



एभरेष्ट बैंक लिमिटेड

(पंजाब नेशनल बैंक, भारतको संयुक्त लगानीमा)



**Know Your Customer/Anti Money Laundering/
Combating Financing of Terrorism Policy
(KYC/AML/CFT Policy), 2021**

EVEREST BANK LIMITED

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PREAMBLE

Know Your Customer/Anti Money Laundering/ Combating Financing of Terrorism Policy (KYC/AML/CFT Policy), 2021

In terms of the provisions of Asset Laundering (Money Laundering) Prevention Act, 2064 (2008) and Asset Laundering (Money Laundering) Prevention Rules, 2073 (2016), as amended from time to time by the Government of Nepal and Nepal Rastra Bank Unified Directives/Circulars and amendments thereof issued from time to time, the Bank is required to follow certain customer identification procedure while undertaking a transaction either by establishing an account based relationship or otherwise and monitor their transactions.

In exercise of the power conferred by Section 22 (3) of Bank and Financial Institution Act 2073 and the Articles of Association of Everest Bank Limited, the Board of Directors (BOD) of Everest Bank Limited has approved this “**Know Your Customer/Anti Money Laundering/ Combating Financing of Terrorism Policy (KYC/AML/CFT Policy), 2021**” vide its 336th Board Meeting dated 7th January 2022 for implementation after review and recommendation of 3rd Asset Laundering Prevention Committee (ALPC) meeting dated 10th December 2021.

The core purpose of this policy document is to lay down a framework for Know Your Customer, Anti Money Laundering and Combating Financing of Terrorism, and provide guidelines on KYC/AML/CFT compliance across all the functions of the Bank to mitigate the compliance and subsequent operational risk.

All offices of the Bank shall take all necessary steps to implement this KYC policy and provisions of Asset Laundering (Money Laundering) Prevention Act, 2064 (2008) and Asset Laundering (Money Laundering) Prevention Rules, 2073 (2016), as amended from time to time and Nepal Rastra Bank Unified Directives/Circulars and amendments thereof issued from time to time, including internal operational guidelines/instructions issued in pursuance of such amendment(s).



POLICY CUSTODIAN

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VERSION CONTROL

S.N.	Version Control No.	Date of Approval	Approving Authority	Remarks
1	Version 1	June 15, 2015	257 th Board	Revised
2	Version 2	April 07, 2017	278 th Board	Revised
3	Version 3	November 01, 2018	298 th Board	Revised
4	Version 4	October 13, 2019	310 th Board	Revised
5	Version 5	October 9, 2020	321 st Board	Revised
6	Version 6	January 07, 2022	336 th Board	Revised

POLICY GOVERNANCE

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KYC/AML/CFT POLICY, 2021

1. INTRODUCTION

- 1.1 It is extremely important to ensure that funds generated through illegal and criminal activities are not channeled within the financial system of a country irrespective of its origin. The Financial Action Task Force (FATF) established by G7 group of countries has come up with strong recommendations (40 + 9 recommendations) against illegal and criminal activities related to money laundering and terrorist financing. Since Nepal is a member of Asia Pacific Group on Anti-Money Laundering (a FATF-Style Regional Body and an associate member of FATF), it is the duty of Nepalese bank to check and control money laundering related activities.
- 1.2 The "Asset Laundering (Money Laundering) Prevention Act, 2064 B.S. (2008)" prohibits financial Institutions to collect deposit (fund) from customers that have been generated from illegal and criminal source. Furthermore, the institutions should not be involved even in helping customers to conceal, transform, transfer, hide its source or misrepresent about it and immediately inform details of such fund/transaction to the "Financial Information Unit (FIU)".
- 1.3 Everest Bank Limited ("the Bank") has in placed Board approved KYC/AML/CFT Policy. The policy has been reviewed/updated taking into cognizance of Assets Laundering (Money Laundering) Prevention Act (ALPA) 2064 B.S. (2008), Assets Laundering (Money Laundering) Prevention Rules (ALPR) 2073 B.S. (2016), Unified Directives/Circulars on AML/CFT issued by Nepal Rastra Bank (NRB) and Financial Information Unit (FIU) TTR and STR Guidelines.

2. OBJECTIVES OF THE POLICY

- 2.1 To lay down policy framework for abiding by the Know Your Customer Norms, AML and CFT Measure as set out by NRB, based on the provisions under ALPA and ALPR.
- 2.2 To prevent the Bank from being used, intentionally or unintentionally, by criminal elements for money laundering or financing terrorist activities to protect the bank's reputation.
- 2.3 To enable the Bank to know/understand its customers and their financial dealings better by conducting Due Diligence so as to manage its risks prudently.
- 2.4 To have adequate controls and systems in place to mitigate the risk of being used for money laundering or financing terrorist activities.



- 2.5 To put in place appropriate controls for detection and reporting of suspicious activities in accordance with applicable laws/laid down procedures and regulatory guidelines.
- 2.6 To take necessary steps to make the dealing staffs adequately trained in KYC/AML procedures and protect them from unforeseen risks from money laundering activities.
- 2.7 To provide a broad framework for formulation and implementation of procedural guidelines required for effective KYC/AML/CFT compliance.

3. SCOPE OF THE POLICY

- 3.1 This policy is applicable to all branches, offices, representatives posted at abroad and Representative Office, New Delhi, India (Rep. Office, New Delhi) of the Bank and is to be read in conjunction with related procedural guidelines issued by the management from time to time for implementation of this policy. In case of Representatives posted at abroad and Rep. Office, New Delhi, if there is a variance in KYC/AML standards prescribed by the Nepal Rastra Bank and the host country regulators, the more stringent regulation of the two shall be adopted.
- 3.2 The contents of the policy shall always be read in tandem/auto-corrected with the changes/modifications which may be advised by NRB, FIU-Nepal (NRB) and / or by ALPA/ALPR (and its amendments)/ or by the Bank through internal operational guidelines/instructions/circulars from time to time.

4. DEFINITIONS AND EXPLANATIONS OF VARIOUS TERMS

Unless otherwise specifically indicated, the following terms used in Policy shall have the following meaning(s):

4.1 Know Your Customer (KYC)

KYC is the process of a business verifying the identity of its customers. It is to safeguard the bank's interest from the hands of fraudsters and to understand their customers and their financial needs cautiously and also to eliminate money laundering or money reaching the hands of terrorists.

4.2 Customer

For the purpose of Policy, a 'Customer' is defined as a person or entity that maintains or tries to maintain an account and/or has a business relationship with the bank. A Beneficial Owner and/or Any person or entity connected with a financial transaction which can pose significant reputation or other risks to the bank, say, a wire transfer or issue of a high value demand draft as a single transaction.

4.3 Beneficial Owner (BO)

Beneficial Owners are the individuals or entities who are owners of an underlying company/entity and who ultimately owns or controls (either directly or indirectly) through one or more shareholdings, **10 percent or more** of the issued capital of



the entity. In case of Beneficial Ownership, Natural person who directly or indirectly owns or controls or directs or influence customers, transactions, assets, legal person or legal arrangement or remains as an ultimate beneficiary or owner needs to be identified.

4.4 Money Laundering

Money laundering is the process by which the person attempt to hide and disguise the true origin and ownership of the proceeds of their unlawful activities. The term "Money Laundering" is also used in relation to the financing of terrorist activity (where the funds may, or may not, originate from crime). There are three stages of Money Laundering namely Placement, Layering and Integration.

4.5 Financing Terrorism

Financing of Terrorism means providing financial support to any form of terrorism or to those who encourage terrorism. Funds may stem from legal and illegal sources. According to the International Convention for the Suppression of the Financing of Terrorism, a person commits the crime of financing of terrorism "if the person by any means, directly or indirectly, unlawfully and willfully, provides or collects funds with the intention that they should be used or in the knowledge that they are to be used, in full or in part, in order to carry out" an offense within the scope of the Convention.

4.6 Customer Due Diligence (CDD)

Customer Due Diligence is identifying and verifying the customer and the beneficial owner. It is the process of identifying and evaluating the customer and reassessment of customer risk as part of know your customer (KYC) process, allowing banks to better identify, manage and mitigate the AML related risks. This is conducted for Low risk and Medium risk customers.

4.7 Simplified Customer Due Diligence (SCDD)

Simplified Customer Due Diligence is the process of identifying and evaluating the low risk graded customer having annual transactions of rupees one lac and below or as defined by the regulator.

4.8 Enhanced Customer Due Diligence (ECDD)

Enhanced Customer Due Diligence refers to additional due diligence pertaining to the second identity of the customer, source of income/fund/wealth, nature and value of transaction etc. This is conducted for high risk customers.

4.9 Financial Action Task Force (FATF)

The FATF was established in 1989 by the G-7 countries to combat ML/TF. It is an inter-governmental body which sets international standards to combat money laundering and terrorist financing, which are binding and applicable to all its members jurisdictions, regional organizations and observers. The FATF Plenary, the decision making body, meets three times a year around February, June and October and identifies jurisdictions with weak measures to combat money laundering and terrorist financing (AML/CFT) in **two FATF public**



documents that is “High Risk Jurisdiction - Call for Action” and “Other Monitored Jurisdictions/Jurisdictions under Increased Monitoring”.

4.10 Financial Information Unit (FIU)

In order to work against the money laundering and terrorist financing activities Financial Information Unit (FIU) was established on April 21, 2008 pursuant to section 9 of the Assets (Money) Laundering Prevention Act, 2008 within Nepal Rastra Bank (the Central bank) as an independent unit. It is Nepal’s financial intelligence unit. It is a central, national agency responsible for receiving, processing, analyzing and disseminating financial information and intelligence on suspected money laundering and terrorist financing activities.

4.11 Asia/Pacific Group on Money Laundering (APG)

The Asia/Pacific Group on Money Laundering (APG) is an autonomous and collaborative international organization founded in 1997 in Bangkok, Thailand consisting of 41 members and a numbers of APG observers. Some of the key international organizations who participate with, and support the efforts of the APG in the region include the Financial Action Task Force, International Monetary Fund, World Bank, OECD, United Nations Office on Drugs and Crime (UNODC), Asian Development Bank (ADB) and the Egmont Group of Financial Intelligence Units.

APG members and observers are committed to the effective implementation and enforcement of internationally accepted standards against money laundering and the financing of terrorism, in particular the 40 + 9 special recommendations of the Financial Action Task Force (FATF). Nepal became a member of APG in June 2002.

4.12 Shell Entity

Shell Entity is a company that is incorporated but has no assets or operations. A Shell Entity serves as a vehicle for business transactions without having any significant assets or operations of its own. Shell corporations in themselves may not be illegal as they may have legitimate business purposes. However, they can also be a main component of underground activities, especially those based in tax havens.

4.13 Offshore Bank

Offshore Bank is a bank located outside the country of residence of the depositor, typically in a low tax jurisdiction or tax haven that provides financial and legal advantages. It is having a banking transaction in a location outside the country one is residing in.

4.14 Downstream Correspondent Banking (Nested accounts)

Nested Accounts occur when a financial institution accesses the financial system in another country (in effect anonymously) by operating through a correspondent banking account belonging to another financial institution.

4.15 Payable-through Accounts (“Pass-through” or “Pass-by” accounts)



Payable-through accounts are demand deposit accounts maintained at financial institutions by foreign banks or corporations. The foreign bank funnels the deposits and cheques of its customers (usually individuals or businesses located outside the country) into a single account that the foreign bank holds at the local bank. The foreign customers have signing authority over the account as sub-account holders, and can thereby conduct normal international banking activities.

4.16 High Risk Jurisdiction - Call for Action (FATF Black list)

High-risk jurisdictions have significant strategic deficiencies in their regimes to counter money laundering, terrorist financing, and financing of proliferation. For all countries identified as high-risk, the FATF calls on all members and urges all jurisdictions to apply enhanced due diligence, and in the most serious cases, countries are called upon to apply counter-measures to protect the international financial system from the ongoing money laundering, terrorist financing, and proliferation financing (ML/TF/PF) risks emanating from the country. This list is often externally referred to as the “black list”.

4.17 Other Monitored Jurisdictions/Jurisdictions under Increased Monitoring. (FATF Grey List)

Jurisdictions under increased monitoring are actively working with the FATF to address strategic deficiencies in their regimes to counter money laundering, terrorist financing, and proliferation financing. When the FATF places a jurisdiction under increased monitoring, it means the country has committed to resolve swiftly the identified strategic deficiencies within agreed timeframes and is subject to increased monitoring. This list is often externally referred to as the ‘grey list’. The FATF does not call for the application of enhanced due diligence to be applied to these jurisdictions, but encourages its members to take into account the provided information in their risk analysis.

4.18 High Level Person (Politically Exposed Persons i.e. PEPs)

High Level Person (PEPs) means domestic high level officials or persons, foreign high level officials or persons or high level officials of international organisations. It shall also include other group of person as designated by the Government of Nepal by publishing notice in Nepal Gazette at the recommendation of National Coordination Committee.

4.19 Relatives and Close Associates (RCAs)

Relatives i.e. Family members of PEPs are individuals who are related to a PEP either directly (consanguinity) or through marriage or similar (civil) forms of partnership. Close associates are individuals who are closely connected to PEPs, either socially or professionally.

4.20 Walk in Customers

Walk-in Customer means a person who does not have an account based relationship with the Bank, but undertakes transactions with the Bank.

4.21 US Patriot Act Certification



USA PATRIOT Act is "Uniting and Strengthening America by Providing Appropriate Tools Required to Intercept and Obstruct Terrorism (USA PATRIOT) Act of 2001."

4.22 **FATCA**

FATCA" means Foreign Account Tax Compliance Act of the United States of America (USA) which, inter alia, requires foreign financial institutions (FFI) to report about financial accounts held by U.S. taxpayers or foreign entities in which U.S. taxpayers hold a substantial ownership interest.

4.23 **Non Face to Face Customers**

Non face-to-face customers means customer who open accounts without visiting the branch / offices of the Bank or meeting the officials of Bank.

4.24 **Periodic Review**

Periodic Review means steps taken to ensure that documents, data or information collected under the CDD process is kept up-to-date and relevant by undertaking reviews of existing records at periodicity prescribed in this Policy.

4.25 **Proliferation Financing**

Proliferation Financing refers to the act of providing funds or financial services which are used, in whole or in part, for the manufacture, acquisition, possession, development, export, trans-shipment, brokering, transport, transfer, stockpiling or use of nuclear, chemical or biological weapons and their means of delivery and related materials that would contribute to the Weapons of Mass destruction (WMD) proliferation (including both technologies and dual use goods used for non-legitimate purposes), in contravention of national laws or, where applicable, international obligations. Bank shall work towards raising awareness and be watchful to providing funds or financial services which are not intended towards proliferation and proliferation financing of WMD.

4.26 **Wolfsberg Group Correspondent Banking Due Diligence Questionnaire (CBDDQ)**

Wolfsberg Group is a non-governmental organization founded in AD 2000 at the Chateau, Wolfsberg in north eastern Switzerland. It is an association of 13 large global banks which aims to develop frameworks and guidance for the management of financial crime risk particularly with respect to Know Your Customer (KYC), Anti-money laundering (AML), and Counter Terrorist Financing (CTF) policies. The Wolfsberg Group has revised its previous Anti-Money Laundering Questionnaire for Correspondent Banks. The new Wolfsberg Correspondent Banking Due Diligence Questionnaire (CBDDQ) has been comprehensively updated, refined and restructured to cover all main aspects required to conduct effective correspondent banking due diligence.

4.27 **Correspondent Banking**

Correspondent banking is an agreement between two banks whereby one bank (correspondent bank) carries on representative services for another bank (respondent bank). It refers to a financial institution that provides services to another one - usually in another country. It acts as an intermediary or



agent, facilitating wire transfers, conducting business transactions, accepting deposits, and gathering documents on behalf of another bank. Correspondent banks are most likely to be used by domestic banks to service transactions that either originate or are completed in foreign countries. Domestic banks generally use correspondent banks to gain access to foreign financial markets to serve international clients without having to open branches abroad.

4.28 Non-Resident Customers

Non-resident customers means customer primarily resident in a different jurisdiction to the location where bank services are provided.

4.29 Senior Management

Senior Management for the purpose of KYC/AML/CFT Compliance means the officials up to the rank of AGM level and it shall also include the Province Manager or any other authority approved by competent authority.

4.30 Trigger Event

A trigger event is some new event or piece of information that alters the information in the CDD record and would cause it to be reviewed e.g. significant adverse/negative media news, or disclosure of a regulatory order.

4.31 Risk Based Approach

A risk-based approach means banks identify, assess, and understand the money laundering and terrorist financing risk to which they are exposed, and take the appropriate mitigation measures in accordance with the level of risk taking into account national risk assessments and legal and regulatory framework.

This flexibility allows for a more efficient use of resources, as banks can decide on the most effective way to mitigate the money laundering / terrorist financing risks they have identified. It enables them to focus their resources and take enhanced measures in situations where the risks are higher, apply simplified measures where the risks are lower and exempt low risk activities.

5. POLICY FRAMEWORK, COMPLIANCE PROGRAM AND STANDARDS

The bank shall follow the international and domestic legal framework.

INTERNATIONAL FRAMEWORK

- a. FATF: The Financial Action Task Force (FATF) 40 +9 special recommendations issued on 2012 has set minimum standards for action for countries to implement according to their particular circumstances and the applicable domestic legal frameworks pertaining to AML/CFT. The FATF Recommendations cover all the measures that national systems should have in place within their criminal justice and regulatory systems: the preventive measures to be taken by financial institutions and certain other businesses and professions: and international co-operation. The recommendations of



FATF and other functional bodies like APG, IMF and World Bank shall be taken care of by the Bank as applicable.

DOMESTIC LEGAL FRAMEWORK

The applicable domestic legal frameworks pertaining to AML/CFT are as follows:

- a. Asset Laundering (Money Laundering) Prevention Act, 2064 (2008) (Including amendments)
- b. Asset Laundering (Money Laundering) Prevention Rules, 2073 (2016)
- c. Asset Laundering (Money Laundering) Prevention (Freezing of Properties and Funds of Designated Person, Group and Organization) Rules 2070 (2013)
- d. Unified Directives No. 19 issued by Nepal Rastra Bank
- e. Ministry of Home Affairs Order to freeze the assets or funds of Terrorist
- f. FIU Threshold Transactions Reporting Guidelines to Banks & FIs.
- g. FIU Suspicious Transactions Reporting Guidelines to Banks & FIs.
- h. FIU Directive to implement United Nations Security Council Resolutions (UNSCR) 1267 (1999) and 1373 (2001)

COMPLIANCE PROGRAM AND STANDARDS

This policy sets out the minimum compliance program and standards which must be complied with and includes:

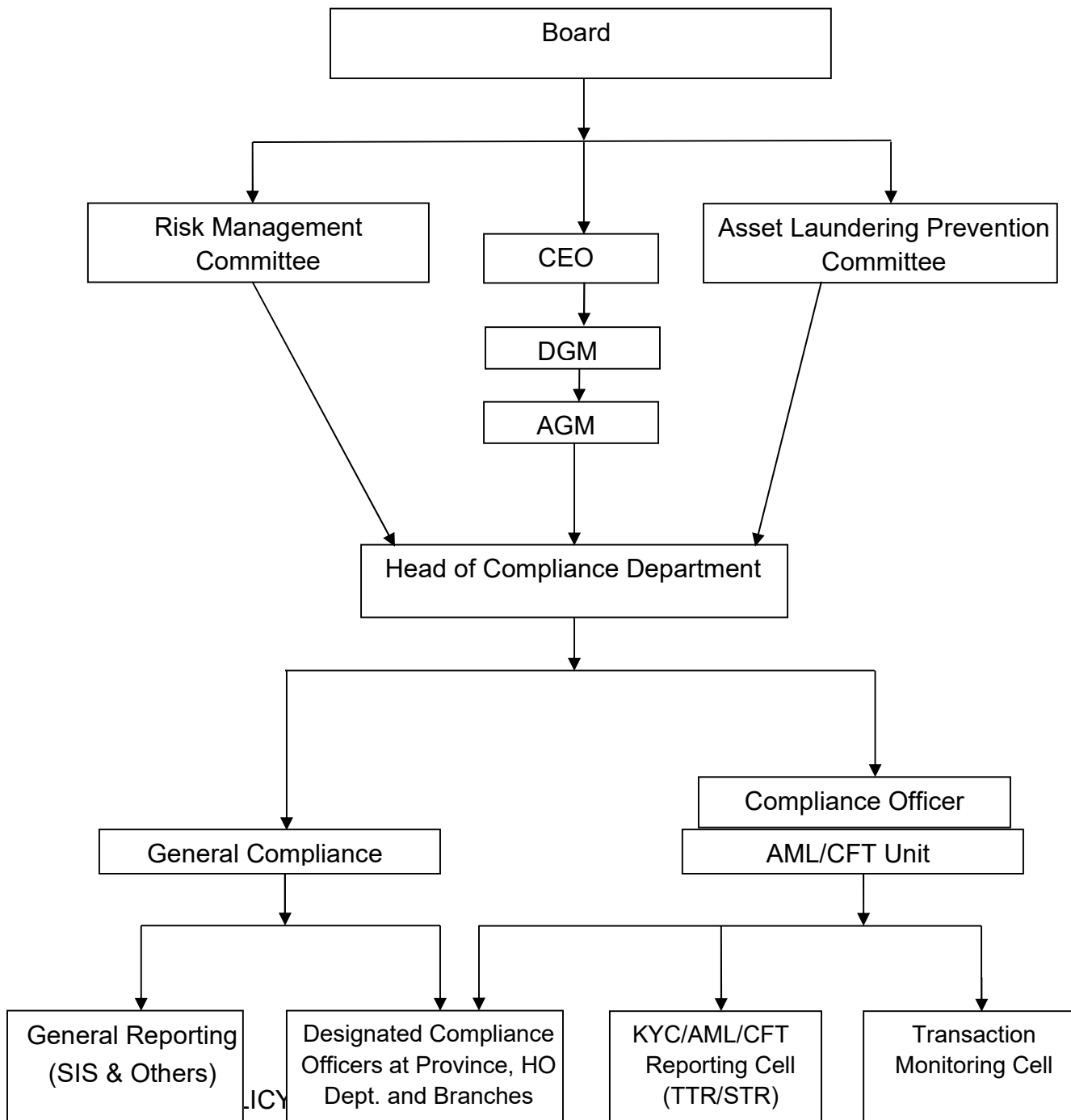
- The appointment of a Compliance Officer who has sufficient level of seniority, experience and independence.
- Formulation and periodic review of Policies and Procedures to combat ML/TF.
- Approval of KYC/AML/CFT/Sanctions Policy at least annually by the Board.
- Approval of KYC/AML/CFT/Sanctions Procedures by the CEO.
- Approval of Name Screening Process by the CEO.
- Establishing and maintaining a Risk Based Approach towards assessing and managing the money laundering and terrorist financing risks to the bank.
- Establishing system for Sanctions Screening, PEPs & RCAs Identification/Screening, Enforcement and Negative Media Screening of new and existing customers.
- Identification of Beneficial Ownership
- Establishing and maintaining risk based customer due diligence (CDD), identification, verification and know your customer procedures, including application of enhanced due diligence (EDD) for those customers presenting higher risks, such as Politically Exposed Persons (PEPs).
- Establishing Transaction Monitoring System and maintaining risk based systems and procedures to monitor on-going customer transactions.
- Procedure for reporting Threshold Transactions Reports
- Procedure for reporting suspicious transactions/activity internally and to the FIU, NRB.
- The maintenance of appropriate records for the minimum prescribed periods.
- Training and awareness for all relevant employees.



- Independent Testing by the Internal Audit Department to ensure adequacy and effectiveness of KYC/AML/CFT/Sanctions Program and standards.
- Periodic Reporting to Management and Board on the status of KYC/AML/CFT/Sanctions Program and standards.

6. COMPLIANCE STRUCTURE

For effective management of Compliance Risk, the Bank has established a Compliance Structure as follows:





7. ROLE AND RESPONSIBILITIES OF VARIOUS BODIES INVOLVED IN KYC, AML & CFT COMPLIANCE

7.1 BOARD OF DIRECTORS SHALL:

- 7.1.1 Ensure an appropriate KYC, AML & CFT policy is in place in the bank to manage the ML and TF risk.
- 7.1.2 Approve KYC, AML & CFT policy recommended by the ALPC.
- 7.1.3 Have oversight over the ML and TF risk through various reports placed by the various bodies involved in KYC, AML & CFT compliance.

7.2 ASSET LAUNDERING PREVENTION COMMITTEE SHALL

- 7.2.1 Review KYC, AML & CFT policy and recommend for approval to the Board of Directors.
- 7.2.2 Have oversight over KYC/AML/CFT activities of the bank and discharge the duty as per NRB guidelines and the board approved Terms of Reference (TOR)

7.3 MANAGEMENT SHALL:

- 7.3.1 Oversee implementation and manage the ML & TF risk faced by the Bank.
- 7.3.2 Appoint and inform the name and details of the Compliance Officer as also any change thereof, as and when it takes place to FIU and Nepal Rastra Bank, Bank Supervision Department.

7.4 HEAD OF COMPLIANCE DEPARTMENT SHALL:

The Head of Compliance Department not below the rank of **Manager** shall be appointed by the Bank.

- 7.4.1 Be a member of Assets Laundering Prevention Committee.
- 7.4.2 Review KYC, AML & CFT Policy prepared by Compliance Officer.
- 7.4.3 Have oversight over the KYC/AML/CFT functions.

7.5 COMPLIANCE OFFICER [CO] SHALL:

The CO not below the rank of **Assistant Manager** shall be appointed by the Bank to manage the ML & TF risk.

- 7.5.1 Work as head of KYC/AML/CFT Cell and discharge the duty as per roles and duties defined in AML/CFT act, rules and regulator's guidelines.
- 7.5.2 Work as member secretary of Assets Laundering Prevention Committee (ALPC).
- 7.5.3 Prepare / Review KYC, AML & CFT Policy and Procedures as per the requirement.
- 7.5.4 Function as focal point for effective implementation of KYC/AML/CFT policy.



- 7.5.5 Report to Head of Compliance Department and assist the Head of Compliance in managing the compliance risk. Work as Head of Compliance Department in the absence of Head of Compliance.
- 7.5.6 Disseminate the FIU, NRB and other investigation authority enquiries to the branches, ensure reply to them and maintain record thereof.
- 7.5.7 Impart regular training and ensure familiarization of employees with the policy and procedural guidelines.
- 7.5.8 Monitor financial transactions performed by customers.
- 7.5.9 Provide Compliance Certificate to PNB and various stakeholders as per the specified frequency.

7.6 PROVINCE MANAGER SHALL:

- 7.6.1 Act as monitoring level authority and ensure that the bank's policy and procedure relating to KYC/AML/CFT are complied with meticulously in their respective province.
- 7.6.2 Act as a bridge between Compliance Department and Branch Designated Compliance Officer so that both Compliance Department employees as well as Branch Designated Compliance Officer can seek support and guidance from respective Province Manager.

7.7 ALL EMPLOYEES OF THE BANK SHALL:

- 7.7.1 Read and confirm that they understand the policies and procedures, signing to acknowledge it.
- 7.7.2 Comply with KYC/AML/CFT policy and procedures.
- 7.7.3 Remain alert at all times to the possibility of money laundering and reporting suspicious or unusual transactions to the concerned Compliance Officers.
- 7.7.4 Make effective use of training and seek clarifications whenever necessary.
- 7.7.5 Be aware that violation of Assets (Money)Laundering Prevention Act & Rules shall attract personal penalties including fines or imprisonment or both and breaches of policy and procedures of the Bank may be construed as gross negligence attracting disciplinary actions as per the Staff Service Byelaws of the Bank.

7.8 INTERNAL AUDIT DEPARTMENT SHALL:

- 7.8.1 Audit compliance of statutory and regulatory obligations in respect of money laundering policies, procedures and internal controls designed by the Bank.
- 7.8.2 Audit effectiveness and adequacy of policy, procedure and internal controls designed to counter against the risk of becoming involved in money laundering and terrorist financing by the Bank.

8. COMPLIANCE OFFICER AT VARIOUS LEVELS FOR MANAGING ML & TF RISK

The second person of Head Office Department shall be the Designated Compliance Officer for the Department. Similarly, the second person of province office shall be the Designated Compliance officer of the province. The Operation In-charge of the Branch shall be the Designated Compliance Officer (BDCO) for the Branch. The Dy. Chief of Rep. Office, New Delhi shall be the Compliance



Officer for Rep. Office, New Delhi and Representatives at abroad shall also be the Compliance Officer for abroad.

8.1 DEPARTMENT/PROVINCE/BRANCH DESIGNATED COMPLIANCE OFFICER SHALL:

Work as extended arms of HO: Compliance Officer and shall ensure that the bank's policy and procedure relating to KYC/AML/CFT are complied with meticulously.

8.2 COMPLIANCE OFFICER-REP. OFFICE & ABROAD SHALL:

Ensure that the applicable Laws & Regulations consistent with local legal and regulatory/statutory requirements are being complied with.

9. KEY ELEMENTS OF THE POLICY

The key elements of the policy shall be as under:

1. Customer Identification Procedures (CIP)
2. Customer Acceptance Policy (CAP)
3. Customer Transaction Monitoring Procedure (CTMP)
4. Risk Management (RM)
5. Relationship with Customers and others
6. Relationship with Walk in Customers
7. Prohibited Customers
8. Sanctions Screening Policy
9. Risk Based Approach to Customer Due Diligence
10. Periodic Review of Customers profile
11. Record Keeping
12. Reporting of Transactions to FIU/NRB Bank Supervision Department
13. Know Your Employee
14. Confidentiality
15. Code of Conduct for Employee
16. Employee Protection
17. Customer awareness and staff training
18. KYC/AML/CFT Procedure
19. Combating the financing of terrorism
20. Correspondent Banking
21. Wire Transfer
22. Introduction of new technology
23. Resubmission Policy
24. Internal Audit Function
25. Trade Based Money Laundering

9.1 Customer Identification Procedures

The essence of Customer Identification is to ensure and keep in records the proper identities of the prospective customers/customers and verify the purpose of their intended relationship with the Bank. CIP assists in risk categorization of the accounts and analyzing the deviations in the actual and expected volume and nature of transactions in the accounts to consider if it is suspicious.



Customer's identity shall be verified through reliable documents, i.e. documents issued by competent authorities. The identification documents include all documents deemed necessary by the Directives of NRB/FIU and the AML/CFT framework of the country. Basic information regarding the customer's addresses, relationships, occupations and sources of income/fund, expected income, expected turnovers/transactions and purpose of establishing a relationship with the Bank needs to be acquired.

Customer account shall be opened or business relationship shall be established through electronic means as per the procedural guidelines.

In case, the government of Nepal has to make government payments including social security, bank shall open the accounts as per the procedural guidelines.

Detailed procedure for Customer Identification Procedures shall be as described in the **Procedural Guidelines** framed under this Policy.

9.2. Customer Acceptance Policy

The Customer Acceptance Policy ensures that only those clients whose identity and purpose of opening accounts or performing transactions can be duly established and verified as legitimate by conducting due diligence appropriate to their risk profile/services required would be accepted.

For establishing business relationship with new high risk customers as well as continuing business relationship with existing high risk customers, approval from senior management i.e., Province Manager or any other authority approved by competent authority must be obtained.

The Bank shall have the option to terminate the business relationship with existing customers and close any account, if customer is not providing required documents, details and information for the customer identification and verification and Bank is unable to identify and verify the customers on the basis of documents, details and information made available by the customer. Further, the information relating to business termination due to above shall be also given to FIU, if necessary.

The Bank shall obtain the thumb impression or Bio Metric of account holder and account operator in case of natural person and of account operator in case of legal entity based on the associated risk with the customer at the time of opening the account. But in case of minor, thumb impression or Bio Metric only of account operator shall be obtained.

Detailed procedure for Customer Acceptance Policy shall be as described in the Procedural Guidelines framed under this Policy.

9.3. Customer Transaction Monitoring Procedure

The Customer Transaction Monitoring Procedure (CTMP) is an account/transactions screening mechanism to ensure that the accounts or



transactions do have a valid legitimate purpose and by no means are used in money laundering and terrorist financing or any other illegitimate activities. The extent of monitoring of accounts and transactions shall be guided by the degree of risk associated with the accounts/transactions and the anomaly in the transactions with respect to the information disclosed by the customers.

For accounts/transactions that are in higher risk category or appear to be suspicious, reporting and a close monitoring shall be done on continuous basis.

The Bank shall endeavour to make maximum use of technology and upgrade the systems and procedures to meet the future challenges regarding ML/TF including use of suitable automated Transaction Monitoring System for generation of red flags/alerts in process of identification of suspicious transactions.

9.4. Risk Management

The essence of risk management is to be compliant with the KYC and AML/CFT related Policies, Guidelines and practices. The threats of identity disguise, money laundering and terrorist financing shall be eliminated to the possible extent through effective CDD programs and procedures.

The classification of accounts on the basis of risk associated with it shall be broadly based on the directions of NRB/FIU. All Customer accounts shall be compulsorily risk categorized under either A (Low Risk), B (Medium Risk) or C (High Risk) Category. The Bank shall have "S" risk category under Low risk for customers having annual transactions of rupees one lac and below or as defined by the regulatory authority. The Bank shall adopt the risk based approach for Customer Due Diligence.

Periodic review of customer profile/information/document shall be done as per the regulations of NRB/FIU or whenever required. A public notice shall be published at periodic intervals requesting customers to update their account details. Withdrawals in the accounts of customers, whose KYC/updated information, are not maintained due to unavailability of required information from customer within the required time period shall be temporarily restricted. The account shall be revived upon submission of the required KYC documents and KYC verification by the Bank.

9.5 Relationship with Customers and others

The Bank shall obtain relevant information as deemed necessary of all its relationship with customers like depositors, borrowers, remittance customers, correspondent banks, remittance agents as well as other associates like consultants, valuers, vendors etc. and shall adopt following measures:

- Obtain KYC documents/information at the time of commencing of business relationship.
- Strictly follow the customer identification procedures and customer acceptance policy, which are basic elements of KYC.
- Carry out initial Due Diligence at the time of establishing relationship. This shall include but not limited to verification of antecedents and screening



procedures to verify that the customer has a clean history/business record.

- Comply with Anti Bribery and Corruption law/provisions of the country.

9.6 Relationship with Walk in Customers

The Bank shall obtain the KYC documents and identify the Walk in Customers in case of transactions of rupees one lac or more (including foreign currency transactions equivalent to rupees one lac or more). Likewise, in case of cash deposit of above rupees one lac or equivalent by other than account holder, bank shall obtain Identity documents such as citizenship or passport or driving license or voter ID or other Identification documents of cash depositing person and reason for depositing cash. However, obtaining of citizenship or passport or driving license or voter ID of cash depositing person shall be preferred for reliability of Identity documents.

9.7 Prohibited Customers/Products & Services

The Bank shall not open an account of the following customers or establish business relationship or conduct transactions with such customers:

- Anonymous or Fictitious Accounts
- Shell Entities i.e. Shell Banks/Shell Companies
- Entities (including natural person, legal person, etc.) sanctioned by major sanction authorities such as United Nations, Office of Foreign Assets Control (OFAC)-USA, Her Majesty's Treasury (HMT)-United Kingdom, European Union, Ministry of Home Affairs, Nepal (MOHA), etc.
- Sanctioned Countries
- Offshore Banks
- Downstream correspondent Banking
- Payable through accounts
- Customers from FATF High Risk Jurisdictions-Call for action.
- Customers not providing required documents, details and information for the customer identification and verification.
- Bank is unable to identify and verify the customers on the basis of available documents, details and information.
- Unlicensed/Unregulated Banks and Financial Institutions, Payment system operator and provider, Non-Financial Institutions, remittance agents, exchange houses or money transfer agents.
- Red light business/Adult entertainment
- Marijuana/illegal drugs
- Gambling
- Blacklisted Person, firm, company and organisations etc.
- Unregistered and unregulated charities
- Bitcoin/Crypto Currency/Digital/Virtual Currency.
- Arms, Defense, Military (Except Government approved)
- Atomic Power (Except Government approved)



- Customers from FATF Jurisdictions under Increased Monitoring
- Casinos

The list of FATF-High Risk Jurisdictions-Call for action and Jurisdictions under Increased Monitoring shall be provided by the Compliance Officer to the branches through internal circular or same can be accessed from the FATF websites (www.fatf-gafi.org) also.

The above list is indicative only and not exhaustive.

9.8 Sanctions Screening Policy

Sanctions screening is a common global challenge facing banks and financial institutions. Any person or entity designated by the United Nations Security Council under Chapter VII of the Charter of the United Nations, pursuant to Security Council resolutions that relate to the prevention and disruption of the financing of proliferation of WMD shall be screened and such listed person/entity asset/fund, held singly or in joint ownership, increment in such fund/asset shall be frozen and reported as per the Chapter 6 (kha), Section 29 (cha) of Asset (Money) Laundering Prevention Act 2064.

Bank shall have an appropriate Sanction Screening mechanism whereby the required sanction lists such as US OFAC, UN, EU, UK HMT, PEP list, enforcement list, adverse media list, bank's internal watch list or any other sanctions list whenever gets updated shall be reflected immediately and branches/departments shall be able to do the real time screening at the time of customer on boarding and cross border transactions. Similarly, a batch screening shall be carried of the entire existing customer against the updated list periodically.

The branches must ensure that no accounts are allowed to be opened in the name of sanctioned entities and individuals appearing in the sanction list besides transactions with them.

The BDCO in the Branch shall invariably check all account opening requests against above referred lists and must certify having checked and no match found on the account opening form.

9.9 Risk Based Approach to Customer Due Diligence

Keeping in view the large volume of customers and transactions, the bank shall focus on the areas where risks are relatively high by adopting the risk based approach so as to allocate resources in the most effective way. The bank shall carry out the due diligence of the customer based on the risk. The Bank shall conduct simplified Customer Due Diligence (SCDD) for Low risk customers having annual transactions of rupees one lac and below. The Bank shall conduct Customer Due Diligence (CDD) for all other Low risk customers and Medium Risk Customers. The Bank shall conduct Enhanced Customer Due Diligence (ECDD) for High Risk customers. However, the risk category shall be dynamic as



it shall be updated as per the changed profile of the customers and activities in their accounts.

In addition to above, risk profiling shall be done on different grounds such as country or geographical area, business/profession, customer, products / services and delivery channel etc. or as required by related Acts and NRB/FIU Directives.

9.10 Periodic Review of Customers profile (KYC Renewal)

The bank shall conduct an on-going due diligence to effectively control and reduce the risk from customers. The bank shall pay more attention to the transactions that do not match with the customer profile, line of business, high value transactions, high account turnover and transactions exceeding threshold limit. The Bank shall conduct periodic review of customers i.e., Customer Due Diligence (CDD) for Low risk customers every eight years and Medium Risk Customer every five years. Similarly, the Bank shall conduct Enhanced Customer Due Diligence (ECDD) for High risk customers annually or as per the requirement. However, customers in all risk categories shall be reviewed immediately upon any trigger events or in case of any unusual activities/deviation from the customer profile are observed.

9.11 Record Keeping

All documents and other information related to the identification and verification of customer and beneficial owner and documents and records related to domestic and foreign transaction with the client and or beneficial owner and records pertaining to account opening must be preserved at least 5 years from the date of cessation of the transaction with the client. The identification records and transaction data should be made available to the competent authorities upon request. The Bank shall keep the report of suspicious transaction for 5 years.

However, in case of PEPs and PIPs it is required to safe keep the record at least for five years from the date of separation from his/her position. For this, the branches shall obtain the information in Customer Information Form (CIF) at the time of opening of their new account or during the periodic review of their account.

Bank shall maintain the records of customer and its beneficial owner via electronic media so that it could be check and analyzed as per the requirement at any time or for submitting to the regulator in a prescribed format.

Bank shall update fundamental information, details and documents of customer and individuals including of beneficial owner based on inherent risk regularly through electronic technology. For the purpose, bank shall develop and implement information technology portal.

9.12 Reporting of Transactions to FIU/NRB Bank Supervision Department

The Compliance Officer shall report to FIU regarding the following:

A. The report on the following threshold transactions (TTRs) would be made within 15 days from the date of transactions:



1. Cash Deposit or withdrawal of more than Rs.1 million into or out of the same account in one transaction or in a series of transactions in a day.
 2. Inward or outward remittance **cross border transactions** of more than Rs. 1 million into or out of the same account in one transaction or in a series of transactions in a day.
 3. Exchange of foreign currency in cash equivalent to more than Rs. 0.5 million (NPR) by a customer in one transaction or in a series of transactions in a day.
- B. Suspicious Transaction / Activity Reports (STRs / SARs) on the suspicious transactions / activities would be made within 3 days of reaching conclusion that the transaction / activities is of suspicious nature as per FIU-Nepal specified Annexure 19.3. Suspicious transactions/activities shall also include an attempted transaction, whether or not made in cash irrespective of amount of the transactions. STRs need to be classified into STR-PEP, STR-High, STR Medium and STR-Low before submission to FIU-Nepal. Bank's reporting through goAML software should submit the TTRs and STRs / SARs as per the goAML Schema and Operational Guideline, 2020 or amendments issued by FIU-Nepal. Detailed procedure for reporting of suspicious transactions shall be as described in the Procedural Guidelines framed under this Policy.
- C. Risk Assessment and Review Report as per schedule no.19.4 of NRB Directives no 19 to NRB and FIU within 15 days from the quarter end.

The Compliance Officer shall report to NRB, Bank Supervision Department regarding the following:

1. The AML CFT Reporting Format (Offsite Data Collection Form) shall be prepared on half yearly basis i.e. every Ashad end and Poush end and shall be submitted within 1 month from the half year end.
2. The AML CFT Reporting Format (Bank's Self-Assessment Questionnaire) shall be prepared on yearly basis i.e. every Ashad end and shall be submitted.
3. The risk assessment of the bank pertaining to ML/TF risk shall be carried out annually by the bank and risk assessment report shall be presented to the Board with recommendations/approval of ALPC and/or Management. The annual risk assessment report shall also be submitted within the 1st quarter from the end of financial year to Bank Supervision Department, NRB.
4. The Institutional and Sector Wise Risk Assessment of the bank pertaining to ML/TF risk shall be carried out semi-annually by the bank and shall be presented to the Board with recommendations/approval of ALPC and/or Management. The Institutional and Sector Wise Risk Assessment report shall also be submitted semi-annually to Bank Supervision Department, NRB.
5. The AML CFT Reporting Form (NRB 14 SIS XBRL Report) shall be prepared semi-annually and same shall also be submitted semi annually to Bank Supervision Department, NRB.



9.13 Know Your Employee

Know your Employee standards shall be mentioned in the Bank's Staff Service byelaws to ensure that unwanted individuals do not have access to the Bank by way of employment. Head-HR shall ensure that any prima facie suspicious activity of employee from AML/CFT angle is reported to Compliance Officer for finalization and reporting to FIU (NRB).

9.14 Confidentiality

The Bank shall keep the details of all transaction of STRs, TTRs and correspondence record to and from FIU, NRB and other investigation bodies relating to its customers under the investigation strictly confidential and shall not share the same with the customer or any irrelevant bank staffs, unrelated official meetings or anyone outside the bank. The bank shall keep the documents, information and transaction details of the customer confidential and shall not leak/share to unauthorized person.

9.15 Employee Protection

The bank shall not take any action to reporting staff, BDCO, DDCO, Head-Compliance and Compliance Officer in case any loss occurs to a customer or bank's business due to submission of information to the FIU or other investigation agencies as per section 37 of AMLP Act 2064 (2nd amendment 2070) which states "No Criminal, Civil, Disciplinary or Administrative action or Sanction shall be taken against a government agency, reporting entity or any of their official or staff who in good faith submit reports or provide report, document, information, notice or records in accordance with the provisions of AMLP Act 2064, AMLP Rules 2073 and directives issued there under as a breach of secrecy provision under prevailing laws or contractual, administrative or regulatory liability.

The bank shall bear the full legal expenses and protect its employees if a legal case is filed by the customer against any staff, BDCO, DDCO, Head-Compliance and Compliance Officer.

9.16 Code of Conduct for Employee

The Bank employees will conduct themselves in accordance with the highest ethical standards and the extant regulatory requirements and laws. Staff should not provide advice or other assistance to individuals who are indulging in money laundering / terrorist activities. Any knowledge / information of any staff involved in such activities shall not be kept hidden and shall be escalated to the compliance officer/higher authorities. The Management shall provide adequate safeguards to whistle blower including the anonymity of the whistle blower.

1. The Bank employees filing suspicious report must not tip off. He/she needs to maintain the following code of conduct:
 - Must not inform/warn the customer about the suspicion.
 - Must not talk/disclose with other staff or friends or family members.



- Must comply with the instructions of competent authority and department head to which he/she reports.
- Must assist and cooperate during investigation process.

2. The code of conduct has three aspects:

- Relationship with the customer should not be damaged / disturbed if the authorities recognize the transaction to be bona fide.
- If a customer or his/her transaction is identified as money laundering or a part of its process, the authority will be in a better position to arrest him/her and there will be less chance of erosion of evidences.
- Staff failing to report suspicious and unusual transaction will be held liable for punishments i.e. legal and/or disciplinary actions.

9.17 Customer Education and Staff Training

The Bank recognizes the need to spread awareness on KYC, Anti Money Laundering measures and Terrorist Financing and the rationale behind them amongst the customers and shall take suitable steps for the said purpose. The customer awareness materials on KYC/AML measures will be displayed on the bank's website and in the form of poster/display boards, etc.

Compliance Department shall assist in conducting general and specific KYC/AML/CFT trainings/seminars through class room or online mode at regular intervals through-out the year at various Centers as per yearly/quarterly training calendar prepared by the HR Department, so that necessary and regular awareness in regard to Bank's obligations under AMLPA, 2064 as well as NRB/FIU guidelines are disseminated to all levels of Bank's functionaries especially Customers Service Staffs, BDCO and Branch Managers who have been vested with the responsibility of ensuring meticulous compliance with KYC/AML/CFT Regulations. Besides, training and education will be imparted to staffs members whenever any new issues occur in the market e.g. significant regulatory actions or new regulations. The record of the training shall be maintained by the HR Department as well as Compliance Department.

A Knowledge sharing program on KYC/AML/CFT compliance for the Shareholders holding 2% and above shares, Board Members and Senior Executives shall be conducted through class room or online mode at least annually for the qualitative enhancement of corporate governance and risk management system.

9.18 KYC/AML/CFT Procedures

A separate KYC/AML/CFT procedural guideline prepared by the Compliance Department with the approval of the CEO shall supplement this policy for effective implementation of the provisions of this policy. The existing KYC/AML/CFT procedure and internal circulars issued by the Bank shall prevail until the revision of KYC/AML/CFT procedures.

9.19 Combating the Financing of Terrorism



The Section 18(9) of NRB Unified Directives 19/2076 requires Banks to make provisions for prevention of Terrorist Financing (TF) activities and financing of production and proliferation of weapons of mass destruction. Further, it also requires Banks to develop mechanism for identification, monitoring and reporting on TF activities and financing of production and proliferation of weapons of mass destruction.

Further, the UNSCR 1267 (1999), UNSCR 1373 (2001) and its successor resolutions require countries to immediately freeze funds, financial assets or economic resources of individuals and entities who are designated by the United Nations Security Council based on such person's / entity's connections with terrorism and terrorist financing. Further, countries should ensure that no funds, financial assets or economic resources are made available to or for the benefit of such designated persons or entities or their beneficiaries. The updated list of such individuals/entities can be accessed from the sanction detail uploaded on bank's intranet and from the United Nations website at <https://www.un.org/securitycouncil/content/un-sc-consolidated-list>.

Branches/Offices before opening any new account must ensure that the name(s) of the proposed customer does not appear in the list.

The Branches/Compliance Department shall scan all existing accounts to ensure that no account is held by or linked to any of the entities or individuals included in the list. The branches shall immediately freeze funds or assets of such individuals/entities in case of any accounts bearing resemblance with any of the individuals/entities in the list and shall immediately intimate to Compliance Officer, Head Office for onward submission of the same to FIU, NRB.

9.20 Correspondent Banking

This policy shall apply to our dealings with correspondent banks. For correspondent banking relationship, sufficient information shall be obtained to understand the nature of their business activities, ownership structure, Management details, PEPs and RCAs screening, social media search shall be done to verify the publicly available information. Further, an appropriate due diligence procedure will be laid down keeping in view KYC standards existing in the country where the correspondent bank is located and the track record of the correspondent bank in the fight against money laundering and terrorist financing. The Bank's Remittance Department and Treasury Department, Head Office shall conduct CDD/ECDD for the Bank's existing correspondent banks on an annual basis in the format prescribed by the Bank. Before establishing correspondent banking relationship, approval from senior management must be obtained.

9.21 Wire Transfer

All wire transfers shall include meaningful originator information (name, account number or transaction ID, address or birth date and birth place or citizenship number or national id number or customer id number, Beneficiary Name and Account Number or transaction ID and/or account number) and to conduct



enhanced scrutiny of monitoring for suspicious activity where originator information is not provided. Originator means the beneficial owner remitting the fund through wire transfer. The Bank shall ensure the complete information of sender and beneficiary in the wire transfer message before initiating the transaction and the information remains with the wire transfer or related message throughout the payment chain. Similarly, the transfer of fund should be in line with the customer's business profile. The above provision shall be applicable in case of wire transfer through batch file also.

For carrying cross border correspondence banking transaction smoothly by making risk free, bank shall fulfil national and international values and norms related with correspondence banking i.e., FATF recommendation 16, Wolfsberg Group Payment Transparency standards and local regulations. The Bank will respond to Request for Information (RFI) from other entities in a timely manner and similarly ask for missing information and details from other entities also.

Branches/Department shall ensure that, in the context of processing wire transfers, take freezing action and should prohibit conducting transactions with designated persons and entities, as per the obligations set out in the relevant United Nations Security Council resolutions, such as resolution 1267 (1999) and its successor resolutions, and resolution 1373 (2001), relating to the prevention and suppression of terrorism and terrorist financing.

9.22 Introduction of New Technology

Bank will pay special attention to the money laundering threats arising from existing, new or developing technologies and take necessary steps to prevent its misuse for money laundering activities. Bank will ensure that appropriate KYC procedures are duly applied to the customers using new technology driven products and while initiating non-face to face customer services or transactions.

9.23 Resubmission Policy

Once a transaction is rejected due to sanctions/money laundering/terrorist financing concerns, the concerned department/branches shall maintain the record of such rejected transactions and shall not attempt to resubmit the same transaction after stripping off and or masking of information as well as ensure that the transactions rejected by correspondent bank are not re-submitted.

9.24 Internal Audit Function

The Bank shall maintain an independent audit function (Internal Audit Department) that is adequately resourced and able to regularly assess the effectiveness of the banks internal policies, procedures and controls and its compliance with regulatory requirements especially covering the aspect of KYC/AML/CFT issues and shall have a separate section under Operations Section in its audit report of the branches.

Internal Audit Department shall provide the consolidated KYC/AML/CFT compliance report annually to Audit Committee Board (ACB) on the basis of its audit findings in the branches during the fiscal year.



9.25 Trade Based Money Laundering

Trade Based Money Laundering (TBML) is the process of disguising the proceeds of crime and moving money through the use of trade transactions in an attempt to legitimize their illicit origins. Such activities are done through over- and under-invoicing of goods and services, multiple invoicing of goods and services, over- and under-shipments of goods and services, and falsely describing goods and services. All the trade transactions shall be strictly screened against the sanctions and verified prior to the execution, and ensure that the customer due diligence is carried out and required documents are obtained as per the prevailing NRB's guideline/regulations.

10. REPORTING & MONITORING MECHANISM

10.1 REPORTING MECHANISM

10.1.1 REPORTING TO FIU

The Compliance Department shall ensure the timely reporting to FIU enquiries by obtaining the information from the Branches / Departments. The Branches / Departments shall provide the sought information to Compliance Department within specified time frame from the receipt of the correspondence from the Compliance Department.

10.1.2 REPORTING TO OTHER INVESTIGATION AGENCIES

The Compliance Department/Branches shall ensure the timely reporting and information to other investigation agencies enquiries. The Compliance Department / Branches shall provide the sought information to investigation agencies within stipulated time period. The Branches shall provide the information to investigation agencies under intimation to Compliance Department.

10.1.3 REPORTING TO MANAGEMENT, ALPC AND BOARD

Compliance Department/CO shall report monthly or as per the requirement regarding KYC/AML/CFT status to Management. Compliance Department/CO shall report quarterly or as per the requirement regarding KYC/AML/CFT status to ALPC and Board.

If any action is initiated against the Bank due to delay/wrong confirmation in the sought information to FIU, NRB and other investigation agencies, the designated staff of the branches/departments shall be held accountable and the action shall be taken as per the bank's staff service bye-laws.

10.2 MONITORING SYSTEM

10.2.1 Periodical monitoring of KYC Norms, AML & CFT measures shall be done by the various compliance functions.



11. RISK APPETITE AND TOLERANCE

The Bank shall pursue a zero risk appetite & tolerance on all matters related to AML/CFT compliance.

12. MISCELLANEOUS:

Information collected from the customers for KYC compliance should be relevant to the perceived risk and not intrusive and not used for cross selling.

- Information like citizenship card, residential proof etc. already obtained at the time of opening of account shall not be asked at the time of updating of KYC and periodic review of account. The branches shall obtain only the changed information and other required documents and may obtain additional documents based on inherent risk associated with the customer.
- Bank may obtain the required documents for identification of customer and beneficial owner from any suitable media other than the details which required to be submitted by the customer presenting himself.
- For identifying/reviewing corporate customer, bank may obtain the latest audited financials if deem necessary as per the inherent risk associated with the customer.
- Bank shall not apply same identification procedure to all types of customers and beneficial owner but required to adopt risk based approach.
- Banks are required to do ECDD of the customer of high risk country on the basis of corruption, tax evasion or on the basis of place where the customer is residing or doing business, It is also required to do ECDD while establishing business relation and carrying transactions with the customer that carry transaction only through electronic media.
- The bank shall not issue any bearer negotiable instruments. Any cross border remittance of funds by way of demand drafts, speed remittance, RTGS, SWIFT transfer or any other mode and issue of prepaid debit card (including dollar card) needs to be effected only by debit to customer's account and not against cash.
- Branches should also note that suspicious activity reports are required to be filed even in respect of attempted / abandoned transactions, unscrupulous enquiries by individuals and forfeiture of activities / transactions after enquiries are made.

13. REVIEW OF THE POLICY

The Policy shall be reviewed within the first quarter of fiscal year analyzing and updating risk associated with AML/CFT or as and when required. The policy shall come into effect from the Board approval date and shall remain effective till next review takes place. Upon Board approval, the policy shall be communicated to all the Branches and shall be kept on the Bank's intranet.



14. REPEAL & SAVINGS

This policy shall come into force upon approval by the Board and shall substitute earlier policy. All actions taken and functions performed before the commencement of this policy shall be considered to have been taken or performed pursuant to this policy.