIC, passport number or other forms of identification (where applicable).

## 25 Management Information System

- S** 25.1 Reporting institutions must have in place an adequate manual/electronic management information system (MIS) to complement its CDD process. The MIS is required to provide the reporting institution with timely information on a regular basis to enable the reporting institution to detect irregularities and/or any suspicious activity.
- S** 25.2 The MIS shall be commensurate with the nature, scale and complexity of the reporting institution's activities and ML/TF/PF risk profile.
- S** 25.3 The MIS shall include, at a minimum, information on multiple transactions over a certain period, large transactions, anomalies in transaction patterns, customer's risk profile and transactions exceeding any internally specified thresholds.
- S** 25.4 The MIS shall be able to aggregate customer's transactions from multiple accounts and/or from different systems.
- G** 25.5 The MIS may be integrated with the reporting institution's information system that contains its customer's normal transactions or business profile, which is accurate, up-to-date and reliable.

## **26 Enforcement Orders**

- S** 26.1 Reporting institutions are required to produce any information or document requested by the relevant law enforcement agencies, pursuant to any investigation order under Part VI of the AMLA served on the reporting institutions, within a reasonable time frame that has been agreed upon between the investigating officer and the reporting institution.
  
- S** 26.2 Reporting institutions shall establish the necessary policies, procedures and systems to ensure no undue delay in responding to such orders.

## 27 Targeted Financial Sanctions on Terrorism Financing

### 27.1 Definition and Interpretation

27.1.1 For the purpose of paragraph 27,

“**customer**” includes “beneficial owner” and “beneficiary”.

“**Domestic List**” refers to names and particulars of specified entities as declared by the Minister of Home Affairs under the relevant subsidiary legislation made under section 66B(1) of the AMLA.

“**related party**” refers to:

- (a) a person related to the properties or funds that are wholly or jointly owned or controlled, directly or indirectly, by a specified entity; and
- (b) a person acting on behalf or at the direction of a specified entity.

“**reporting institution**” refers to a reporting institution or a financial institution regulated or supervised by Bank Negara Malaysia, which includes general insurers and general takaful operators.

“**UNSCR List**” refers to names and particulars of persons as designated by the United Nations Security Council (UNSC) or its relevant Sanctions Committee pursuant to the relevant United Nations Security Council Resolutions (UNSCR) and are deemed as specified entities by virtue of section 66C(2) of the AMLA.

### 27.2 General

- S** 27.2.1 Reporting institutions are required to keep updated with the relevant UNSCR relating to combating the financing of terrorism, which includes:
- (a) UNSCR 1267(1999), 1373(2001), 1988(2011), 1989(2011) and 2253(2015) which require sanctions against individuals and entities belonging or related to Taliban, ISIL (Da’esh) and Al-Qaida; and
  - (b) new UNSCR published by the UNSC or its relevant Sanctions Committee as published in the UN website.

## 27.3 Maintenance of Sanctions List

### ***UNSCR List***

- S** 27.3.1 Reporting institutions are required to maintain a sanctions database on the UNSCR List.
- S** 27.3.2 Reporting institutions must ensure that the information contained in the sanctions database is updated and effected without delay upon the publication of the UNSC or its relevant Sanctions Committee's designation in the UN website.
- G** 27.3.3 Reporting institutions may refer to the Consolidated UNSCR List published in the following UN website:  
<https://www.un.org>
- S** 27.3.4 The UNSCR List shall remain in the sanctions database until the delisting of the specified entities by the relevant Sanctions Committee is published in the UN website.

### ***Domestic List***

- S** 27.3.5 Reporting institutions are required to keep updated with the Domestic List as and when published in the *Gazette*.
- S** 27.3.6 Reporting institutions are required to maintain a sanctions database on the Domestic List.
- S** 27.3.7 Reporting institutions must ensure that the information contained in the sanctions database is updated and effected without delay upon publication in the *Gazette*.
- G** 27.3.8 Reporting institutions may refer to the Domestic List published in the following website:  
<https://lom.agc.gov.my>
- S** 27.3.9 The Domestic List shall remain in the sanctions database until the delisting of the specified entities is published in the *Gazette*.

### ***Other requirements***

- S** 27.3.10 Reporting institutions must ensure that the information contained in the sanctions database is comprehensive and easily accessible by its employees at the head office, branch, subsidiary and where relevant, to the outsourced service providers or agents.

- G** 27.3.11 Reporting institutions may monitor and consolidate other countries' unilateral sanctions lists in their sanctions database.
- G** 27.3.12 Reporting institutions may also consider electronic subscription services in ensuring prompt updates to the sanctions database.

#### **27.4 Sanctions Screening – Customers**

- S** 27.4.1 Reporting institutions are required to conduct sanctions screening on existing, potential or new customers against the Domestic List and UNSCR List. Where applicable, screening shall be conducted as part of the CDD process and on-going due diligence.
- S** 27.4.2 For the avoidance of doubt, sanctions screening obligations apply to all customers and transactions regardless of any thresholds for CDD or features of a product or service.
- S** 27.4.3 Reporting institutions shall ensure reasonable measures are taken to adhere to sanctions screening requirements, including obtaining limited data points of the customers during on-boarding or conducting a transaction, to facilitate screening. At a minimum, reporting institutions shall obtain the following information:
  - (a) full name;
  - (b) NRIC number or passport number or reference number of any other official documents; and
  - (c) date of birth.
- S** 27.4.4 Reporting institutions are required to screen its entire customer database (including dormant accounts), without delay, for any positive name match against the:
  - (a) Domestic List, upon publication in the *Gazette*; and
  - (b) UNSCR List, upon publication of the UNSC or its relevant Sanctions Committee's designation in the UN website.
- S** 27.4.5 Reporting institutions in the insurance and takaful sector, shall conduct sanctions screening upon establishing business relationships, during in-force period of the policy and before any payout.
- G** 27.4.6 When conducting the sanctions screening process, reporting institutions may perform name searches based on a set of possible permutations for each specified entity to prevent unintended omissions.
- S** 27.4.7 Reporting institutions shall maintain the records on the sanctions screening conducted and make such records available to supervisory authorities, upon request.

### ***Dealing with False Positives***

- S** 27.4.8 Reporting institutions are required to ascertain potential matches with UNSCR List or Domestic List are true matches to eliminate false positives.
- S** 27.4.9 Reporting institutions are required to make further inquiries for additional information and identification documents from the customer, counter-party or credible sources to assist in determining whether the potential match is a true match.
- G** 27.4.10 Reporting institutions may direct any query to the Financial Intelligence and Enforcement Department, Bank Negara Malaysia to ascertain whether or not the customer is a specified entity, in the case of similar or common names.

### **27.5 Related Parties**

- S** 27.5.1 Reporting institutions shall undertake due diligence on related parties.
- S** 27.5.2 In undertaking due diligence on the related parties, reporting institutions are required to examine and analyse past transactions of the specified entities and related parties, and maintain records on the analysis of these transactions.
- G** 27.5.3 In ascertaining whether an entity is owned or controlled by a specified entity, reporting institutions may refer to the definition of a “beneficial owner” in paragraph 6.2, and requirements under paragraph 14 in relation to CDD on beneficial owners.

### **27.6 Freezing, Blocking and Rejecting - Customers and Related Parties**

- S** 27.6.1 Reporting institutions are required to conduct the following, immediately and without delay, upon determination and confirmation of a customer’s identity as a specified entity and/or related parties:
  - (a) freeze the customer’s funds and properties; or
  - (b) block transactions (where applicable),  
to prevent the dissipation of the funds.
- S** 27.6.2 Reporting institutions are required to reject a potential customer, when there is a positive name match.
- S** 27.6.3 The freezing of funds and properties, or blocking of transactions, as the case may be, shall remain in effect until the specified entity is removed from the Domestic List or UNSCR List in accordance with paragraphs 27.3.4 and 27.3.9.

### ***Allowable Transactions***

- S** 27.6.4 Any dealings with frozen funds or properties, whether by the specified entity, related party, or any interested party, requires prior written authorisation from the Minister of Home Affairs.
- S** 27.6.5 The frozen funds and properties, may continue receiving deposits, dividends, interests, bonus, premiums/contributions or other benefits. However, such funds and benefits must remain frozen as long as the specified entity continues to be listed under the Domestic List and UNSCR List.

### ***Exemption for Basic and Extraordinary Expenditures***

- G** 27.6.6 Reporting institutions may advise the specified entity, a related party or any interested party of the frozen funds or properties, or to the blocked or rejected transactions, to make an application to the Minister of Home Affairs for exemptions on basic and extraordinary expenditures.
- S** 27.6.7 Reporting institutions shall only proceed with payments for basic and extraordinary expenditures upon receiving written authorisation from the Minister of Home Affairs.

## **27.7 Reporting on Positive Name Match**

### ***Reporting upon Determination of a Positive Name Match***

- S** 27.7.1 Reporting institutions are required to immediately report upon determination that they are in possession or in control of funds or properties, of any specified entity and/or related party, using the form attached in Appendix 8a, to the:
- (a) Financial Intelligence and Enforcement Department, Bank Negara Malaysia; and
  - (b) Inspector-General of Police.

### ***Periodic Reporting on Positive Name Match***

- S** 27.7.2 Reporting institutions that have reported positive name matches and are in possession or in control of frozen or blocked funds or properties of any specified entity and/or related party are required to report any changes to those funds, other financial assets and economic resources, using the form and at intervals as specified in Appendix 8b.
- S** 27.7.3 Notwithstanding paragraph 27.7.2, reporting institutions are not required to submit periodic reporting on positive name matches involving customers who conduct one-off transactions and where the customer does not maintain an account with the reporting institution.

## **27.8 Reporting of Suspicious Transaction**

### ***On Related Transactions***

- S** 27.8.1 Reporting institutions are required to submit a suspicious transaction report, upon determination of any positive match or has reason to suspect that the account or transaction is related or linked to, or is used or intended to be used for or by any specified entity or related party.
  
- S** 27.8.2 Reporting institutions are also required to submit a suspicious transaction report on any attempted transactions undertaken by a specified entity or related party.

### ***On Name Match with Other Unilateral Sanctions Lists***

- S** 27.8.3 Reporting institutions shall submit a suspicious transaction report if there is any positive name match with individuals or entities listed in other unilateral sanctions lists.

## 28 Targeted Financial Sanctions on Proliferation Financing

### 28.1 Definition and Interpretation

28.1.1 For the purpose of paragraph 28,

**“customer”** includes “beneficial owner” and “beneficiary”.

**“related party”** refers to:

- (a) a person related to the funds, other financial assets or economic resources that are wholly or jointly owned or controlled, directly or indirectly, by a designated person; and
- (b) a person acting on behalf or at the direction of a designated person.

**“reporting institution”** refers to a reporting institution or a financial institution regulated or supervised by Bank Negara Malaysia, which includes general insurers and takaful operators.

**“UNSCR List”** refers to names and particulars of persons as designated by the UNSC or its relevant Sanctions Committee and are deemed as designated persons under the relevant Strategic Trade Act 2010 (STA) subsidiary legislation.

### 28.2 Maintenance of Sanctions List

- S** 28.2.1 Reporting institutions are required to keep updated with the list of countries and persons designated as restricted end-users and prohibited end-users under the STA, in accordance with the relevant UNSCR relating to prevention of proliferation of weapons of mass destruction (WMD) as published in the UN website, as and when there are new decisions by the UNSC or its relevant Sanctions Committee as listed in Appendix 6.
- S** 28.2.2 Reporting institutions are required to maintain a sanctions database on the UNSCR List.
- S** 28.2.3 Reporting institutions must ensure that the information contained in the sanctions database is updated and effected without delay upon publication of the UNSC or its relevant Sanctions Committee’s designation in the UN Website.
- G** 28.2.4 Reporting institutions may refer to the Consolidated UNSCR List published in the following UN website:  
<https://www.un.org>

- S** 28.2.5 The UNSCR List shall remain in the sanctions database until the delisting of the designated country or person by the UNSC or its relevant Sanctions Committee is published in the UN website.
- S** 28.2.6 Reporting institutions must ensure that the information contained in the sanctions database is comprehensive and easily accessible by its employees at the head office, branch, subsidiary, and where relevant, to the outsourced service providers or agents.
- G** 28.2.7 Reporting institutions may monitor and consolidate other countries' unilateral sanctions lists in their sanctions database.
- G** 28.2.8 Reporting institutions may also consider electronic subscription services in ensuring prompt updates to the sanctions database.

### **28.3 Sanctions Screening – Customers**

- S** 28.3.1 Reporting institutions are required to conduct sanctions screening on existing, potential or new customers against the UNSCR List. Where applicable, screening shall be conducted as part of the CDD process and on-going due diligence.
- S** 28.3.2 For the avoidance of doubt, sanctions screening obligations apply to all customers and transactions regardless of any thresholds for CDD or features of a product or service.
- S** 28.3.3 Reporting institutions shall ensure reasonable measures are taken to adhere to sanctions screening requirements, including obtaining limited data points of the customers during on-boarding or conducting a transaction, to facilitate screening. At a minimum, reporting institutions shall obtain the following information:
  - (a) full name;
  - (b) NRIC number or passport number or reference number of any other official documents; and
  - (c) date of birth.
- S** 28.3.4 Reporting institutions are required to screen its entire customer database (including dormant accounts), without delay, for any positive name match against the UNSCR List, upon publication of the UNSC or its relevant Sanctions Committee's designation in the UN website.
- S** 28.3.5 Reporting institutions in the insurance and takaful sector, shall conduct sanctions screening upon establishing business relationships, during in-force period of the policy and before any payout.

- G** 28.3.6 When conducting the sanctions screening process, reporting institutions may perform name searches based on a set of possible permutations for each designated person to prevent unintended omissions.
- S** 28.3.7 Reporting institutions shall maintain the records on the sanctions screening conducted and make such records available to supervisory authority, upon request.

***Dealing with False Positives***

- S** 28.3.8 Reporting institutions are required to ascertain potential matches with UNSCR List are true matches to eliminate false positives.
- S** 28.3.9 Reporting institutions are required to make further inquiries for additional information and identification documents from the customer, counter-party or credible sources, to assist in determining whether the potential match is a true match.
- G** 28.3.10 Reporting institutions may direct any query to the Financial Intelligence and Enforcement Department, Bank Negara Malaysia to ascertain whether or not the customer is a designated person, in the case of similar or common names.

**28.4 Related Parties**

- S** 28.4.1 Reporting institutions shall undertake due diligence on related parties.
- S** 28.4.2 In undertaking due diligence on the related parties, reporting institutions are required to examine and analyse past transactions of the designated person and related parties, and maintain records on the analysis of these transactions.
- G** 28.4.3 In ascertaining whether an entity is owned or controlled by a designated person, reporting institutions may refer to the definition of “beneficial owner” in paragraph 6.2, and requirements under paragraph 14 in relation to CDD on beneficial owners.

**28.5 Freezing, Blocking and Rejecting - Customers and Related Parties**

- S** 28.5.1 Reporting institutions are required to conduct the following, immediately and without delay, upon determination and confirmation of a customer’s identity as a designated person and/or related parties:
- (a) freeze the customer’s funds, other financial assets and economic resources; or
  - (b) block transactions (where applicable), to prevent the dissipation of the funds, other financial assets and economic resources.

- S** 28.5.2 Reporting institutions are required to reject a potential customer, when there is a positive name match.
- S** 28.5.3 The freezing of funds, other financial assets and economic resources or blocking of transactions, as the case may be, shall remain in effect until the designated country or person is removed from the UNSCR List in accordance with paragraph 28.2.5.

***Allowable Transactions***

- S** 28.5.4 Any dealings with frozen funds, other financial assets or economic resources, whether by the designated country, person, identified related party or any interested party, requires prior written authorisation from the Strategic Trade Controller under the STA.
- S** 28.5.5 The frozen funds, other financial assets or economic resources may continue receiving deposits, dividends, interests, bonuses, premiums / contributions or other benefits. However, such funds and benefits must remain frozen as long as the countries and persons continue to be listed under the UNSCR List.

***Exemption for Basic and Extraordinary Expenditures***

- G** 28.5.6 Reporting institutions may advise the designated person, a related party or any interested party of the frozen funds, other financial assets or economic resources, or to the blocked or rejected transactions, to make an application to the Strategic Trade Controller under the STA for exemptions on basic and extraordinary expenditures.
- S** 28.5.7 Reporting institutions shall only proceed with the payments for basic and extraordinary expenditures upon receiving written authorisation from the Strategic Trade Controller under the STA.

***Exemption for Payments Due under Existing Contracts***

- G** 28.5.8 Reporting institutions may advise the designated person, related party or any interested party of the frozen funds, other financial assets or economic resources, or to the blocked or rejected transaction, to make an application to the Strategic Trade Controller under the STA to allow payments due under contracts entered into prior to the designation.
- S** 28.5.9 Reporting institutions shall only proceed with the payments due under existing contracts upon receiving prior written authorisation from the Strategic Trade Controller under the STA.

## 28.6 Reporting on Positive Name Match

### *Reporting upon Determination of a Positive Name Match*

- S** 28.6.1 Reporting institutions are required to immediately report to the Financial Intelligence and Enforcement Department, Bank Negara Malaysia on any detection, freezing, blocking or rejection actions undertaken with regard to any identified funds, other financial assets and economic resources or transactions, using the form attached in Appendix 8a.

### *Periodic Reporting on Positive Name Match*

- S** 28.6.2 Reporting institutions that have reported positive name matches and are in possession or in control of frozen or blocked funds, other financial assets or economic resources of any designated person and/or related party are required to report any changes to those funds, other financial assets or economic resources, using the form and at intervals as specified in Appendix 8b.
- S** 28.6.3 Notwithstanding paragraph 28.6.2, reporting institutions are not required to submit periodic reporting on positive name matches involving customers who conduct one-off transactions and where the customer does not maintain an account with the reporting institution.

## 28.7 Reporting of Suspicious Transaction

### *On Related Transactions*

- S** 28.7.1 Reporting institutions are required to submit a suspicious transaction report, upon determination of any positive match or has reason to suspect that the account or transaction is related or linked to, or is used or intended to be used for or by any designated country, person or related party.
- S** 28.7.2 Reporting institutions are also required to submit a suspicious transaction report on any attempted transaction undertaken by designated countries, persons or related parties.

### *On Name Match with other Unilateral Sanctions Lists*

- S** 28.7.3 Reporting institutions shall submit a suspicious transaction report if there is any positive name match with individuals or entities listed in other unilateral sanctions lists.

### *Imposition of New Measures*

- S** 28.8 In the event the UNSC or its relevant Sanctions Committee imposes new measures relating to the prevention of PF or proliferation of WMD, reporting institutions are required to adhere to such measures as specified by Bank Negara Malaysia.

## 29 Targeted Financial Sanctions under Other UN-Sanctions Regimes

### 29.1 Definition and Interpretation

29.1.1 For the purpose of paragraph 29,

“**customer**” includes “beneficial owner” and “beneficiary”.

“**related party**” refers to:

- (a) a person related to the funds, other financial assets or economic resources that are wholly or jointly owned or controlled, directly or indirectly, by a designated person; and
- (b) a person acting on behalf or at the direction of a designated person.

“**reporting institution**” refers to a reporting institution or a financial institution regulated or supervised by Bank Negara Malaysia, which includes general insurers and takaful operators.

“**UNSCR List**” refers to names and particulars of persons as designated by the UNSC or its relevant Sanctions Committee and are deemed as designated persons under the relevant Central Bank of Malaysia Act 2009 (CBA) Regulations.

### 29.2 Maintenance of Sanctions List

- S** 29.2.1 Reporting institutions are required to keep updated with the list of designated countries and persons under the CBA Regulations, in accordance with the relevant UNSCR relating to upholding of peace and security, through prevention of armed conflicts and human rights violations, as published in the UN website, as and when there are new decisions by the UNSC or its relevant Sanctions Committee as listed in Appendix 7.
- S** 29.2.2 Reporting institutions are required to maintain a sanctions database on the UNSCR List.
- S** 29.2.3 Reporting institutions must ensure that the information contained in the sanctions database is updated and effected without delay upon publication of the UNSC or its relevant Sanctions Committee’s designation in the UN Website.
- G** 29.2.4 Reporting institutions may refer to the Consolidated UNSCR List published in the following UN website:

<https://www.un.org>

- S** 29.2.5 The UNSCR List shall remain in the sanctions database until the delisting of the designated country or person by the UNSC or its relevant Sanctions Committee is published in the UN website.
- S** 29.2.6 Reporting institutions must ensure that the information contained in the sanctions database is comprehensive and easily accessible by its employees at the head office, branch or subsidiary, and where relevant, to the outsourced service providers or agents.
- G** 29.2.7 Reporting institutions may monitor and consolidate other countries' unilateral sanctions lists in their sanctions database.
- G** 29.2.8 Reporting institutions may also consider electronic subscription services in ensuring prompt updates to the sanctions database.

### **29.3 Sanctions Screening – Customers**

- S** 29.3.1 Reporting institutions are required to conduct sanctions screening on existing, potential or new customers against the UNSCR List. Where applicable, screening shall be conducted as part of the CDD process and on-going due diligence.
- S** 29.3.2 For the avoidance of doubt, sanctions screening obligations apply to all customers and transactions regardless of any thresholds for CDD or features of a product or service.
- S** 29.3.3 Reporting institutions shall ensure reasonable measures are taken to adhere to sanctions screening requirements, including obtaining limited data points of the customers during on-boarding or conducting a transaction, to facilitate screening. At a minimum, reporting institutions shall obtain the following information:
  - (a) full name;
  - (b) NRIC number or passport number or reference number of any other official documents; and
  - (c) date of birth.
- S** 29.3.4 Reporting institutions are required to screen its entire customer database (including dormant accounts), without delay for any positive name match against the UNSCR List, upon publication of the UNSC or its relevant Sanctions Committee's designation in the UN website.
- S** 29.3.5 Reporting institutions in the insurance and takaful sector, shall conduct sanctions screening upon establishing business relationships, during in-force period of the policy and before any payout.

- G** 29.3.6 When conducting the sanctions screening process, reporting institutions may perform name searches based on a set of possible permutations for each designated person to prevent unintended omissions.
- S** 29.3.7 Reporting institutions shall maintain the records on the sanctions screening conducted and make such records available to supervisory authorities, upon request.

#### ***Dealing with False Positives***

- S** 29.3.8 Reporting institutions are required to ascertain potential matches with UNSCR List are true matches to eliminate false positives.
- S** 29.3.9 Reporting institutions are required to make further inquiries for additional information and identification documents from the customer, counter-party or credible sources, to assist in determining whether it is a true match.
- G** 29.3.10 Reporting institutions may direct any query to the Financial Intelligence and Enforcement Department, Bank Negara Malaysia to ascertain whether or not the customer is a designated person, in the case of similar or common names.

#### **29.4 Related Parties**

- S** 29.4.1 Reporting institutions shall undertake due diligence on related parties.
- S** 29.4.2 In undertaking due diligence on the related parties, reporting institutions are required to examine and analyse past transactions of the designated persons and related parties, and maintain records on the analysis of these transactions.
- G** 29.4.3 In ascertaining whether an entity is owned or controlled by a designated person, reporting institutions may refer to the definition of “beneficial owner” in paragraph 6.2 and requirements under paragraph 14 in relation to CDD on beneficial owners.

#### **29.5 Freezing, Blocking and Rejecting – Customers and Related Parties**

- S** 29.5.1 Reporting institutions are required to conduct the following, immediately and without delay, upon determination and confirmation of a customer’s identity as a designated person and/or related parties:
- (a) freeze the customer’s funds, other financial assets and economic resources; or
  - (b) block transactions (where applicable), to prevent the dissipation of the funds, other financial assets and economic resources.

**S** 29.5.2 Reporting institutions are required to reject a potential customer, when there is a positive match.

**S** 29.5.3 The freezing of funds, other financial assets and economic resources or blocking of transactions, as the case may be, shall remain in effect until the designated country or person is removed from the UNSCR List in accordance with paragraph 29.2.5.

***Allowable Transactions***

**S** 29.5.4 Any dealings with frozen funds, other financial assets or economic resources, whether by the designated person, related party or any interested party, requires prior written authorisation from the UNSC or its relevant Sanctions Committee.

**S** 29.5.5 The frozen funds, other financial assets or economic resources may continue receiving deposits, dividends, interests, bonuses, premiums/contributions or other benefits. However, such funds and benefits must remain frozen as long as the countries and persons continue to be listed under the UNSCR List.

***Exemption for Basic and Extraordinary Expenditures***

**G** 29.5.6 Reporting institutions may advise the designated person, related party or any interested party of the frozen funds, other financial assets or economic resources, or to the blocked or rejected transactions, to make an application to the UNSC or its relevant Sanctions Committee for exemptions on basic and extraordinary expenditures.

**S** 29.5.7 Reporting institutions shall only proceed with payments for basic and extraordinary expenditures upon receiving written authorisation from the UNSC or its relevant Sanctions Committee.

***Exemption for Payments Due under Existing Contracts***

**G** 29.5.8 Reporting institutions may advise the customer, related party or any interested party of the frozen funds, other financial assets or economic resources, or to the blocked or rejected transaction, to make an application to the UNSC or its relevant Sanctions Committee to allow payments due under contracts entered into prior to the designation.

**S** 29.5.9 Reporting institutions shall only proceed with the payments due under existing contracts upon receiving prior written authorisation from the UNSC or its relevant Sanctions Committee.

## 29.6 Reporting on Positive Name Match

### *Reporting upon Determination of a Name Match*

- S** 29.6.1 Reporting institutions are required to immediately report to the Financial Intelligence and Enforcement Department, Bank Negara Malaysia on any detection, freezing, blocking or rejection actions undertaken with regard to any identified funds, other financial assets, economic resources or transactions, using the form as attached in Appendix 8a.

### *Periodic Reporting on Positive Name Match*

- S** 29.6.2 Reporting institutions that have reported positive name matches and are in possession or in control of frozen or blocked funds, other financial assets or economic resources of any designated person and/or related party are required to report any changes to those funds, other financial assets or economic resources, using the form and at intervals as specified in Appendix 8b.
- S** 29.6.3 Notwithstanding paragraph 29.6.2, reporting institutions are not required to submit periodic reporting on positive name matches involving customers who conduct one-off transactions and where the customer does not maintain an account with the reporting institution.

## 29.7 Reporting of Suspicious Transaction

### *On Related Transactions*

- S** 29.7.1 Reporting institutions are required to submit a suspicious transaction report, upon determination of any positive match or has reason to suspect that the account or transaction is related or linked to, or is used or intended to be used for or by any designated country, person or related party.
- S** 29.7.2 Reporting institutions are also required to submit a suspicious transaction report on any attempted transaction undertaken by designated countries, persons or related parties.

### *On Name Match with other Unilateral Sanctions Lists*

- S** 29.7.3 Reporting institutions shall submit a suspicious transaction report if there is any positive name match with individuals or entities listed in other unilateral sanctions lists.

### *Imposition of New Measures*

- S** 29.8 In the event the UNSC or its relevant Sanctions Committee impose new measures relating to upholding of peace and security, and prevention of conflicts and human rights violations, reporting institutions are required to adhere to such measures as specified by Bank Negara Malaysia.

### 30 Other Reporting Obligations

- S** 30.1 Reporting institutions are required to submit the following reports to the Financial Intelligence and Enforcement Department, Bank Negara Malaysia, where applicable:
- (a) Annual Summary Report on Exposure to Customers and Beneficial Owners from High Risk Countries, as may be specified by Bank Negara Malaysia;
  - (b) Quarterly Statistics on Orders Issued by Law Enforcement Agencies; and
  - (c) any other report as may be specified by Bank Negara Malaysia.
- G** 30.2 Reporting institutions may refer to the template for submission of the report under paragraph 30.1, at the following website:

<https://amlcft.bnm.gov.my>

## APPENDICES

### APPENDIX 1 Guidance on Application of Risk Based Approach

#### 1.0 Introduction

- 1.1 The risk-based approach (RBA) is central to the effective implementation of the FATF Recommendations. The focus on risk is intended to ensure a reporting institution is able to identify, assess and understand the ML/TF/PF risks to which it is exposed to and take the necessary AML/CFT/CPF control measures to mitigate them.
- 1.2 This Guidance seeks to:
- (a) assist the reporting institution to design and implement AML/CFT/CPF control measures by providing a common understanding of what the RBA encompasses; and
  - (b) clarify the policy expectations in relation to the assessment of business-based and customer-based ML/TF/PF risk in applying the RBA. In the event a reporting institution has developed its own RBA, the reporting institution is expected to ensure its RBA achieves the outcomes as specified in this policy document and as further clarified in this Guidance.
- 1.3 This Guidance is not intended to supersede or replace any of the existing mandatory requirements on RBA that are provided in paragraph 10 of the policy document.
- 1.4 For reporting institutions under a group structure, the requirements on the RBA as provided for in the policy document and this Guidance are applicable to reporting institutions at the entity level, not group level, whether as a holding or subsidiary entity. For example, for financial groups which comprise of a licensed conventional bank, a licensed Islamic bank and a licensed insurance company, these are considered as three separate reporting institutions/entities for the purpose of complying with the policy document.
- 1.5 The RBA:
- (a) recognises that the ML/TF/PF threats to a reporting institution vary across customers, countries, products and services, transactions and distribution channels;
  - (b) allows the reporting institution to apply appropriate policies, procedures, systems and controls to manage and mitigate the ML/TF/PF risks identified based on the nature, scale and complexity of the reporting institution's business and ML/TF/PF risk profile; and

- (c) facilitates more effective allocation of the reporting institution's resources and internal structures to manage and mitigate the ML/TF/PF risks identified.

1.6 The RBA provides an assessment of the threats and vulnerabilities of the reporting institution from being used as a conduit for ML/TF/PF. By regularly assessing the reporting institution's ML/TF/PF risks, it allows the reporting institution to protect and maintain the integrity of its business and the financial system as a whole.

## 2.0 Business-based and Relationship-Based Risk Assessment

2.1 The RBA entails two (2) assessments:

### Business-based Risk Assessment (BbRA)

*In a BbRA, a reporting institution is expected to identify ML/TF/PF risk factors that affect its business and address the impact on the reporting institution's overall ML/TF/PF risks.*

- **Refer to requirements in paragraphs 10.2, 10.3, 10.4 and 10.5 of this policy document.**

- I. **Perform risk assessment** - A reporting institution is expected to perform an assessment on the degree of ML/TF/PF risks that the reporting institution's business is exposed to and determine its risk appetite level. To this end, a reporting institution is expected to formulate specific parameters of the ML/TF/PF risk factors considered.
- II. **Formulate and implement business risk management and mitigation control measures** - A reporting institution is expected to establish and implement policies, procedures and controls to manage and mitigate the identified ML/TF/PF risks. Such measures should be sufficiently adequate to manage and mitigate the ML/TF/PF risks identified.

### Relationship-based Risk Assessment (RbRA)

*In an RbRA or Customer Risk Profiling, a reporting institution is expected to consider the inherent risks arising from the types of products, services, distribution channels, etc. that the customers are using and implement appropriate measures to manage and mitigate the ML/TF/PF risks identified therein.*

- **Refer to requirements in paragraph 10.6 of this policy document**

I. **Determine the risk parameters for customer risk profiling**

A reporting institution is expected to identify specific ML/TF/PF risk factors and parameters for customers' profiling. Where relevant, the reporting institution may adopt similar parameters that have been used for the assessment of the ML/TF/PF risk factors considered under the BbRA.

II. **Conduct risk profiling on customers**

Based on the Customer Due Diligence (CDD) information obtained at point of on-boarding new customers, or ongoing CDD information obtained from existing customers, as the case may be, a reporting institution is expected to determine the ML/TF/PF risk profile of each customer (e.g. high, medium or low) by applying the risk parameters determined above, in order to determine the appropriate level of CDD (i.e. standard or enhanced) that is applicable in respect of each customer. The resulting ML/TF/PF risk profile may also have a bearing on the frequency and intensity of on-going CDD that is applicable throughout the duration of the business relationship with the customer.

III. **Apply customer risk management and mitigation control measures**

A reporting institution is expected to apply the necessary risk management and mitigation policies, procedures and controls that are commensurate with the ML/TF/PF risk profile of each customer, to effectively manage and mitigate the ML/TF/PF risks identified. For example, customers assessed as having higher ML/TF/PF risks should be subject to enhanced CDD procedures, Senior Management's approval should be obtained before offering or continuing to provide financial services and the customer should be subject to more frequent and intense on-going CDD procedures throughout the duration of the business relationship with the customer.

2.2 The RBA is expected to be tailored to the nature, scale and complexity of the reporting institution's business, size, structure and activities.

2.3 A reporting institution is expected to incorporate the RBA into its existing policies and procedures as part of its overall risk management function. All steps and processes in relation to the RBA for purpose of BbRA and RbRA are expected to be documented and supported by appropriate rationale and be subject to approval by Senior Management and/or the Board, as appropriate.

- *Refer to paragraph 10.7.1 in this policy document.*

2.4 Recognising that ML/TF/PF risks evolve and are subject to change over time (arising from the emergence of new threats, introduction of new products/services, new technologies, expansion to new customer base etc.) a reporting institution is expected to understand that assessing and mitigating ML/TF/PF risks is not a static exercise. Therefore, a reporting institution is expected to periodically review, evaluate and update the RBA accordingly.

- 2.5 The outcome of the BbRA and RbRA complement each other. Therefore, to effectively implement the RBA:
- (a) a reporting institution is expected to determine reasonable risk factors and parameters for the BbRA and RbRA ; and
  - (b) over a period of time, data from the RbRA may also be useful in updating the parameters of the BbRA.

### **3.0 Business-based Risk Assessment (BbRA)**

#### **A. Perform Risk Assessment**

- 3.1 While there is no prescribed methodology, the BbRA is expected to reflect material and foreseeable ML/TF/PF threats and vulnerabilities which a reporting institution is exposed to for the period under review. Hence, a reporting institution may establish a manual or automated system to perform its risk assessment.
- 3.2 The reporting institution is expected to evaluate the likelihood and extent of its ML/TF/PF risks at a macro level. When assessing the ML/TF/PF risks, a reporting institution is expected to consider all relevant risk factors that affect their business and operations, which may include the following:
- (a) Specific risk factors or high risk crimes that the reporting institution may consider for the purpose of identifying its ML/TF/PF risks;
  - (b) Type of customers;
  - (c) Geographic location of the reporting institution;
  - (d) Transactions and distribution channels offered by the reporting institution;
  - (e) Products and services offered by the reporting institution;
  - (f) Structure of the reporting institution; and
  - (g) Findings of the National Risk Assessment (NRA).
- 3.3 The ML/TF/PF risks may be measured based on a number of factors. The weight or materiality given to these factors (individually or in combination) when assessing the overall risks of potential ML/TF/PF may vary from one reporting institution to another, depending on their respective circumstances. Consequently, a reporting institution is expected to make its own determination as to the risk weightage or materiality for each factor under consideration. These factors either individually or in combination, may increase or decrease potential ML/TF/PF risks posed to the reporting institution.
- 3.4 To assist a reporting institution in assessing the extent of its ML/TF/PF risks, the reporting institution may consider the following examples of risk factors:

- (a) **Customers** – in conducting business transactions, the reporting institution is exposed to various types of customers that may pose varying degrees of ML/TF/PF risks. In analysing its customers' risk, a reporting institution may consider the non-exhaustive examples below:

- *Exposure to high-net-worth customers within the reporting institution;*
- *Nature and type of business or occupation of the customers;*
- *Nature and type of business of merchants;*
- *Exposure to foreign PEP customers;*
- *Exposure to domestic PEP customers assessed as higher risk;*
- *Exposure to customers and/or merchants related to PEPs assessed as higher risk;*
- *Exposure to customers that are legal arrangements (e.g. trusts and charities) and legal persons and the level of complexity of such legal structures;*
- *Likelihood of the customers and/or transactions originating from FATF black or grey list countries or tax haven jurisdictions;*
- *Exposure to customers from jurisdictions exposed to high levels of corruption, organised crime and/or drug production/distribution;*
- *Exposure to customers that are mostly domiciled in, or conducting business in or through, countries that are listed by FATF in its Public Statement or the Government of Malaysia, or sanctioned by the United Nations Security Council;*
- *High growth in customer account base;*
- *Exposure to customers that authorise a proxy/agent to operate the account on their behalf;*
- *Exposure to non-resident customers;*
- *Exposure to companies that have nominee shareholders or shares in bearer form;*
- *Exposure to legal persons or arrangements that are personal asset holding vehicles;*
- *Exposure to customers that provide vague or incomplete information about their proposed trading activities during on-boarding and resistant to provide additional information when queried;*
- *Exposure to customers with their beneficial owners or senior management appear in unilateral sanctions lists or adverse news;*
- *Exposure to customers connected with a country of proliferation or diversion concern, e.g. through business or trade relations;*
- *Exposure to customers dealing with dual-use goods or goods subject to export control goods or complex equipment for which the person lacks technical background, or which is*

*incongruent with their stated line of activity;*

- *Exposure to customers engage in complex trade deals involving numerous third-party intermediaries in lines of business that do not accord with their stated business profile established at onboarding;*
- *Exposure to customers declared to be a commercial business, conducts transactions that suggest that they are acting as a money-remittance business or a pay-through account, involving a rapid movement of high-volume transactions and a small end-of-day balance without clear business reasons; and/or*
- *Exposure to customers affiliated with universities or research institutions are involved in the trading of dual-use goods or goods subject to export control.*

- (b) **Countries or geographic location** – a reporting institution should take into account such factors including the location of the reporting institution’s holding company, head office, branches and subsidiaries and agents (where applicable), and whether its holding company is located within a jurisdiction with full AML/CFT/CPF compliance as identified by a credible source. Further non-exhaustive examples are as below:

*Location of its holding company, branches, subsidiaries, merchants and/or agents in:*

- *Tourist hotspots, crime hotspots, country’s border and entry-points;*
- *High risk countries e.g. countries identified by FATF in its Public Statement, countries designated by the Government of Malaysia, countries subjected to sanctions by the United Nations Security Council;*
- *Jurisdictions that have been identified by credible sources as having significant levels of corruption or other criminal activities e.g. reports by Transparency International, United Nations Office on Drugs and Crimes etc.; and/or*
- *Jurisdictions that have been identified by credible sources as providing funding or support for money laundering, terrorism or proliferation of weapons of mass destruction.*

- (c) **Transactions and distribution channels** – A reporting institution has various modes of transaction and distribution of its products and services. Some of the modes of transaction and distribution channels may be more susceptible to ML/TF/PF risks. For example, products sold via non face-to-face channels are more susceptible to ML/TF/PF as compared to products sold via face-to-face channels, or in the case of money services business, transactions conducted with third party agents of the reporting institution may be more vulnerable to ML/TF/PF in comparison to those conducted at the reporting institution’s own

branches. In this regard, a reporting institution is expected to consider the appropriate ML/TF/PF risks attributed to all available modes of transactions and distribution that are offered to customers by the reporting institution, including the following non-exhaustive examples:

- *Mode of distribution e.g. direct channel, or via agents, brokers, bancassurance, financial advisors, introducers, online or technology based transaction;*
- *Volume and frequency of non face-to-face business relationships or transactions;*
- *Mode of payment e.g. cash-based transactions, e-payments;*
- *Cash intensive or other forms of anonymous transactions;*
- *Private banking relationships;*
- *Volume and frequency of transactions carried out in high risk areas or jurisdictions;*
- *Number of distribution channels located in high risk areas or jurisdictions;*
- *Exposure to cross-border transactions and/or transactions in high risk jurisdictions;*
- *Financial transaction conducted in a circuitous manner;*
- *Accounts or transactions involve possible companies with opaque ownership structures, front companies, or shell companies, e.g. companies do not have a high level of capitalisation or displays other shell company indicators, including long periods of account dormancy followed by a surge of activity;*
- *Account activity or transactions where the originator or beneficiary of associated financial institutions or correspondent banking services is domiciled in a country with weak implementation of relevant UNSCR obligations and FATF Standards or a weak export control regime; and/or*
- *Use of a personal account to purchase industrial items that are under export control, or otherwise not associated with corporate activities or congruent lines of business.*

- (d) **Products and services** – given the variety of financial products in the market, a reporting institution is expected to identify the appropriate level of ML/TF/PF risks attached to the types of products and services offered. Some of the non-exhaustive examples that the reporting institution may take into account are as follows:

- *Nature of the products i.e. transferability/liquidity of the products;*
- *Level of complexity of the products and services;*
- *Bearer instruments;*
- *Cash-based products and services e.g. e-money, e-wallet etc.;*
- *Domestic and international private banking facilities and/or*

- trust and asset management products/services;*
- *E-banking or mobile banking products and services;*
- *Volume of stored value cards offered with no restrictions;*
- *Products that return a significant portion of premiums paid as surrender value in the event of surrender or early termination;*
- *Products that allow top-up and/or partial/full withdrawal;*
- *Products with a short maturity period;*
- *Type of services offered i.e. single type of money service (e.g. money-changing or remittance only) or multiple money services (e.g. both money-changing and remittance);*
- *Payment instruments with funds transfer /cross border facility;*
- *Payment instruments with cash withdrawal facility;*
- *Payment instruments accepted for retail transactions domestically and/or internationally;*
- *Trade finance facilities;*
- *Transactions involve trading of dual-use goods or goods subject to export control;*
- *Inadequate information and inconsistencies in trade documents and financial flows; such as names, companies, addresses, final destination, etc; and/or*
- *Transactions that include wire instructions or payment details from or due to parties not identified on the original letter of credit or other documentation.*

- (e) **Reporting institution's structure** – the ML/TF/PF risk of a reporting institution may differ according to its size, structure and nature of business. Appropriate assessment of its business model and structure may assist a reporting institution to identify the level of ML/TF/PF risks that it is exposed to. In this regard, a reporting institution may take into account the following non- exhaustive examples:

- *Number of branches, subsidiaries and/or agents;*
- *Size of the reporting institution relative to industry/sector;*
- *Number and profile of employees;*
- *Degree of dependency on technology;*
- *Number of foreign correspondent financial institution accounts with inadequate AML/CFT/CPF controls, policies and procedures;*
- *Number of foreign correspondent financial institutions accounts located in higher risk jurisdictions; and/or*
- *Level of staff turnover, especially in key personnel positions.*

- (f) **Findings of the National Risk Assessment (NRA) or any other risk assessments issued by relevant authorities** – in identifying, assessing and understanding the ML/TF/PF risks, a reporting institution is expected to fully consider the outcome of the NRA or any other equivalent risk assessments by relevant authorities:

*Under the NRA, a reporting institution is expected to take into account the following:*

- *Sectors identified as highly vulnerable to ML/TF/PF risks and the reporting institutions exposure to such sectors in relation to customer segments served;*
- *Crimes identified as high risk or susceptible to ML/TF/PF and the adequacy of the reporting institutions' mitigating measures to detect and deter such illegal proceeds or in preventing dealings with customers involved in such illicit activities; and/or*
- *TF and/or PF risks faced by the industry.*

(g) **Other factors** – a reporting institution may also take into account other factors in determining its risk assessment such as:

- *Current trends and typologies for the sector in relation to ML/TF/PF and other crimes;*
- *The reporting institution's internal audit and regulatory findings;*
- *Current trends and typologies for other sectors with similar business model or product/service offerings in relation to ML/TF/PF and other crimes;*
- *The number of suspicious transaction reports it has filed with the Financial Intelligence and Enforcement Department, Bank Negara Malaysia; and/or*
- *Whether the reporting institution has been subjected to service any freeze or seize order by any law enforcement agencies, for example, pursuant to the AMLA, Dangerous Drugs (Forfeiture of Property) Act 1988, Malaysian Anti-Corruption Commission Act 2009, etc.*

3.5 In considering each risk factor mentioned above, a reporting institution is expected to formulate parameters that indicate their risk appetite in relation to the potential ML/TF/PF risks it may be exposed to. The reporting institution is expected to set its own parameters according to the size, complexity of its business. Example 1 below is strictly for illustration purpose and is intended to facilitate better understanding on how the risk factors and parameters may be applied. It is **not** intended to serve as a prescription or recommendation on the parameters or specific thresholds to be adopted by the reporting institution:

**Example 1 for all sectors:**

Risk Factor	Examples	Formulated Parameters
Customer	Significant growth of customer account base	<ul style="list-style-type: none"> <li>• Customer base increased more than 30% within a year</li> <li>• Number of high risk customers and</li> </ul>

		businesses totalling more than 30% of total loans and deposits
	Significant growth in percentage of high net worth customers	<ul style="list-style-type: none"> <li>Customers with net worth of RM5 million or more</li> </ul>
	Percentage of local and foreign customers	<ul style="list-style-type: none"> <li>Customers originating from high-risk jurisdictions domestically, regionally and globally</li> </ul>
Transactions and Distribution Channels	Cash intensive or other forms of anonymous transactions	<ul style="list-style-type: none"> <li>High volume of cash transactions above RM50,000 within a year</li> <li>High volume of conversion of ringgit to foreign currency by a single customer exceeding RM50,000 per transaction within a year</li> <li>High volume of anonymous / proxy transactions exceeding RM50,000 per transaction within a year</li> </ul>
	Percentage of non face-to-face transactions	<ul style="list-style-type: none"> <li>Non face-to-face transactions exceeding 50% of total transactions</li> </ul>
	Frequency and amount of cash payments	<ul style="list-style-type: none"> <li>Cash transactions above RM10,000</li> </ul>
	Wide array of e-banking products and services	<ul style="list-style-type: none"> <li>More than 30% of new accounts are opened via internet, mail or telephone without prior relationship</li> </ul>
	Findings of the NRA or any other	Sectors identified as highly vulnerable to

risk assessments issued by relevant authorities	ML/TF/PF risks	of business from highly vulnerable sectors identified under the NRA or any other risk assessments issued by relevant authorities
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*Note: The above is not meant to serve as exhaustive examples or prescriptions on specific risk factors or parameters which reporting institutions should apply in assessing the ML/TF/PF risks of the business. Reporting institutions are expected to determine which risk factors and parameters are most appropriate in the context of the nature, scale and complexity of their respective businesses.*

- 3.6 By applying all the risk factors and parameters in performing its risk assessment, a reporting institution should be able to determine the extent of ML/TF/PF risks that it is exposed to, on a quantitative and/or qualitative basis.
- 3.7 The outcome of the risk assessment would determine the level of ML/TF/PF risks the reporting institution is willing to accept (i.e. the reporting institution’s risk appetite) and its appropriate risk rating. The risk appetite and risk rating will have a direct impact on the proposed risk management and mitigation policies, procedures and controls adopted by the reporting institution.
- 3.8 Apart from ensuring that the risk assessment is reflected in its policies and procedures, a reporting institution is also expected to justify the outcome of the risk assessment conducted. Reporting institutions are reminded of the requirement under the AMLA to maintain proper records on any assessments and approvals by Senior Management and/or the Board on the ML/TF/PF risk assessments conducted to enable reviews to be conducted as and when it is requested by the relevant supervisory authorities.

**B. Formulate and implement business risk management and mitigation control measures**

- 3.9 Once a reporting institution has identified and assessed the ML/TF/PF risks it faces after performing its risk assessment under paragraph 3A above, a reporting institution is expected to formulate and implement appropriate risk control measures in order to manage and mitigate those risks.
- 3.10 The intended outcome is that the mitigation measures and controls are commensurate with the ML/TF/PF risks that have been identified.
- 3.11 The type and extent of the AML/CFT/CPF controls will depend on a number of factors, including:
  - (a) nature, scale and complexity of the reporting institution’s operating structure;

- (b) diversity of the reporting institution’s operations, including geographical locations;
- (c) types of customers;
- (d) products or services offered;
- (e) distribution channels used either directly, through third parties or agents or on non face-to-face basis;
- (f) volume and size of transactions; and
- (g) degree to which the reporting institution has outsourced its operations to other entities (Group).

3.12 The following are non-exhaustive examples of the risk controls that a reporting institution may adopt:

- (a) restrict or limit financial transactions;
- (b) enhanced onboarding processes for relevant segment of customers, including beneficial owners;
- (c) require additional internal approvals for certain transactions and products or services;
- (d) conduct regular training programmes for directors and employees on ML/TF/PF risks, typologies or increase resources where applicable;
- (e) improved controls for effective sanctions screening and transaction monitoring, including tailored risk-based measures to mitigate sanctions evasion, employment of technology-based screening, advanced technology to facilitate network analysis or system-based monitoring of transactions; and
- (f) employ biometric system for better customer verification.

#### 4.0 Relationship-based Risk Assessment (RbRA)

##### A. Determine the risk parameters for customer profiling

A reporting institution is expected to determine the appropriate risk parameters when considering the risk factors such as customer, country or geographic location, product or service and transaction or distribution channel. These risk parameters will assist the reporting institution in identifying the ML/TF/PF risk factors for customers for the purpose of risk profiling. Refer to Example 2 below for illustration purposes:

##### Example 2 for all sectors:

Risk Factor	Parameters determined for risk profiling		Risk Rating
Customer	Type	Individual / Group insured members	Low
		Legal Person	Medium
		Legal Arrangement	High
	Net Worth	Less than RM500,000	Low

		RM500,000 – RM3 million	Medium
		Above RM3 million	High
	Nationality	Low risk countries	Low
		Countries neighbouring high-risk or sanctioned countries	Medium
		High-risk or sanctioned countries	High
	Country of Origin	Malaysia	Low
		Singapore	Medium
		North Korea	High
	Country of Residence	Malaysia	Low
		Singapore	Medium
North Korea		High	
Transaction or Distribution Channel	Over the Counter / Direct / Bancassurance	Low	
	On behalf / Through intermediaries and/or agents	Medium	
	Non Face-to-face	High	
Products and Services	Savings Account	Low	
	Unit Trust	Medium	
	Private Banking	High	
Product Features	Pure insurance/takaful products with zero or minimal savings/investment element (e.g. group/individual policies with life/medical/PA coverage)	Low	
	Products with the following features but not limited to: <ul style="list-style-type: none"> <li>• Products that return a portion of premiums paid as surrender value in the event of surrender or early termination</li> </ul>	Medium	
	Products with the following features but not limited to: <ul style="list-style-type: none"> <li>• Products that return a significant portion of premiums paid as surrender value in the event of surrender or early termination</li> <li>• Products that allow top-up and/or partial/full withdrawal</li> <li>• Products with a short maturity period</li> </ul>	High	

**Note 1:** *The above is not meant to serve as exhaustive examples or prescriptions on specific risk factors or parameters which reporting institutions should apply for purpose of client risk profiling. Reporting institutions are expected to determine which risk factors and parameters are most appropriate in the context of the nature and complexity of clients served, products/services offered etc.*

**Note 2:** *In relation to 'Risk Rating', while the examples above are based on a simple three-scale rating model (i.e. Low, Medium or High), this is not intended to restrict the client risk rating models adopted by reporting institutions, which could be based on more granular approach e.g. four-scale or five-scale or more rating model.*

- 4.1 Where relevant, a reporting institution may adopt similar risk factors and parameters that have been used for the assessment of the ML/TF/PF risks considered under the BbRA.
- 4.2 The different RbBA parameters considered within the customer, country or geographic, product or service and transaction or distribution channel risk factors, may either individually or in combination impact the level of risk posed by each customer.
- 4.3 Identifying one high risk indicator for a customer does not necessarily mean that the customer is high risk<sup>2</sup>. The RbRA ultimately requires a reporting institution to draw together all risk factors, parameters considered, including patterns of transaction and activity throughout the duration of the business relationship to determine how best to assess the risk of such customers on an on-going basis.
- 4.4 Therefore, a reporting institution is expected to ensure that the CDD information obtained at the point of on-boarding and on-going due diligence is accurate and up to date.

## **B. Conduct risk profiling on customers**

- 4.5 Based on the processes under paragraph 5 below, a reporting institution is expected to formulate its own risk scoring mechanism for the purpose of risk profiling its customers, e.g. high, medium or low. This will assist the reporting institution to determine whether to apply standard or enhanced CDD measures in respect of each customer.
- 4.6 A reporting institution is expected to document the reason and basis for each risk profiling and risk scoring assigned to its customers.

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<sup>2</sup> Except for high risk customer relationships that have already been prescribed, e.g. foreign PEPs or customers from high risk jurisdiction identified by FATF.

- 4.7 Accurate risk profiling of its customers is crucial for the purpose of applying effective control measures. Customers who are profiled as higher risk should be subject to more stringent control measures including more frequent monitoring compared to customers rated as low risk.
- 4.8 While CDD measures and risk profiling of customers are performed at the inception of the business relationship, the risk profile of a customer may change once the customer has commenced transactions. On-going monitoring would assist in determining whether the transactions are consistent with the customer's last known information.

**C. Apply customer risk management and mitigation control measures**

- 4.9 Based on the risk profiling conducted on customers, a reporting institution is expected to apply the risk management and mitigation procedures, systems and control measures proportionate to the customers' risk profile to effectively manage and mitigate such ML/TF/PF risks.
- 4.10 Non-exhaustive examples of risk management and mitigation control measures for RbRA include:

- (a) Develop and implement clear customer acceptance policies and procedures;
- (b) Obtain, and where appropriate, verify additional information on the customer;
- (c) Update regularly the identification of the customer and beneficial owners, if any;
- (d) Obtain additional information on the intended nature of the business relationship;
- (e) Obtain information on the source of funds and/or source of wealth of the customer;
- (f) Obtain information on the reasons for the intended or performed transactions;
- (g) Obtain the approval of Senior Management to commence or continue business relationship;
- (h) Conduct appropriate level and frequency of ongoing monitoring commensurate with risks identified;
- (i) Scrutinise transactions based on a reasonable monetary threshold and/or pre-determined transaction patterns; and
- (j) Impose transaction limit or set a certain threshold.

## 5.0 Continuous application of RBA

- 5.1 The application of RBA is a continuous process to ensure that RBA processes for managing and mitigating ML/TF/PF risks are kept under regular review.
- 5.2 A reporting institution is expected to conduct periodic assessment of its ML/TF/PF risks (preferably every two years or sooner if there are any changes to the reporting institution's business model) taking into account the growth of the business, nature of new products/services and latest trends and typologies in the sector.
- 5.3 Through the periodic assessment, a reporting institution may be required to update or review either its BbRA or RbRA.
- 5.4 A reporting institution is expected to take appropriate measures to ensure that its policies and procedures are updated in light of the continuous risk assessments and ongoing monitoring of its customers.

## 6.0 Documentation of the RBA process

- 6.1 A reporting institution is expected to ensure the RBA process is properly documented.
- 6.2 Documentation by the reporting institution is expected to include:
  - (a) Process and procedures of the RBA;
  - (b) Information that demonstrates higher risk indicators have been considered, and where they have been considered and discarded, reasonable rationale for such decision;
  - (c) Analysis of the ML/TF/PF risks and conclusions of the ML/TF/PF threats and vulnerabilities to which the reporting institution is exposed to; and
  - (d) Measures put in place for higher risk indicators and to ensure that these measures commensurate with the higher risks identified.
- 6.3 In addition, on a case-by-case basis, a reporting institution is expected to document the rationale for any additional due diligence measures it has undertaken (or any which it has waived) compared to the standard CDD approach.
- 6.4 The documented risk assessment is expected to be presented, discussed and deliberated with the Senior Management (including the CEO) and the Board of the reporting institution.

## APPENDIX 2 Customer Due Diligence Form for MSBs

### Information to be captured in MIS of MSB licensees for purpose of:

- developing parameters for the conduct of risk assessment on the level of ML/TF/PF risks
- establishing red flags and facilitate ongoing monitoring of their customers

<b>Customer Due Diligence</b>			
Identification of customer is made pursuant to section 16 of the Anti-Money Laundering, Anti-Terrorism Financing and Proceeds of Unlawful Activities Act 2001 (AMLA)			
Type of Business: <input type="checkbox"/> Money-Changing <input type="checkbox"/> Remittance <input type="checkbox"/> Wholesale Currency Business			
1) INDIVIDUAL			
Full Name			
NRIC/Passport No.			
Date of Birth			
Residential Address			
Town			
State			
Postcode		Country	
Mailing Address <i>(if different from the above address)</i>			
Town			
State			
Postcode		Country	
Nationality			
Occupation Type			
Name of Employer/Nature of Business (if self-employed)			
Contact Number (home/office/mobile)			
Purpose of Transaction		<input type="checkbox"/> Traveling <input type="checkbox"/> Business <input type="checkbox"/> Education <input type="checkbox"/> Medical <input type="checkbox"/> Others: _____ (please specify)	

2) For LEGAL PERSON / LEGAL ARRANGEMENTS	
Company/Business Name	
Business Registration No.	
Business Type	<input type="checkbox"/> Sole Proprietorship <input type="checkbox"/> Partnership <input type="checkbox"/> Limited Liability Partnership <input type="checkbox"/> Public Company <input type="checkbox"/> Private Limited Company <input type="checkbox"/> Trust <input type="checkbox"/> Club/Society/Charity <input type="checkbox"/> Others: _____ (please specify)
Country of Incorporation/Registration	

<b>Address of Registered Office (trustee for trust)</b>			
<b>Town</b>			
<b>State</b>			
<b>Postcode</b>		<b>Country</b>	
<b>Address of the Principal Place of Business (If different from above)</b>			
<b>Town</b>			
<b>State</b>			
<b>Postcode</b>		<b>Country</b>	
<b>Principle Business</b>			
<b>Contact No.</b>			
<b>Purpose of Transaction</b>			
<b>Name of Directors(s)/Partner(s)</b>			
<b>A) Legal Person</b>			
<b>Name of Shareholder(s)/Beneficial Owner(s)</b>	<b>Name</b>	<b>Types of shares</b>	<b>Percentage</b>
<b>Name of Beneficial Owners through other means (e.g., Nominee shareholders etc.)</b>	<b>Name</b>	<b>Type of ownership/control/relationship</b>	
<b>Name of Senior Management</b>			
<b>3) LEGAL ARRANGEMENTS</b>			
<b>Name</b>			
<b>Registration No.</b>			
<b>Type</b>	<input type="checkbox"/> Trust <input type="checkbox"/> Club/Society/Charity <input type="checkbox"/> Others: _____ (please specify)		
<b>Country of Incorporation/Registration</b>			
<b>Address of Registered Office (trustee for trust)</b>			
<b>Town</b>			
<b>State</b>			
<b>Postcode</b>		<b>Country</b>	
<b>Address of the Principal Place of activity (If different from above)</b>			
<b>Town</b>			
<b>State</b>			
<b>Postcode</b>		<b>Country</b>	
<b>Principle activity</b>			
<b>Contact No.</b>			
<b>Purpose of Transaction</b>			
<b>Name of Directors(s)/Partner(s)</b>			
<b>B) Legal Arrangement</b>			
	<b>Name</b>	<b>ID</b>	<b>Address</b>
<b>Settlor</b>			
<b>Trustee</b>			
<b>Protector (if any)</b>			

<b>Beneficiary/class of beneficiary</b>			
<b>Other BO information</b>			
	<b>Relationship with trust:</b>		

**PERSON TRANACTING ON BEHALF OF INDIVIDUAL/LEGAL PERSON/LEGAL ARRANGEMENT**

<b>Are you transacting on behalf of another person?</b>	<input type="checkbox"/> Yes ( <i>please fill up information below</i> ) <input type="checkbox"/> No		
<b>Full Name</b>			
<b>NRIC/Passport No.</b>			
<b>Date of Birth</b>			
<b>Address</b>			
	<b>Town</b>		
	<b>State</b>		
	<b>Postcode</b>	<b>Country</b>	
<b>Nationality</b>			
<b>Occupation</b>			
<b>Name of Employer/Nature of Business</b>			
<b>Contact Number (home/office/mobile)</b>			

**INFORMATION ON TRANSACTION** (*to be filled up by MSB licensee*)

<b>Type of Customer</b>	<input type="checkbox"/> New Customer <input type="checkbox"/> Existing Customer		
<b>Date of Transaction</b>		<b>Amount Transacted (RM)</b>	
<b>Foreign Currency Involved</b>			
<b>Mode of Payment</b>	<input type="checkbox"/> Cash <input type="checkbox"/> Cheque <input type="checkbox"/> Bank Draft <input type="checkbox"/> Others: __ (please specify)		
<b>Source of Fund</b> ( <i>for EDD only</i> )			
<b>Mode of Delivery</b>	<input type="checkbox"/> Over the Counter <input type="checkbox"/> Bank Account <input type="checkbox"/> Cash Delivery <input type="checkbox"/> Others: __ (please specify)		

VERIFICATION (For Office Use)	
Individual	Legal Persons/Legal Arrangement
<ul style="list-style-type: none"> <li>▪ To verify and be satisfied with the identity of the customer or beneficial owner <u>through reliable and independent documentation, electronic data or any other measures</u> that the reporting institution deem necessary, for example:                             <ul style="list-style-type: none"> <li>○ Identity Card issued by Malaysian government</li> <li>○ Employee Identity Card issued by ministries and statutory bodies</li> <li>○ Foreign passport or identity card issued by the United Nations</li> <li>○ Documents issued by Malaysian government</li> <li>○ Biometric identification</li> <li>○ Organisation that maintains reliable and independent electronic data to verify customer's identity</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>▪ To verify the identity of the customer through the following information/documents, for example:                             <ul style="list-style-type: none"> <li>○ Constitution/Certificate of Incorporation/Partnership</li> <li>○ Reliable references to verify the identity of customer;</li> </ul> </li> <li>▪ To verify the identity of directors/shareholders with equity interest of more than twenty five percent/Partners through the following documents, for example,                             <ul style="list-style-type: none"> <li>○ Sections 58 and 78 Forms as prescribed by the Companies Commission of Malaysia or equivalent documents for Labuan companies or foreign incorporations</li> <li>○ Other equivalent documents for other types of legal person</li> <li>○ Authorisation for any person to represent the</li> <li>○ Letter of authority or directors' resolution.</li> </ul> </li> </ul>

**APPENDIX 3 CDD Measures for E-money**

<b>CDD Obligations</b>	<b>Requirements</b>	<b>Features</b>	<b>Account limit</b>	<b>Transaction limit</b>
<b>Simplified CDD</b>	<ul style="list-style-type: none"> <li>Identify five data points and verify identity</li> <li>The e-money account shall be linked with customer's current/savings account or payment card<sup>1</sup> account maintained with regulated institutions<sup>2</sup> for reload and refund purposes</li> </ul>	<ul style="list-style-type: none"> <li>Payments for goods and/or services in Malaysia only</li> <li>Domestic wire transfers</li> <li>No cash withdrawals</li> </ul>	Below RM5,000	<ul style="list-style-type: none"> <li>Below RM5,000 per month</li> <li>Below RM60,000 per annum</li> </ul>
<b>Standard CDD</b>	<ul style="list-style-type: none"> <li>Identify nine data points and verify identity</li> </ul>	<ul style="list-style-type: none"> <li>Payments for goods and/or services</li> <li>Domestic and/or cross-border wire transfers</li> <li>Cash withdrawals</li> </ul>	RM5,000 and above	<ul style="list-style-type: none"> <li>RM5,000 and above per month</li> <li>RM60,000 and above per annum</li> </ul>

<sup>1</sup> Payment card refers to credit card, credit card-i, debit card, debit card-i, charge card and charge card-i only.

<sup>2</sup> Regulated institutions refer to licensed bank under the FSA, licensed Islamic bank under the IFSA, prescribed institutions under the DFIA or approved issuers under the FSA/IFSA.

## **APPENDIX 4 Transactions That May Trigger Suspicion**

### **APPENDIX 4a For Banking and Deposit-Taking Institutions**

#### **Examples of Transactions<sup>3</sup> That May Trigger Suspicion**

##### ***Cash Transactions***

1. Unusually large cash deposits made by an individual or company whose ostensible business activities would normally be generated by cheques and other instruments.
2. Substantial increases in cash deposits of any individual or business without apparent cause, especially if such deposits are subsequently transferred within a short period out of the account and/or to a destination not normally associated with the customer.
3. Multiple cash deposits on the same day or within a short period of time by same or similar individuals into a specific account, and these deposits are made in different branches located within proximity to each other.
4. Customers who deposit cash by means of numerous deposit slips such that the total of each deposit is insignificant, but the total of all the deposits is significant.
5. Company accounts whose transactions, both deposits and withdrawals, are denominated in cash rather than the forms of debit and credit normally associated with commercial operations (e.g. cheques, Letters of Credit, Bills of Exchange, etc.).
6. Customers who constantly pay-in or deposit cash to cover requests for bankers' draft, money transfers or other negotiable and readily marketable money instruments.
7. Customers who seek to exchange large quantities of low denomination notes for those of higher denomination.
8. Frequent exchange of cash into other currencies.
9. Customers whose deposits contain counterfeit notes or forged instruments.
10. Customers transferring large sums of money to or from overseas locations with instructions for payment in cash.

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<sup>3</sup> Modified from 'A Model of Best Practices to Combat Money Laundering in the Financial Sector' (September 2000) by the Commonwealth Secretariat.

11. Large cash deposits using night safe facilities, thereby avoiding direct contact with the reporting institution's staff.
12. Large cash deposit into the cash deposit machine (CDM).
13. Multiple cash deposits or withdrawals via the cash deposit machine (CDM) up to the maximum limit per day to avoid CDD verification over the counter.
14. Account received multiple cash deposits via the CDM at various locations throughout the country.
15. Customers who receive multiple cash deposits, typically under Cash Threshold Reporting (CTR) requirements of RM25,000 followed by immediate ATM withdrawals in another country or another region of the same country.

### **Accounts**

16. Accounts that appear to act as pass-through accounts with high volumes of credits and debits and low average monthly balances.
17. Customers who wish to maintain a number of trustee or client accounts, which do not appear consistent with the type of business, including transactions which involve nominee names.
18. Customers who have numerous accounts and pay in amounts of cash to each of them in circumstances in which the total amount of credits would be large.
19. Any individual or company whose account shows no normal personal banking or business related activities, but is used to receive or disburse large sums which have no obvious purpose or relationship to the account holder and/or his business (e.g. a substantial increase in turnover on an account).
20. Reluctance to provide normal information when opening an account or providing information that is difficult for the reporting institution to verify.
21. Customers who are PEPs with financial information that commingles personal and business transactions.
22. Customers who appear to have accounts with several reporting institutions within the same locality but choose to consolidate funds from such accounts on regular basis for onward transmission to a third party account.
23. Paying in large third party cheques endorsed in favour of the customer.

24. Large cash withdrawals from a previously dormant/inactive account, or from an account which has just received an unexpectedly large credit from abroad.
25. Frequent use of safe deposit facilities, without valid explanation.
26. Substantial increases in deposits of cash or negotiable instrument by a professional firm or company, using client accounts or in-house company, or trust accounts, especially if the deposits are promptly transferred between other client's company accounts and trust accounts.
27. Customers who show an apparent disregard for accounts offering more favourable terms, e.g. avoidance of high interest rate facilities for large credit balances.
28. Large number of individuals making payments into the same account without any adequate explanation.
29. Large deposit made into a newly opened company/business account and withdrawn in a short period within same or next few days.
30. Large and/or frequent placements in fixed deposit accounts or investment/unit trust accounts that are inconsistent with customer's earning profile.
31. Sudden change of transaction pattern(s) observed in customers' account.
32. Customer deposits, withdraws or operates an account accompanied or watched or under instruction by a third party.
33. Common mobile number, address and employment reference being used by numerous individuals to open multiple bank accounts in different names.
34. Account is funded primarily via cash deposits and funds transfers from other individuals.
35. Incurring and payment of credit facilities, credit card charges, or deposits that does not commensurate with the customer's declared wealth, personal profile and/or stated occupation.
36. Transactions with apparent front, shell or shelf companies.
37. Lifestyle that does not commensurate with employment or business line.
38. High volume of small value fund transfers from numerous counterparties, followed by withdrawals via ATM and fund transfers.
39. High frequency and volume of deposits and fund transfers in account of customer with no fixed income or low income (students, housewives, retirees, driver, etc).

40. Purpose of transaction includes suspicious terminologies relating to various criminal offences.
41. Media or other reliable sources suggest that a customer may be linked to criminal activity which could generate proceeds of crime.
42. Company receiving high value projects or contracts which are not compatible with its background or profile and is usually linked to persons related to the projects or contracts awarding authority.
43. Transferring of funds from bank accounts to high risk vehicles abroad, such as corporate trusts.
44. Customer involved in regulated activities without proper license or approval by the relevant authorities.
45. The originator or beneficiary of a transaction is a person or an entity ordinarily resident of or domiciled in a country of proliferation or diversion concern (i.e. DPRK).

### ***International Banking/Trade Finance***

1. Customers introduced by an overseas branch, affiliate or any other bank based in countries where crimes may be prevalent.
2. Use of Letter of Credit and other methods of trade finance to move money between countries where such trade is not consistent with the customer's usual business.
3. Customers who make regular and large payments, including wire transfers, that cannot be clearly identified as bona fide transactions, or receive regular and large payments from high risk countries.
4. Building up of large account balances, which are not consistent with the known turnover of the customer's business, and subsequent transfer to accounts held overseas.
5. Unexplained foreign fund transfers by customers on an in-and-out basis or without passing-through an account.
6. Frequent requests for travellers' cheques or foreign currency drafts or other negotiable instruments to be issued.
7. Frequent paying in of travellers' cheques or foreign currency drafts, particularly if originating from overseas.

8. Customers who show apparent disregard for arrangements offering more favourable terms.
9. Items shipped that are inconsistent with the nature of the customer's business.
10. Customers conducting business in higher risk countries.
11. Customers shipping items through higher risk countries.
12. Customers involved in potentially higher risk activities, including activities that may be subject to export or import restrictions (e.g. equipment for military of foreign governments, weapons, ammunition, chemical mixtures, classified defence articles and sensitive technical data).
13. Obvious over-pricing or under-pricing of goods and services.
14. Obvious misrepresentation of quantity or type of goods imported or exported.
15. Transaction structure appears unnecessarily complex and designed to obscure the true nature of the transaction.
16. Customers request payment of proceeds to an unrelated third party.
17. Shipment locations or description of goods not consistent with letter of credit.
18. Significantly amended letters of credits without reasonable justification or changes to the beneficiary or location of payment.
19. Use of misleading or non-specific description of goods on trade or financial documents.
20. Inconsistent information contained in trade and financial documents, i.e. names, companies, addresses, final destination, etc.
21. Shipment of goods incompatible with the technical level of the country to which it is being shipped, e.g. semiconductor manufacturing equipment being shipped to a country that has no electronics industry.
22. Shipment of goods is inconsistent with normal geographic trade patterns, e.g. the destination country does not normally export or import the goods listed in trade transaction documents.

### ***Private Banking and Trust Services***

23. The grantors of private banking trust accounts that direct loans from their accounts to other parties or business interests of account principals or beneficiaries.

### ***Secured and Unsecured Lending***

24. Customers who repay problem loans unexpectedly and with no proper explanation as to the source of funds.
25. Request to borrow against assets held by the reporting institution or a third party, where the origin of the assets is not known, or the assets are inconsistent with the customer's standing.
26. Request by a customer for a reporting institution to provide or arrange financial contribution to a deal which is unclear, particularly, where property is involved.
27. A customer who unexpectedly repays in part or in full a fixed loan or other loan that is inconsistent with his earning capacity or asset base.
28. A customer who applies for property or vehicle loan with a very low margin of finance that is not customary for the type of property or vehicle or profile of the customer.
29. Personal loan or collateral application which appear unjustified based on applicant's economic and financial background and no repayment is made.

### ***Credit Cards***

30. Overpayment of account where the customer subsequently requests for refunds from the reporting institution.
31. Depositing a substantial amount of funds into the card account and the cardholder uses the card to purchase items overseas.
32. Payment is credited into a cardholder's account by a third party with no apparent relation to the cardholder.
33. Early settlement of account that does not commensurate with the cardholder's financial standing.
34. Excessive spending or usage of card that is inconsistent with the cardholder's earning capacity or profile.
35. Unknown or unrelated relationship between the primary and supplementary cardholder.

## **APPENDIX 4b For Insurance and Takaful**

### **Examples of Transactions That May Trigger Suspicion**

#### **(A) Brokerage and Sales**

##### ***New Business***

1. A customer is evasive or unwilling to provide full details or information for purposes of verification of identity.
2. For a corporate or trust customer, instances where there is difficulty and delay in verifying its incorporation.
3. A customer with no discernible reason for using the insurer's service, e.g. customers with distant addresses who could find the same service nearer to their home base, or customers whose requirements are not in the normal pattern of or inconsistent with the insurer's business and could be more easily serviced elsewhere.
4. Customer terminates insurance policies or takaful certificates without concern for the product's investment performance.
5. Customer purchases insurance products using a single, large premium payment, particularly when payment is made through unusual methods such as cash or other bearer negotiable instruments.
6. Customer purchases a product that appears outside the customer's normal range of financial wealth or estate planning needs.
7. Customer borrows against the cash surrender value of permanent life insurance policies, particularly when payments are asked to be made to apparently unrelated third parties.
8. Purchase of policies which allow for the transfer of beneficial ownership interests without the knowledge and consent of the insurance issuer. This would include second hand endowment and bearer insurance policies.
9. A customer is known to purchase several insurance products and uses the proceeds from an early policy surrender to purchase other financial assets.
10. Payment is made to unrelated third parties.

***Transactions which are abnormal or do not make economic sense***

1. Proposals from an intermediary which is not in accordance with the normal business introduced.
2. Proposals that are not in accordance with an insured's normal requirements, the markets in which the insured or intermediary is active and the business which the insured operates.
3. Early cancellation of policies with return of insurance premium or surrender of policy with losses for no discernible purpose or in circumstances which appear unusual.
4. A number of policies entered into by the same insurer or intermediary for small amounts and then cancelled at the same time.
5. Any transaction in which the nature, size or frequency appears unusual, e.g. early termination or cancellation, especially where cash had been tendered and/or the refund cheque is to a third party or a sudden purchase of a lump sum contract from an existing customer whose current contracts are small and with regular payments only.
6. Assignment of policies to apparently unrelated third parties.
7. Transactions not in accordance with normal practice in the market to which they relate, e.g. with reference to the size or class of business.
8. Other transactions linked to the transaction in question which could be designed to disguise money and divert it into other forms or other destinations or beneficiaries.
9. Customer purchasing high number of insurance policies for self and family members which is not consistent with earning capacity or profile.

**(B) Settlement**

***Payment***

1. A number of policies with low insurance premiums taken out by the same insured person, each purchased for cash and then cancelled with return of insurance premium to a third party.
2. Large or unusual payment of insurance premiums or transaction settlement by cash.
3. Overpayment of insurance premiums with a request to refund the excess to a third party or different country.
4. Payment by way of third party cheque or money transfers where there is a variation between the account holder, the signatory and the prospective insured.

5. A customer uses multiple bearer negotiable instruments (e.g. bank draft, traveller's cheque, cashier's cheques and money orders) from different banks and money services businesses to make payments for insurance policy or takaful certificate or annuity payments.
6. Abnormal settlement instructions, including payment to apparently unconnected parties or to countries in which the insured is not known to operate.

### ***Claims and Reinsurances***

1. Claims which, while appearing legitimate, occurred with abnormal regularity.
2. Regular small claims within insurance premium limit.
3. Treaty reinsurances with high incidence of small claims.
4. Regular reinsurance claims paid overseas to third parties.
5. Recent change of ownership or assignment of policies just prior to a loss.
6. Payment of claims to a third party without any apparent connection to the insurance policy/takaful certificate owner.
7. Abnormal loss ratio for the nature and class of risk bound under a binding authority.

## **APPENDIX 4c For Money Services Business**

### **Examples of Transactions That May Trigger Suspicion**

1. Customer is evasive or unwilling to provide information when requested.
2. Transactions conducted are out of character with the usual conduct or profile of customers executing such transactions.
3. Customer using different identification document each time when conducting a transaction.
4. A group of customers attempting to break up a large cash transaction into multiple small transactions.
5. The same customer conducting a few small transactions within a day or at different branches or locations.
6. Sudden or inconsistent changes in wire transfer or remittance sent or received.
7. Wire transfers or remittances from different customers or jurisdictions being sent to the same customer or vice versa.
8. Customer frequently remitting money to high risk countries.
9. Customer exchanging large quantities of small denomination notes into large denomination notes.
10. The same customer frequently exchanging local currency into foreign currency without any apparent economic or visible lawful purpose.
11. Customer frequently exchanging large amount of foreign currency below RM3,000 for each transaction.
12. Customer exchanging cash for numerous postal money orders in small amounts for numerous other parties.
13. Low value cross-border transfers sent or received with high frequency to or from seemingly unrelated individuals.

## **APPENDIX 4d For Non-Bank Issuers of Designated Payment Instruments and Designated Islamic Payment Instruments**

### **Examples of Transactions that May Trigger Suspicion**

1. Discrepancies between the information submitted by the customer and information detected by reporting institutions monitoring systems.
2. Individuals who hold unusual number of accounts with the same provider.
3. A large and diverse source of funds (i.e. bank transfers, credit card and cash reload from different locations) used to reload the same account.
4. Multiple reference bank accounts from banks located in various locations used to reload the same e-money account frequently.
5. Frequent re-loading of account by third parties.
6. Numerous cash reloads, just under the reporting threshold, of the same account, conducted by the same individual(s) on a number of occasions.
7. Multiple reload by third party followed by the immediate transfer of funds to beneficiary bank account.
8. Multiple occasions of reloading of an account, followed by ATM withdrawals.
9. Multiple withdrawals conducted at different ATMs (including those outside the country where the account was reloaded).
10. Account only used for withdrawals and not for purchases.
11. Multiple reloads using foreign credit cards of unrelated third parties into the same account followed by immediate ATM withdrawals or transfers.
12. Same email or home address being used by unrelated parties to open account with same provider.

**APPENDIX 5 Required Information in CTR**

Element of CTR	Required Information
Account Transaction Details	<ul style="list-style-type: none"> <li>i. Account Number</li> <li>ii. Account Type</li> <li>iii. Transaction Type</li> <li>iv. Transaction Date</li> <li>v. Transaction Amount (RM)</li> <li>vi. Transaction Amount (FC)*</li> </ul>
Customer Information	<p>Individual:</p> <ul style="list-style-type: none"> <li>i. Name</li> <li>ii. Gender</li> <li>iii. Nationality</li> <li>iv. NRIC/ Passport/Other ID*</li> <li>v. Date of Birth</li> <li>vi. Residential Address</li> <li>vii. Contact Number</li> <li>viii. Occupation</li> </ul>
	<p>Non-Individual:</p> <ul style="list-style-type: none"> <li>i. Business/ Company Name</li> <li>ii. Country of incorporation</li> <li>iii. BR No</li> <li>iv. Date of Incorporation</li> <li>v. Business Address</li> <li>vi. Contact Number (Office)</li> <li>vii. Nature of Business</li> </ul>
	<p><u>Signatory/Director/BO/Joint Accountholder</u></p> <ul style="list-style-type: none"> <li>i. Role</li> <li>ii. Name</li> <li>iii. Gender</li> <li>iv. Nationality</li> <li>v. NRIC/ Passport/Other ID*</li> <li>vi. Date of Birth</li> <li>vii. Residential Address</li> <li>viii. Contact Number</li> </ul>
	<p>Legal Arrangement:</p> <ul style="list-style-type: none"> <li>i. Trustee Name</li> <li>ii. Country of Establishment/Nationality</li> <li>iii. Date of Establishment/ Birth</li> <li>iv. Business/ Residential Address</li> <li>v. Contact Number (Office/Mobile)</li> <li>vi. Nature of Business/Employment Sector</li> </ul> <p><u>Settler/Protector/Beneficiary</u></p> <ul style="list-style-type: none"> <li>i. Role</li> <li>ii. Name</li> <li>iii. Gender</li> <li>iv. Nationality/Place of Incorporation</li> <li>v. NRIC/ Passport/Other ID*</li> </ul>

	<ul style="list-style-type: none"> <li>vi. Date of Birth/Establishment</li> <li>vii. Residential/Business Address</li> <li>viii. Contact Number</li> </ul>
Person Conducting Transaction	<ul style="list-style-type: none"> <li>i. Name</li> <li>ii. Gender*</li> <li>iii. Nationality*</li> <li>iv. NRIC/Passport/Other ID*</li> <li>v. Date of Birth*</li> <li>vi. Address*</li> <li>vii. Contact Number*</li> </ul>
Information of Beneficiaries	<ul style="list-style-type: none"> <li>i. Name</li> <li>ii. Gender*</li> <li>iii. Nationality*</li> <li>iv. NRIC/Passport/Other ID*</li> <li>v. Date of Birth*</li> <li>vi. Residential Address*</li> <li>vii. Contact Number*</li> <li>viii. Occupation*</li> </ul>

\*Field will only be required if the preceding fields are filled up.

## **APPENDIX 6 Relevant UNSCR and UNSC Sanctions Committee for Targeted Financial Sanctions on Proliferation Financing**

In relation to paragraph 28.2.1, the relevant UNSCR or UNSC Sanctions Committee relating to prevention of proliferation of weapons of mass destruction (WMD) are as follows:

- (i) Democratic People's Republic of Korea  
UNSC Sanctions Committee established pursuant to Resolution 1718 (2006) concerning the Democratic People's Republic of Korea
- (ii) Any other UNSCR or UNSC Sanctions Committee as specified by Bank Negara Malaysia in this policy document.

## **APPENDIX 7 Relevant UNSCR and UNSC Sanctions Committee for Targeted Financial Sanctions on Other UN-Sanctions Regimes**

In relation to paragraph 29.2.1, the relevant UNSCR, UNSC Sanctions Committee and its corresponding Central Bank of Malaysia Act 2009 Regulation for other UN-sanctioned regimes relating to upholding of peace and security, and prevention of conflicts and human right violations are as follows:

- (i) The Democratic Republic of Congo Sanctions Committee
  - United Nations Security Council Committee established pursuant to Resolution 1533 (2004) concerning the Democratic Republic of the Congo
  - Central Bank of Malaysia (Implementation of the United Nations Security Council Resolutions Relating to the Democratic Republic of Congo) Regulations 2014 (*P.U.(A) 80/2014*)
- (ii) 2140 Sanctions Committee (Yemen)
  - United Nations Security Council Committee established pursuant to Resolution 2140 (2014)
  - Central Bank of Malaysia (Implementation of the United Nations Security Council Resolutions Relating to the Republic of Yemen) Regulations 2016 (*P.U.(A) 39/2016*)
- (iii) South Sudan Sanctions Committee
  - United Nations Security Council Committee established pursuant to Resolution 2206 (2015) concerning South Sudan
  - Central Bank of Malaysia (Implementation of the United Nations Security Council Resolutions Relating to the Republic of South Sudan) Regulations 2016 (*P.U.(A) 271/2016*)
- (iv) Somalia Sanctions Committee
  - United Nations Security Council Committee pursuant to Resolution 751 (1992) concerning Somalia
  - Central Bank of Malaysia (Implementation of the United Nations Security Council Resolutions Relating to the Federal Republic of Somalia) Regulations 2017 (*P.U.(A) 167/2017*)
- (v) Libya Sanctions Committee
  - United Nations Security Council Committee established pursuant to Resolution 1970 (2011) concerning Libya
  - Central Bank of Malaysia (Implementation of the United Nations Security Council Resolutions Relating to Libya) Regulations 2017 (*P.U.(A) 318/2017*)

- (vi) 1518 Sanctions Committee (Iraq)
- United Nations Security Council Committee established pursuant to Resolution 1518 (2003)
  - Central Bank of Malaysia (Implementation of the United Nations Security Council Resolutions Relating to The Republic of Iraq) Regulations 2017 (*P.U.(A) 349/2017*)
- (vii) The Central African Republic Sanctions Committee
- United Nations Security Council Committee established pursuant to Resolution 2127 (2013) concerning the Central African Republic
  - Central Bank of Malaysia (Implementation of the United Nations Security Council Resolutions Relating to the Central African Republic) Regulations 2018 (*P.U.(A) 282/2018*)
- (viii) The Sudan Sanctions Committee
- United Nations Security Council Committee established pursuant to Resolution 1591 (2005) concerning the Sudan
  - Central Bank of Malaysia (Implementation of the United Nations Security Council Resolutions Relating to the State of Sudan) Regulations 2019 (*P.U.(A) 38/2019*)
- (ix) Any other UNSCR or UNSC Sanctions Committee as specified by Bank Negara Malaysia in this policy document.

## APPENDIX 8a Template for Reporting upon Determination of Match

REPORTING UPON DETERMINATION: ( ) TERRORISM FINANCING ( ) PROLIFERATION FINANCING ( ) OTHER UN-SANCTIONS REGIMES

Please tick (✓) at the appropriate bracket

ALL Sanctions Regimes		Terrorism Financing	
UNSCR No (If Available) :	:	Type of Lists :	Domestic List ( ) UNSCR List ( )
Date of UN Listing :	:	Circular / Gazette Reference No. :	:
		Circular / Gazette Reference Date :	:

No.	UNSCR Permanent Ref No / MOHA Reference No (e.g. KPi.001 / KDN.I.01-2014)	Customer Name	Address	NRIC / Passport No.	Institution Name (if reporting on group basis)	Branch maintaining the account and facility	Account no.	Account /Facility/ Financial Services Type	Date financial services given (DD/MM/YYYY)	Account / Facility Status (before designation)	Status of Account/ facility/ financial services status (after designation) (e.g. frozen, expired/ terminated, lapsed, etc.)	Date account/ facility/ financial services frozen/ expire/ terminated/lapsed, etc.) (DD/MM/YYYY)	Balance as at (for each account/facility/financial services) :			Related Parties	Remarks
													· Banking (CR) / · Insurance (Surrender value)	· Banking (DR) /Insurance (Premium received)	Please state the type and value of property for loan accounts		
1.																	
2.																	

### Reporting Institution Details

Reporting Institution Details : (please state all entities under the group if reporting done on group basis)

Contact Person :  
 Designation :  
 Tel & Fax No. :  
 E-mail :  
 Reporting Date :

Notes: Please submit the completed form to -

Reporting for ALL sanctions regimes	In addition, reporting for TFS on Terrorism Financing
<b>Email</b>	<b>Address</b>
<b>Financial Intelligence and Enforcement Department, Bank Negara Malaysia</b>	<b>Ketua Polis Negara</b>
<ul style="list-style-type: none"> <li>Address : <a href="mailto:amlsanctions@bnm.gov.my">amlsanctions@bnm.gov.my</a></li> <li>Subject : Reporting upon Determination (CFT/CPF/OSR*) *to specify relevant sanctions regime</li> </ul>	(a) u/p: Pasukan Siasatan Jenayah Pengubahan Wang Haram dan Pembiayaan Keganasan Urusetia Pejabat Ketua Polis Negara, Tingkat 23, Menara 238, Jalan Tun Razak, 50400, Kuala Lumpur (b) u/p : Bahagian E8,Cawangan Khas Tingkat 24, Menara 2, Ibu Pejabat Polis, Bukit Aman, 50560, Kuala Lumpur



**APPENDIX 9 Annual Summary Report on Exposure to Customers and Beneficial Owners from High Risk Countries**  
**APPENDIX 9a For Banking and Deposit-Taking Institutions**

SULIT

**Guides to complete the survey**

- Please answer all questions below with mandatory fields marked in yellow
- Please provide amount as at 31 December YYYY (except for Question 2 & 3 which require full year data)
- Please input "n/a" for unused text field and "0" for unused number field

**Category:**

**1. Customers and beneficial owners from jurisdictions subject to a FATF call on its members and other jurisdictions to apply counter-measures to protect the international financial system from the on-going and substantial money laundering and terrorist financing (ML/TF/PF) risks emanating from the jurisdiction.**

**2. Customers and beneficial owners from jurisdictions subject to a FATF call on its members and other jurisdictions to apply enhanced due diligence measures proportionate to the risks arising from the jurisdiction.**

QUESTION 1: No. of customer and account balance by: - product/services used, & - customer profile		Country A		Country B	
		No. of customers	Account balance @ 31 Dec YYYY (RM)	No. of customers	Account balance @ 31 Dec YYYY (RM)
<b>1. Savings Account</b>					
<b>Individual</b>	Expatriate				
	Foreign Labour				
	Government Representative				
	PEP				
	Student				
	Businessman / Businesswoman				
	Housewife				
	Retiree				
	Others (please specify)				
<b>Legal Person</b>	Resident Company/Business				
	Foreign Company/Business				
	NGOs				
<b>Legal Arrangement</b>	Trust				
	Other Legal Arrangement				
<b>2. Current Account</b>					
<b>Individual</b>	Expatriate				
	Foreign Labour				
	Government Representative				
	PEP				
	Student				
	Businessman / Businesswoman				
	Housewife				
	Retiree				
	Others (please specify)				
<b>Legal Person</b>	Resident Company/Business				
	Foreign Company/Business				
	NGOs				
<b>Legal Arrangement</b>	Trust				
	Other Legal Arrangement				

QUESTION 1: No. of customer and account balance by: - product/services used, & - customer profile		Country A		Country B	
		No. of customers	Account balance @ 31 Dec YYYY (RM)	No. of customers	Account balance @ 31 Dec YYYY (RM)
<b>3. Fixed Deposit Account</b>					
<b>Individual</b>	Expatriate				
	Foreign Labour				
	Government Representative				
	PEP				
	Student				
	Businessman / Businesswoman				
	Housewife				
	Retiree				
	Others (please specify)				
	<b>Legal Person</b>	Resident Company/Business			
Foreign Company/Business					
NGOs					
<b>Legal Arrangement</b>	Trust				
	Other Legal Arrangement				
<b>4. Foreign Currency Account</b>					
<b>Individual</b>	Expatriate				
	Foreign Labour				
	Government Representative				
	PEP				
	Student				
	Businessman / Businesswoman				
	Housewife				
	Retiree				
	Others (please specify)				
	<b>Legal Person</b>	Resident Company/Business			
Foreign Company/Business					
NGOs					
<b>Legal Arrangement</b>	Trust				
	Other Legal Arrangement				
<b>5. Housing Loan</b>					
<b>Individual</b>	Expatriate				
	Foreign Labour				
	Government Representative				
	PEP				
	Student				
	Businessman / Businesswoman				
	Housewife				
	Retiree				
	Others (please specify)				
	<b>Legal Person</b>	Resident Company/Business			

<b>Legal Arrangement</b>	Foreign Company/Business				
	NGOs				
	Trust				
	Other Legal Arrangement				

<b>QUESTION 1:</b> No. of customer and account balance by: - product/services used, & - customer profile	Country A		Country B	
	No. of customers	Account balance @ 31 Dec YYYY (RM)	No. of customers	Account balance @ 31 Dec YYYY (RM)

<b>6. Personal Loan</b>					
<b>Individual</b>	Expatriate				
	Foreign Labour				
	Government Representative				
	PEP				
	Student				
	Businessman / Businesswoman				
	Housewife				
	Retiree				
	Others (please specify)				
<b>Legal Person</b>	Resident Company/Business				
	Foreign Company/Business				
	NGOs				
<b>Legal Arrangement</b>	Trust				
	Other Legal Arrangement				

<b>7. Hire Purchase</b>					
<b>Individual</b>	Expatriate				
	Foreign Labour				
	Government Representative				
	PEP				
	Student				
	Businessman / Businesswoman				
	Housewife				
	Retiree				
	Others (please specify)				
<b>Legal Person</b>	Resident Company/Business				
	Foreign Company/Business				
	NGOs				
<b>Legal Arrangement</b>	Trust				
	Other Legal Arrangement				

<b>8. Credit Card</b>					
<b>Individual</b>	Expatriate				
	Foreign Labour				
	Government Representative				
	PEP				

<b>Legal Person</b>	Student				
	Businessman / Businesswoman				
	Housewife				
	Retiree				
	Others (please specify)				
	Resident Company/Business				
<b>Legal Arrangement</b>	Foreign Company/Business				
	NGOs				
	Trust				
	Other Legal Arrangement				

QUESTION 1: No. of customer and account balance by: - product/services used, & - customer profile		Country A		Country B	
		No. of customers	Account balance @ 31 Dec YYYY (RM)	No. of customers	Account balance @ 31 Dec YYYY (RM)
<b>9. CDS Account</b>					
<b>Individual</b>	Expatriate				
	Foreign Labour				
	Government Representative				
	PEP				
	Student				
	Businessman / Businesswoman				
	Housewife				
	Retiree				
	Others (please specify)				
<b>Legal Person</b>	Resident Company/Business				
	Foreign Company/Business				
	NGOs				
<b>Legal Arrangement</b>	Trust				
	Other Legal Arrangement				
<b>10. Investment Account</b>					
<b>Individual</b>	Expatriate				
	Foreign Labour				
	Government Representative				
	PEP				
	Student				
	Businessman / Businesswoman				
	Housewife				
	Retiree				
	Others (please specify)				
<b>Legal Person</b>	Resident Company/Business				
	Foreign Company/Business				
	NGOs				
<b>Legal Arrangement</b>	Trust				
	Other Legal Arrangement				
<b>11. Debit Card</b>					
<b>Individual</b>	Expatriate				
	Foreign Labour				
	Government Representative				
	PEP				
	Student				
	Businessman / Businesswoman				
	Housewife				
	Retiree				
	Others (please specify)				
<b>Legal Person</b>	Resident Company/Business				

<b>Legal Arrangement</b>	Foreign Company/Business				
	NGOs				
	Trust				
	Other Legal Arrangement				

<b>QUESTION 1: No. of customer and account balance by:</b> - product/services used, & - customer profile		<b>Country A</b>		<b>Country B</b>	
		No. of customers	Account balance @ 31 Dec YYYY (RM)	No. of customers	Account balance @ 31 Dec YYYY (RM)
<b>12. Safe Deposit Box</b>					
<b>Individual</b>	Expatriate				
	Foreign Labour				
	Government Representative				
	PEP				
	Student				
	Businessman / Businesswoman				
	Housewife				
	Retiree				
	Others (please specify)				
	<b>Legal Person</b>	Resident Company/Business			
Foreign Company/Business					
NGOs					
<b>Legal Arrangement</b>	Trust				
	Other Legal Arrangement				
<b>13. Others</b>					
<b>Individual</b>	Expatriate				
	Foreign Labour				
	Government Representative				
	PEP				
	Student				
	Businessman / Businesswoman				
	Housewife				
	Retiree				
	Others (please specify)				
	<b>Legal Person</b>	Resident Company/Business			
Foreign Company/Business					
NGOs					
<b>Legal Arrangement</b>	Trust				
	Other Legal Arrangement				

<b>QUESTION 2:</b> Funds transferred to/received from in YYYY	<b>Country A</b>	<b>Country B</b>
Total funds transferred to (in RM)		
Total funds received from (in RM)		

<b>QUESTION 3:</b> Transactions with correspondent bank (operating in these countries) in YYYY (in RM)	<b>Country A</b>	<b>Country B</b>
Bank 1:		
Bank 2:		
Bank 3:		
Bank 4:		
Bank 5:		
Bank 6:		
Bank 7:		
Bank 8:		
Bank 9:		
Bank 10:		

**APPENDIX 9b For Insurance and Takaful**

**SULIT**

**Guides to complete the survey**

- Please answer all questions below with mandatory fields marked in yellow
- Please provide amount as at 31 December YYYY
- Please input "n/a" for unused text field and "0" for unused number field
- The institution is required to provide the overall number of customer of each jurisdiction regardless of how many policies held by the same customers (refer column "Total number of customers from the jurisdiction")

**Category:**

1. Customers and beneficial owners from jurisdictions subject to a FATF call on its members and other jurisdictions to apply counter-measures to protect the international financial system from the on-going and substantial money laundering and terrorist financing (ML/TF) risks emanating from the jurisdiction.
2. Customers and beneficial owners from jurisdictions subject to a FATF call on its members and other jurisdictions to apply enhanced due diligence measures proportionate to the risks arising from the jurisdiction.

No. of customer and account balance by: - product/services used, & - customer profile	Country A			Country B		
	No. of customers	Premium/Contribution received @ 31 Dec YYYY (RM)	Sum Insured/Participated (RM)	No. of customers	Premium/Contribution received @ 31 Dec YYYY (RM)	Sum Insured/Participated (RM)
<b>1. Whole life</b>						
<b>Individual</b>	Expatriate					
	Foreign Labour					
	Government Representative					
	PEP					
	Student					
	Businessman / Businesswoman					
	Housewife					
	Retiree					
	Others (please specify)					
	<b>Legal Person</b>	Resident Company/Business				
Foreign Company/Business						
NGOs						
Government						
<b>Legal Arrangement</b>	Trust					
	Other Legal Arrangement					
<b>2. Annuity</b>						
<b>Individual</b>	Expatriate					
	Foreign Labour					
	Government Representative					
	PEP					
	Student					
	Businessman / Businesswoman					
	Housewife					
	Retiree					
	Others (please specify)					
	<b>Legal Person</b>	Resident Company/Business				
Foreign Company/Business						
NGOs						
Government						
<b>Legal Arrangement</b>	Trust					

Other Legal Arrangement						
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No. of customer and account balance by: - product/services used, & - customer profile		Country A			Country B		
		No. of customers	Premium/ Contribution received @ 31 Dec YYYY (RM)	Sum Insured/ Participated (RM)	No. of customers	Premium/ Contribution received @ 31 Dec YYYY (RM)	Sum Insured/ Participated (RM)
<b>3. Endowment</b>							
<b>Individual</b>	Expatriate						
	Foreign Labour						
	Government Representative						
	PEP						
	Student						
	Businessman / Businesswoman						
	Housewife						
	Retiree						
	Others (please specify)						
	<b>Legal Person</b>	Resident Company/Business					
Foreign Company/Business							
NGOs							
Government							
<b>Legal Arrangement</b>	Trust						
	Other Legal Arrangement						
<b>4. Investment-linked</b>							
<b>Individual</b>	Expatriate						
	Foreign Labour						
	Government Representative						
	PEP						
	Student						
	Businessman / Businesswoman						
	Housewife						
	Retiree						
	Others (please specify)						
	<b>Legal Person</b>	Resident Company/Business					
Foreign Company/Business							
NGOs							
Government							
<b>Legal Arrangement</b>	Trust						
	Other Legal Arrangement						
<b>5. Temporary</b>							
<b>Individual</b>	Expatriate						
	Foreign Labour						
	Government Representative						
	PEP						
	Student						
	Businessman / Businesswoman						
	Housewife						
	Retiree						
	Others (please specify)						
	<b>Legal Person</b>	Resident Company/Business					
Foreign Company/Business							
NGOs							

<b>Legal Arrangement</b>	Government					
	Trust					
	Other Legal Arrangement					

No. of customer and account balance by: - product/services used, & - customer profile	Country A			Country B		
	No. of customers	Premium/ Contribution received @ 31 Dec YYYY (RM)	Sum Insured/ Participated (RM)	No. of customers	Premium/ Contribution received @ 31 Dec YYYY (RM)	Sum Insured/ Participated (RM)

<b>6. Medical &amp; health</b>						
<b>Individual</b>	Expatriate					
	Foreign Labour					
	Government Representative					
	PEP					
	Student					
	Businessman / Businesswoman					
	Housewife					
	Retiree					
	Others (please specify)					
<b>Legal Person</b>	Resident Company/Business					
	Foreign Company/Business					
	NGOs					
	Government					
<b>Legal Arrangement</b>	Trust					
	Other Legal Arrangement					

<b>7. Other [Please provide the product type and brief description]</b>						
<b>Individual</b>	Expatriate					
	Foreign Labour					
	Government Representative					
	PEP					
	Student					
	Businessman / Businesswoman					
	Housewife					
	Retiree					
	Others (please specify)					
<b>Legal Person</b>	Resident Company/Business					
	Foreign Company/Business					
	NGOs					
	Government					
<b>Legal Arrangement</b>	Trust					
	Other Legal Arrangement					

<b>8. Other [Please provide the product type and brief description]</b>						
<b>Individual</b>	Expatriate					
	Foreign Labour					
	Government Representative					
	PEP					
	Student					
	Businessman / Businesswoman					
	Housewife					
	Retiree					
	Others (please specify)					
<b>Legal Person</b>	Resident Company/Business					
	Foreign Company/Business					

<b>Legal Arrangement</b>	NGOs					
	Government					
	Trust					
	Other Legal Arrangement					
<b>Total number of customers from the jurisdiction</b>						