

Updated Version- 2022

UPDATED CUSTOMER ACCEPTANCE POLICY



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Table of Contents

Particulars		Page No.
1.0	Preamble	1
2.0	Objectives/ Purpose and Application of the Policy	1
3.1	Definition of a Customer	2
3.2	Definition of a Beneficial owner	2
4.1	Customer Acceptance Policy	3
4.2	Customer Identification	4
4.2.1	What Constitutes a Customer's Identity?	4
4.2.2	Account of Individual Customers	5
4.2.3	Account of Proprietorship Concern	5
4.2.4	Account of Limited Company	6
4.2.5	Account of Partnership Firms	7
4.2.6	Accounts of Societies, Associations, NGOs, Clubs, Trust and other organizations	7
4.2.7	Joint Accounts	7
4.2.8	Non face-to-face contact	8
4.2.9	Walk-in Customers	8
4.2.10	Appropriateness of documents	8
4.2.11	Change in address or other details	8
4.2.12	Record keeping	8
4.2.13	Introducer	8
4.2.14	Persons without Standard Identification Documentation	8
4.2.15	Minor	9
4.2.16	Powers of Attorney/ Mandates to Operate Accounts	9
4.2.17	Timing and Duration of Verification	10
4.2.18	Card/Internet Banking/Mobile Banking	10
4.3	Know Your Customer's Customer (KYCC)	10
4.4	Know Your Employee (KYE)	10
4.5	Identification of Ultimate Beneficial Owner (UBO)	11
4.5.1	Ways in which beneficial ownership information can be hidden/obscured	11
4.6	In case where conducting the CDD measure is not possible	12
4.7	ATA Glance Of the Policy	12
5.0	Conclusion	13
	Annexure A: KYC Documentation	14

1.0 Preamble:

Customer is the key to success as a whole for the financial institutions but divergent to it is a formula of failure. In Bangladesh, Scheduled/Commercial Bank does not open accounts or deal with customers/clients of unknown identity or have fictitious or imaginary or mysterious names. Bank as a reporting organizations (ROs) will accept only those clients/ customers whose identity is established/recognized by conducting due diligence appropriate to the risk profile of the client/customer.

Regulators Supervisors around the globe/world are gradually recognizing the importance of ensuring that their Bank has adequate controls and procedures in place so that they know the customer with whom they are dealing. Adequate due diligence on new and existing customers is a key part of these controls. Without due diligence, Bank can lose its trustworthiness as well as creditability subject to reputational, operational, legal and concentration risks, which can result in significant financial cost or loss.

Standard Bank realizes the need for a well-defined customer acceptance policy to ensure prompt and inclusive services to all customers within the prescribed regulatory framework as well as defined processes of the Bank. In this regard, the management of Standard Bank has also recommended certain important themes under the guidance of Bangladesh Financial Intelligence Unit (BFIU), Bangladesh Bank which have been incorporated to design the policy towards comprehensive coverage and implementation of customer acceptance in the Bank.

2.0 Objectives/ Purpose and Application of the Policy:

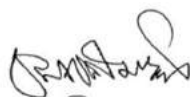
The principal objective of the Policy is to prevent the Bank from being used, intentionally or unintentionally, by illegitimate or criminal/ unlawful elements for money laundering or terrorist financing or proliferation activities. Policies are appended as under:

- i) To prevent illegal or criminal elements from using the Bank for money laundering/ terrorist financing/ proliferation financing activities.
- ii) To enable the Bank to know/understand the customers and their financial dealings better which, in turn, would help the Bank to manage risks prudently.
- iii) To put in place appropriate controls for detection and reporting of suspicious activities in accordance with applicable laws or laid down procedures.
- iv) To comply with applicable laws and regulatory guidelines.
- v) To ensure that the concerned staffs are adequately trained in KYC, AML, and CFT & CPF procedures.

This Policy is applicable to all domestic/foreign Branches/offices/subsidiaries of the Bank and is to be read in conjunction with related operational guidelines issued from time to time.

Banks were advised to follow detailed and accurate customer identification procedure for opening of accounts and monitoring transactions of a suspicious nature for the purpose of reporting it to appropriate authority. This 'Know Your Customer' guidelines/'Customer Acceptance Policy' has been repeated/ revisited in the context of the Recommendations made by the Financial Action Task Force (FATF) on Anti Money Laundering (AML) standards and on Combating Financing on Terrorism (CFT) & Proliferation Financing(CFT). Detailed guidelines based on the Recommendations of the FATF and the paper issued on Customer Due Diligence (CDD) for Banks by the Basel Committee on Banking Supervision, with indicative suggestions wherever considered necessary, have been issued.

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Banks have been advised to ensure that a proper policy framework on 'Know Your Customer' and Anti Money Laundering(AML), Combating Financing on Terrorism(CFT) & Combating Proliferation Financing(CPF) measures with the approval of the Board is formulated and put in place. In this light, Standard Bank demonstrate supervisory authority to put in place, implement adequate CDD measures considering the risks of ML, TF & PF. Such risk sensitive CDD measures should be based on-

- a) Type of customers;
- b) Business relationship with the customer;
- c) Type of banking products; and
- d) Transaction carried out by the customer.

3.1 Definition of a Customer:

A 'Customer' is defined as:

- a person or entity that maintains an account and/or has a business relationship with the bank/FIs;
- one on whose behalf the account is maintained (i.e. the beneficial owner) . ' Beneficial Owner' means the natural person who ultimately owns or controls a client and or the person on whose behalf a transaction is being conducted, and
- exercise ultimate effective control over a juridical person
- beneficiaries of transactions conducted by professional intermediaries, such as Stock Brokers, Chartered Accountants, Solicitors etc. as permitted under the law, and
- any person or entity connected with a financial transaction which can pose significant reputational or other risks to the bank, say, a wire transfer or issue of a high value demand draft as a single transaction.

For the purpose of KYC Procedure a "Customer" is defined in BFIU Circular No.26 dated 16.06.2020, as:

- any person or institution is maintaining any type of account with a Bank or financial institution ;
- the person or institution as true beneficial owner in whose favour the account is operated;
- the trustee, intermediary or true beneficial owner of the transaction of the accounts operated by the trust and professional intermediaries (such as lawyer/law firm, chartered accountant, etc)under the existing legal infrastructure;
- high value single transaction conducted in a single Demand Draft, Pay Order, Telegraphic Transfer by any person or institution or any person/institution involved in a financial transaction that may pose reputational and other risks to the institution. In this case if a transaction appears abnormal in relation to the usual transaction of the concerned person or institution that transaction will be treated as – "high value";

3.2 Definition of a Beneficial owner :

The definition of beneficial owner means the individual who –

- a) has effective control of a customer; or
- b) owns a prescribed threshold, 20% as per Bangladeshi regulation of the company or legal arrangements.

Identifying the beneficial ownership of a customer one must apply three elements. Any one element or any combination of these three elements satisfies beneficial ownership. These elements are:

- a. who owns 20 or more percent of a company or legal arrangements
- b. who has effective control of the customer;
- c. the person on whose behalf a transaction is conducted.

Effective control, ownership and persons on whose behalf a transaction is conducted are not mutually exclusive. The beneficial owner must be a natural person and cannot be a company, an organization or a legal arrangement.

4.1 Customer Acceptance Policy:

Standard Bank has been developing a clear customer acceptance policy and procedures, laying down explicit criteria for acceptance of customers including a description of the types of customer that are likely to pose a higher than average risk to a financial institution. In preparing such policies, factors such as customers' background, country of origin, public or high profile position, linked accounts, business activities or other risk indicators should be considered.

It is important that the customer acceptance policy is not so restrictive that it results in a denial of access by the general public to financial services, especially for people who are financially or socially disadvantaged. On the other hand, quite extensive due diligence would be essential for an individual with a high net worth whose source of funds is unclear. Decisions to enter into business relationships with higher risk customers, such as public figures or politically exposed persons should be taken exclusively at senior management level.

The following Customer Acceptance Policy indicating the criteria for acceptance of customers shall be followed in the Bank. The Branches shall accept customer strictly in accordance with the said policy:

- 1) No account should be opened in anonymous or fictitious name. Branch will collect accurate & full name of clients and preserve documents in conformity with it. Branch will prepare proper KYC of the clients.
- 2) Parameters of risk perception should be clearly defined in terms of the source of fund, the nature of business activity, location of customer and his clients, mode of payments, volume of turnover, service offered, social and financial status etc. to categorize customers into different risk grades.
- 3) Documentation requirements and other information to be collected in respect of different categories of customers depending on perceived risk.
- 4) Not to open an account or close an account where the financial institution is unable to apply appropriate customer due diligence measures i.e. financial institution is unable to verify the identity and/or obtain documents required as per the risk categorization due to non-cooperation of the customer or non-reliability of the data/information furnished to the financial institution. Decision by a financial institution to close an account should be taken at a reasonably high level after giving due notice to the customer explaining the reasons for such a decision.
- 5) Circumstances, in which a customer is permitted to act on behalf of another person/entity, should be clearly spelt out in conformity with the established law and practices of financial service as there could be occasions when an account is operated by a mandate holder or where an account is opened by an intermediary in fiduciary capacity.
- 6) Necessary checks before opening a new account to ensure that the identity of the customer does not match with any person with known criminal background or with banned entities such as individual terrorists or terrorists organizations etc.

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- 7) The status of a customer may change as relation with a customer progresses. The transaction pattern, volume of a customer's account may also change. With times an ordinary customer can turn into a risky one. To address this issue, customer acceptance policy should include measures to monitor customer's activities throughout the business relation.

4.2 Customer Identification:

Customer identification is an essential element of KYC standards. The customer identification process applies naturally at the outset of the relationship. To ensure that records remain up-to-date and relevant, there is a need for financial institution to undertake regular reviews of existing records. An appropriate time to do so is when a transaction of significance takes place, when customer documentation standards change substantially, or when there is a material change in the way that the account is operated. However, if a financial institution becomes aware at any time that it lacks sufficient information about an existing customer, it should take steps to ensure that all relevant information is obtained as quickly as possible.

Once verification of identity has been satisfactorily completed, no further evidence is needed to undertake subsequent transactions. However, information should be updated or reviewed as appropriate and records must be maintained.

4.2.1 What Constitutes a Customer's Identity?

Identity generally means a set of attributes which uniquely define a natural or legal person. There are two main constituents of a person's identity, remembering that a person may be any one of a range of legal persons (an individual, corporate body, partnership, etc). For the purposes of this guidance, the two elements are:

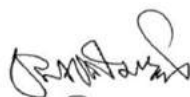
- the physical identity (e.g. Birth Certificate, TIN/VAT Registration, Passport/National ID, Driving License etc.); and
- the activity undertaken.

Confirmation of a person's address is also useful in determining whether a customer is residing. Again resident in a high-risk area or country /territory may be considered. Knowledge of both residence and nationality may also be necessary, in a non-money-laundering context, to avoid breaches of UN or other international sanctions to which Bangladesh is a party. Where a passport is taken as evidence, the number, date and place of issuance should be recorded from the valid passport.

The other main element in a person's identity is sufficient information about the nature of the business that the customer expects to undertake, and any expected or predictable, pattern of transactions. For some business these may be obvious, however, for more complex businesses this may not be the case. The extent of the description required will depend on the institution's own understanding of the applicant's business.

Once account relationship has been established, reasonable steps should be taken by the institution to ensure that descriptive information is kept up-to-date as opportunities arise. It is important to emphasize that the customer identification process does not end at the point of application. The need to confirm and update information about identity, such as changes of address, and the extent of additional KYC information to be collected over time will differ from sector to sector and between institutions within any sector.

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4.2.2 Account of Individual Customers:

Following information must be obtained by the Branches while opening account or establishing other relationships with individual customers:

- full and accurate name;
- parent's names in full;
- spouse Name;
- date of birth;
- current and permanent address;
- details of occupation/employment and sources of fund;
- contact information, such as - mobile/telephone number;
- nominee Information with signature;
- photograph of both Account Holder and Nominee duly signed by the introducer and a/c holder respectively.

The original, certified copy of the following Photo ID also play vital role to identify the customer:

- Valid passport; or
- Valid driving license; or
- National ID Card; or
- Employer provided ID Card, bearing the photograph and signature of the applicant;

Identification documents bear with valid and current photographs, signatures, or are easy to obtain, are normally not appropriate as evidence of identity, but birth certificate, certificate from City Corporation, Union Parishod, etc. may be considered as documents for identity also. In absence of photo ID branch can obtain other identification document or certificate attached with photo duly attested by the reputed person of the society as per BFIU Circular Letter No. 01/2017 dated January 16, 2017 and 03/2017 dated January 30, 2017); Any photocopies of documents showing photographs and signatures should be clearly understandable.

One or more of the following steps is recommended to verify addresses:

- provision of a recent utility bill, tax assessment or Bank statement containing details of the address (to guard against forged copies it is strongly recommended that original documents are examined);
- checking the telephone directory;
- visiting home/office;
- sending thanks letter to account holder and Introducer.

The information obtained should demonstrate that a person of that name exists at the address given and that the applicant is that person.

4.2.3 Account of Proprietorship Concern:

Following information must be obtained by the Branch/Bank while opening account or establishing other relationships with Proprietorship Concern:

- Proof of the name, address and activity of the concern
- Valid and updated Trade License /Certificate / license issued by the Municipal authorities

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- E-TIN certificate
- Photos of the A/C holder duly signed by the introducer
- Personal information of the Proprietor

4.2.4 Account of Limited Company:

Because of the difficulties of identifying beneficial ownership, and the possible complexity of organization and structures, corporate entities and trusts are the most likely vehicles to be used for money laundering. Particular care should be taken to verify the legal existence of the applicant and to ensure that any person purporting to act on behalf of the applicant is authorized to do so. The principal requirement is to look behind a corporate entity to identify those who have ultimate control over the business and the company's assets, with particular attention being paid to any shareholders or others who exercise a significant influence over the affairs of the company. Enquiries should be made to confirm that the company exists for a legitimate trading or economic purpose, and that it is not merely a –"brass plate company" where the controlling principals cannot be identified.

Before a business relationship is established, measures should be taken by way of company search and/or other commercial enquiries to ensure that the applicant company has not been, or is not in the process of being, dissolved, and struck off, wound-up or terminated. In addition, if the institution becomes aware of changes in the company structure or ownership, or suspicions are aroused by a change in the nature of business transacted, further checks should be made.

No further steps to verify identity over and above usual commercial practice will normally be required where the applicant for business is known to be a company, or a subsidiary of a company, quoted on a recognized stock exchange. The following documents should normally be obtained from companies:

- Certified copy of Certificate of Incorporation or equivalent, details of the registered office, and place of business;
- Certified copy of the Memorandum and Articles of Association, or by-laws of the client.
- Copy of the Board Resolution to open the account relationship with the respective Branch /Bank and the empowering authority for those who will operate the account;
- Explanation of the nature of the applicant's business, the source of funds, and a copy of the last available financial statements where appropriate;
- Satisfactory evidence of the identity of the account signatories, details of their relationship with the company. Subsequent changes to signatories must be verified;
- Copies of the list/register of directors.
- E-TIN certificate of the company/firm of the Directors.
- Personal Information or profile of the Directors.

The following persons (i.e. individuals or legal entities) must also be identified in line with this part of the notes:

- All of the directors who will be responsible for the operation of the account / transaction.
- All the authorized signatories for the account/transaction.
- All holders of powers of attorney to operate the account/transaction.
- The beneficial owner(s) of the company.
- Collect Personal Information of at least 5 numbers of shareholder/director and if the company has less than 5 numbers of shareholder/director then collect personal information of all the shareholder/director.

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When authorized signatories change, care should be taken to ensure that the identities of all current signatories have been verified. In addition, it may be appropriate to make periodic enquiries to establish whether there have been any changes in directors/shareholders, or the nature of the business/activity being undertaken. Such changes could be significant in relation to potential money laundering activity, even though authorized signatories have not changed.

4.2.5. Account of Partnership Firms:

In the case of partnerships and other unincorporated businesses whose partners/directors are not known to the institution, the identity of all the partners or equivalent should be verified in line with the requirements for personal customers. Where a formal partnership agreement exists, a mandate from the partnership authorizing the opening of an account and conferring authority on those who will operate it should be obtained.

Evidence of the trading address of the business or partnership should be obtained and a copy of the latest report and accounts (audited where applicable) should retain with Account Opening Form.

An explanation of the nature of the business or partnership should be ascertained (but not necessarily verified from a partnership deed) to ensure that it has a legitimate purpose.

Following information must be obtained by the Branch/Bank while opening account or establishing other relationships with Partnership Firms:

- Two copies of photo of the each partner duly signed by the introducer.
- Registration certificate, if registered / Partnership deed (Notarized)
- Power of Attorney granted to a partner or an employee of the firm to transact business on its behalf.
- Any officially valid document identifying the partners and the persons holding the Power of Attorney and their addresses.
- E-TIN certificate of the firm and E-TIN certificate of the partners.
- Personal Information and Photos of all the partners.
- Personal Information of the beneficial owner of the firm.

4.2.6 Accounts of Societies, Associations, NGOs, Clubs, Trust and other organizations:

Following information must be obtained by the Branch/Bank while opening account or establishing other relationships with Societies, Associations NGOs, Clubs, Trust, and other organizations:

- Certificate of Registration, if registered,
- Bye laws/ Trust deed
- Telephone/Utility Bill in the name of the organization
- List of Managing Committee Members and their bio-data
- Resolution of the Managing Committee of the Organization/trust for opening of the account and delegating powers to operate the accounts of the organization.
- Photos of authorized Managing committee Members duly signed by the introducer.
- Details information of KYC documentation is mentioned in Annexure-A

4.2.7 Joint Accounts:

In respect of joint accounts the full name and accurate name and address of the account holders should be in accordance with valid documents under SL no. 4.2.2.

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4.2.8 Non face-to-face contact:

Where there is no face-to-face contact, Bank should not allow in establishing relationship with the clients. As per BFIU circular 26 non face to face client/customer means those customer who are taking services/maintaining relationship through internet banking or agent banking or their professional representative i.e. lawyer, accountant etc. without physically presenting in the Branch of a Bank.

4.2.9 Walk –in Customers:

Branch should collect complete and correct information while serving Walk-in customer, i.e. a customer without having account. Branch should know the sources of fund and motive of transaction while issuing DD/PO or serving for TT/MT. Branch must collect complete and correct information of any person other than customer deposit or withdrawal using on-line facilities. Additionally, in regards to on-line deposit, branch should identify sources of funds as well.

4.2.10 Appropriateness of documents:

There is obviously a wide range of documents which might be provided as evidence of identity. It is for each institution to decide the appropriateness of any document in the light of other procedures adopted. However, particular care should be taken in accepting documents which appear to be easily forged or which can be easily obtained using false identities.

4.2.11 Change in address or other details:

There is obviously a wide range of documents which might be provided as evidence of identity. It is for each institution to decide the appropriateness of any document in the light of other procedures adopted. However, particular care should be taken in accepting documents which are easily forged or which can be easily obtained using false identities.

4.2.12 Record keeping:

All documents collected or gathered for establishing relationship must be filed in with supporting evidence. Where this is not possible, the relevant details should be recorded on the applicant's file. Bank which regularly conduct one-off transactions, should record the details in a manner which allows cross reference to transaction records.

4.2.13 Introducer:

To identify the customer and to verify his/her identity, an introducer may play important role. An introduction from a respected customer, personally known to the management, or from a trusted member of staff, may assist the verification procedure but does not replace the need for verification of address as set out above. Details of the introduction must be recorded on the customer's file. However, personal introductions without full verification should not become the norm, and directors/senior managers must not require or request staff to breach account opening procedures as a favor to an applicant.

4.2.14 Persons without Standard Identification Documentation:

It is generally believed that financial inclusion is helpful in preventing money laundering, terrorist financing and proliferation financing. Most people need to make use of the financial system at some point in their lives. It is

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important, therefore, that the socially or financially disadvantaged such as the elderly, the disabled, students and minors should not be precluded from obtaining financial services just because they do not possess evidence of identity or address where they cannot reasonably be expected to do so. In these circumstances, a common sense approach and some flexibility without compromising sufficiently rigorous AML procedures is recommended. Internal procedures must allow for this, and must provide appropriate advice to staff on how identity can be confirmed in these exceptional circumstances. The important point is that a person's identity can be verified from an original or certified copy of another document, preferably one with a photograph. Banks shall not allow "high value" transactions to this kind of customers.

A certifier must be a suitable person, such as for instance a lawyer, accountant, director or manager of a regulated institution, a notary public, a member of the judiciary or a senior civil servant. The certifier should sign the copy document (printing his name clearly underneath) and clearly indicate his position or capacity on it together with a contact address and phone number.

In these cases it may be possible for the institution to accept confirmation from a professional (e.g. doctor, lawyer, directors or managers of a regulated institution, etc) who knows the person. Where the individual lives in accommodation for which he or she is not financially responsible, or for which there would not be documentary evidence of his/her address, it may be acceptable to accept a letter from the guardian or a similar professional as confirmation of a person's address. A Manager or Head of Branch may authorize the opening of a business relationship if he/she is satisfied with confirmation of identity circumstances but must record his/her authorization on the customer's file, and must also retain this information in the same manner and for the same period of time as other identification records.

4.2.15 Minor:

For minor, Bank shall obtain following information while opening accounts relationship:

- Full and accurate name;
- Parent's names in full;
- Date of Birth;
- Current and Permanent Address;
- Birth Certificate
- Contact information, such as - mobile/telephone no.
- Full information of the Guardian like Photos, Passport/NID and Personal Information.

Where such procedures would not be relevant, or do not provide satisfactory evidence of identity, verification might be obtained in the form of the home address of parent(s). Under normal circumstances, a family member or guardian who has an existing relationship with the institution concerned would introduce a minor. In cases where the person opening the account is not already known, the identity of that person, and any other person who will have control of the account, should be verified.

4.2.16 Powers of Attorney/ Mandates to Operate Accounts:

The authority to deal with assets under a power of attorney constitutes a business relationship and therefore, where appropriate, it may be advisable to establish the identities of holders of powers of attorney, the grantor of the power of attorney and third party mandates. Records of all transactions undertaken in accordance with a power of attorney

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should be kept. On the other hand, valid reasons to execute mandate under the law for operating the accounts should exist.

4.2.17 Timing and Duration of Verification:

The best time to undertake verification is prior to entry into the account relationship. Verification of identity should, as soon as is reasonably practicable, be completed before any transaction is completed.

However, if it is necessary for sound business reasons to open an account or carry out a significant one-off transaction before verification can be completed, this should be subject to stringent controls which should ensure that any funds received are not passed to third parties. Alternatively, a senior member of staff may give appropriate authority.

This authority should not be delegated, and should only be done in exceptional circumstances. Any such decision should be recorded in writing. Verification, once begun, should normally be pursued either to a satisfactory conclusion or to the point of refusal. If a prospective customer does not pursue an application, staff may (or may not) consider that this is itself suspicious.

4.2.18 Card/Internet Banking/Mobile Banking:

The KYC procedures is invariably be applied to new technologies including 'Standard Bank Debit Card/ Credit Card' products / Internet Banking/Mobile Banking facility or such other product which may be introduced by the Bank in future that might favour anonymity, and take measures, if needed to prevent their use in money laundering schemes.

Branches should ensure that appropriate KYC procedures are duly applied before issuing the cards to the customers. It is also desirable that if at any point of time Bank appoints/engages agents for marketing of these cards / products are also subjected to KYC measures. It is mentionable that without screening of sanction list i.e. UN sanction, OFAC, EU etc through AML solution software any account cannot be opened in Standard Bank.

4.3 Know Your Customer's Customer (KYCC):

Enhance due diligence is required to be in practice to Know Your Customer's Customer ensuring the highest level of compliance in AML & CFT issues. KYCC has become the most important tool for identification/verification of the customer's business. It is essential to find out the customer's customer to whom they are dealing with. On the other hand, Customers close association or family members or beneficiary of the account should be known in toto.

A Bank should -

1. Take a list with the true identification like name, address, type of business, etc. of customer's customer;
2. Review the given list and check the background of the customer's customer at least half yearly basis if necessary;
3. Monitor the transaction occurred by the customer's customer;
4. Monitor the customer's customer business indirectly.

4.4 Know Your Employee (KYE):

Institutions and businesses learn at great expense that an insider can pose the same ML, TF & PF threat as a customer. It has become clear in the field that having co-equal programs to know your customer and to know your employee is essential/vital. In an effort to identify and anticipate trouble before it costs time, money and reputational

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damage/risk. Financial Institutions should develop program to look closely at the people inside their own organizations.

A Know Your Employee (KYE) program means that the institution has a program in place that allows it to understand an employee's background, conflicts of interest and susceptibility to money laundering complicity. Policies, procedures, internal controls, job description, code of conduct/ethics, levels of authority, compliance with personnel laws and regulations, accountability, dual control, and other deterrents/restrictions should be firmly in place.

Background screening of prospective and current employees, especially for criminal history, is essential to keep out unwanted employees and identifying those to be removed. It can be an effective risk management tool, providing management with some assurance that the information provided by the applicant is true and that the potential employee has no criminal record. It can be used effectively, the pre-employment background checks/examines may reduce turnover by verifying that the potential employee has the requisite skills, certification, license or degree for the position; deter theft and embezzlement; and prevent litigation over hiring practices. An institution should verify that contractors are subject to screening procedures similar to its own.

The sensitivity of the position or the access level of an individual employee may warrant additional background screening, which should include verification of references, experience, education and professional qualifications. The extent of the screening depends on the circumstances, with reasonableness the standard as well as source of income.

4.5 Identification of Ultimate Beneficial Owner (UBO):

Corporate entities such as companies, trusts, foundations, partnerships, and other types of legal persons and arrangements conduct a wide variety of commercial and entrepreneurial activities. However, despite the essential and legitimate role that corporate entities play in the economy, under certain conditions, they have been misused for illicit purposes, including money laundering (ML), bribery and corruption, insider dealings, tax fraud, terrorist financing (TF), and other unlawful activities. This is because, for criminals trying to circumvent anti-money laundering (AML) and countering the financing of terrorism (CFT) measures, corporate entities provide an attractive avenue to disguise the ownership and hide the illicit origin.

Various studies conducted by Financial Action Task Force (FATF), World Bank, United Nations Office on Drugs and Crime (UNODC) have explored the misuse of corporate entities for illicit purposes, including for ML, TF & PF. In general, the lack of adequate, accurate and timely beneficial ownership information facilitates ML, TF & PF by disguising:

- a) The identity of known or suspected criminals,
- b) The true purpose of an account or property held by a corporate entities, and/or
- c) The source or use of funds or property associated with a corporate entity.

4.5.1 Ways in which beneficial ownership information can be hidden/obscured:

Beneficial ownership information can be obscured through various ways, including but not limited to;

- a) Use of shell companies (which can be established with various forms of ownership structure), especially in cases where there is foreign ownership, which is spread across jurisdictions,
- b) Complex ownership and control structures involving many layers of ownership, sometimes in the name of other legal persons and sometimes using a chain of ownership that is spread across several jurisdictions,

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- c) Bearer shares and bearer share warrants,
- d) Use of legal persons as directors,
- e) Formal nominee shareholders and directors where the identity of the nominator is undisclosed,
- f) Informal nominee shareholders and directors, such as close associates and family,
- g) Trust and other legal arrangements, which enable a separation of legal ownership and beneficial ownership of assets,
- h) Use of intermediaries in forming legal persons, including professional intermediaries such as accountants, lawyers, notaries, trust and company service providers.

4.6 In case where conducting the CDD measure is not possible:

If conducting the CDD measure becomes impossible because of the non-cooperating behavior of the customer or if the collected information seemed to be unreliable, that is, branch could not collect satisfactory information on customer identification and could not verify that, branch should take the following measures:

- (a) must not carry out a transaction with or for the customer through a bank account;
- (b) must not establish a business relationship or carry out an occasional transaction with the customer;
- (c) must terminate any existing business relationship with the customer;
- (d) must consider whether it ought to be making a report to the BFIU through an STR.

Branch should always consider whether an inability to apply CDD measures is caused by the customer. In this case, the branch should consider whether there are any other ways of being reasonably satisfied as to the customer's identity. In either case, the branch should consider whether there are any circumstances which give grounds for making a report to BFIU.

If the branch concludes that the circumstances do give reasonable grounds for knowledge or suspicion of ML, TF & PF, a report must be sent to the BFIU. The branch must then retain the funds until consent has been given to return the funds to the source from which they came.

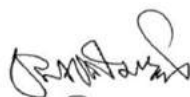
If the branch concludes that there are no grounds for making a report, it will need to make a decision on the appropriate course of action. This may be retaining the funds while it seeks other ways of being reasonably satisfied as to the customer's identity, or returning the funds to the source from which they came. Returning the funds in such a circumstance is part of the process of terminating the relationship; it is closing the account, rather than carrying out a transaction with the customer through a bank account.

4.7 AT A Glance Of the Policy:

On our part we give below the basic principle of our customer acceptance policy:

- Standard Bank will not deal with any shell company. In other words, a company only in name, paper operated by fictitious persons cannot become a customer of the Bank.
- The Bank will accept only those customers who have clear documents to establish identity and physical place of business or residence.
- The Bank will accept only those customers who would be willing to provide information to carry on the Banks due diligence exercise.
- The Bank will categorize customers on the basis of risk, details of which are attached in the KYC Format.
- The Bank will ensure that the less privileged customers are not harassed. This will be achieved through acceptable thresholds at the rural Branches. However, such thresholds will not compromise on criteria

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number one and two above.

- It is the duty of the Bank officials to ensure confidentiality of customers.
- The Bank will establish the background of each and every customer before acceptance.
- The Bank will assess and keep on record details of business activities prior to accept him as a customer. At the same time individual or joint accounts should also be supported by personal and professional details.
- Although business considerations are foremost in acquiring customers, transparency and legitimacy of the business concern should form the main priority.

The Bank reserves the right to close any account, which in its opinion has contravened the laws of the country, and indicates a reasonable degree of suspicion to be involved in illegitimate business. In order to abide by the above, the Bank will also carry out a Know Your Customer and also Know Your Customer's Customer exercise details of which are given in the annexure A.

It is mentionable here that SL no. 4.1 to 4.2 must be complied under the law of land but contradiction arises if any, then the law of the country shall stand.

In addition to the above a Transaction Profile for each acceptable customer is required to be maintained by each Branch. The Transaction Profile may be reviewed with change in the customer's portfolio and business turnover.

5.0 Conclusion:

The Bank will ensure comprehensive implementation of the above policy as well as review of the same at regular interval through the Central Compliance Committee (CCC), AML & CFT Division of Standard Bank Ltd. This will ensure strengthening the framework of Customer Acceptance.

All employees of the Bank are advised to be diligent in Banker- customer relationship and seek the consent of senior officials of the Bank in dealing with high-risk customers. The Bank should aim at providing high quality services at all levels, which we strive to achieve certain quantitative goals. Care must be constantly exercised not to compromise on quality. All Head of the Branches are required to follow the Customer Acceptance Policy carefully and raise the Bank to greater heights of efficiency, transparency and professionalism for complying the Money Laundering Prevention Act 2012 (Amendment 2015), Anti-Terrorism Act, 2009 (Amendment 2012 & 2013) & Money Laundering Prevention Rules, 2019.

KYC documentation

Annexure A

Customer type	Standard Identification document	Document for verification of source of funds	Document or strategy for verification of address
Individual	<ul style="list-style-type: none"> • Photograph of applicant (attested by the introducer) and nominee (attested by the applicant) • Passport/ National Id Card/ Birth Certificate + other photo ID (acceptable by the Bank) • Valid driving license (if any) • Credit Card (if any) • Any other documents that satisfy the bank. <p><i>NB: But in case of submitting the birth registration certificate, any other photo id (issued by a Government department or agency) of the person has to be supplied with it. If he does not have a photo id, then a certificate of identity by any renowned people has to be submitted according to the bank's requirement. That certificate must include a photo which is duly attested by the signing renowned person. The person should sign the certificate (printing his/her name clearly underneath) and clearly indicate his/her position or capacity on it together with a contact address and phone number.</i></p>	<ul style="list-style-type: none"> • Salary Certificate (for salaried person). • Employed ID (For ascertaining level of employment). • Self-declaration acceptable to the bank.(commensurate with declared occupation) • Documents in support of beneficial owner's income (income of house wife, students etc.) • Trade License if the customer declared to be a business person • E-TIN (if any) • Documents of property sale. (subject to necessity) • Other Bank statement (if any) • Document of FDR encashment (if any) • Document of foreign remittance (if any fund comes from outside the country) • Document of retirement benefit. • Bank loan. 	<ul style="list-style-type: none"> • Acknowledgement receipt of thanks letter through postal department. • Proof of delivery of thanks letter through courier. • Physical verification report of bank official • Copy of utility bill/utility card on satisfaction of the dealing officer (not beyond 3 months old). • Residential address appearing on an official document prepared by a Government Agency
Minor Account	<ul style="list-style-type: none"> • Photograph of applicant & guardian (attested by the introducer) and nominee (attested by the applicant) • Birth Certificate/Passport • Any Other certificate attaching the photo ID like 	<ul style="list-style-type: none"> • Supporting documents of profession of guardian. • Supporting documents of profession of beneficial owner. 	<ul style="list-style-type: none"> • Acknowledgement receipt of thanks letter through postal department. • Proof of delivery of thanks letter through courier. • Third party verification report.

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	<p>ID card/registration card (educational), etc. which is acceptable.</p> <ul style="list-style-type: none"> • Nominee & Guardian information • Nominee & Guardian identity certificate. • Information of beneficial owner (if any) 		<ul style="list-style-type: none"> • Physical verification report of bank official • Copy of utility bill/utility card on satisfaction of the dealing officer (not beyond 3 months old).
Joint Account	<ul style="list-style-type: none"> • Photograph of applicants (attested by the introducer) and nominee (attested by the applicant) • Passport/National Id Card/ Birth Certificate + other photo id (acceptable by the Bank) • Valid driving license (if any) • Credit Card (if any) 	<ul style="list-style-type: none"> • Salary Certificate (for salaried person). • Employed ID (For ascertaining level of employment). • Self-declaration acceptable to the bank.(commensurate with declared occupation) • Documents in support of beneficial owner's income (income of house wife, students etc.) • Trade License if the customer declared to be a business person • E-TIN (if any) • Documents of property sale.(if any) • Other Bank statement (if any) • Document of FDR encashment (if any) • Document of foreign remittance (if any fund comes from outside the country) • Document of retirement benefit. • Bank loan. 	<ul style="list-style-type: none"> • Acknowledgement receipt of thanks letter through postal department. • Proof of delivery of thanks letter through courier. • Third party verification report. • Physical verification report of bank official • Copy of utility bill/utility card on satisfaction of the dealing officer (not beyond 3 months old). • Residential address appearing on an official document prepared by a Government Agency
Sole Proprietorships or Individuals doing business	<ul style="list-style-type: none"> • Photograph of the account holder duly attested by the introducer. • Passport/National Id Card/ Birth Certificate + other photo id (acceptable by the Bank) • Valid driving license (if any) • Credit Card (if any) • Rent receipt of the shop (if 	<ul style="list-style-type: none"> • Trade License (update) • E-TIN • Self-declaration acceptable to the bank. (commensurate with nature and volume of business) • Documents of property sale. (if injected any fund by selling personal 	<ul style="list-style-type: none"> • Acknowledgement receipt of thanks letter through postal department. • Proof of delivery of thanks letter through courier. • Third party verification report. • Physical verification report of bank official • Copy of utility bill/utility

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	<p>the shop is rental)</p> <ul style="list-style-type: none"> • Ownership documents of the shop (i.e. purchase documents of the shop or inheritance documents) • Membership certificate of any association. (Chamber of commerce, market association, trade association i.e.; Hardware association, cloth merchant association, hawker's association etc. • Any other documents that satisfy to the bank. 	<p>property)</p> <ul style="list-style-type: none"> • Other Bank statement (if any) • Document of FDR encashment (if any fund injected by en-cashing personal FDR) • Document of foreign remittance (if any fund comes from outside the country) • Bank loan (if any) Personal borrowing (if any) 	<p>card on satisfaction of the dealing officer (not beyond 3 months old).</p> <ul style="list-style-type: none"> • Residential address appearing on an official document prepared by a Government Agency.
Partnerships	<ul style="list-style-type: none"> • Photograph of the partners (attested by the introducer). • Partnership deed • Registered partnership deed (if registered) • Resolution of the partners, specifying operational guidelines/ instruction of the partnership account. • Passport of partners/ National Id Card of partners/ Birth Certificate + other photo id (acceptable by the Bank) • Valid driving license of partners (if any) • Credit Card of partners (if any) • Rent receipt of the shop (if the shop is rental) • Ownership documents of the shop (i.e. purchase documents of the shop or inheritance documents) • Membership certificate of any association. (Chamber of commerce, market association, trade association i.e.; Hardware association, cloth merchant association, hawker's association etc. • Any other documents that satisfy to the bank. 	<ul style="list-style-type: none"> • Trade License (update) • E-TIN • Documents of property sale. (if injected any fund by selling personal property of a partner) • Other Bank statement (if any) • Document of FDR encashment (if any partner injected capital by en-cashing Personal FDR) • Document of foreign remittance (if any fund comes from outside the country) • Bank loan • Personal Borrowing (if any) 	<ul style="list-style-type: none"> • Acknowledgement receipt of thanks letter through postal department. • Proof of delivery of thanks letter through courier. • Third party verification report. • Physical verification report of bank official • Copy of utility bill/utility card on satisfaction of the dealing officer (not beyond 3 months old). • Residential address appearing on an official document prepared by a Government Agency

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<p>Private Limited Companies</p>	<ul style="list-style-type: none"> • Photograph of the all Directors (attested by the introducer) • Passport of all the directors/National Id Card of all the directors/ Birth Certificate + other photo id (acceptable by the Bank) • Certificate of incorporation • Memorandum and Articles of Association • List of directors • Resolution of the board of directors to open an account and identification of those who have authority to operate the account. • Power of attorney granted to its Managers, Officials, or Employees to transact business on its behalf. • Nature of the company's business. • Expected monthly turnover • Identity of beneficial owners, holding 20% interest or more of having control over the company's assets and any person (or persons) on whose instructions the signatories of the account act where such persons may not be a full time employee , officer or director of the company. 	<ul style="list-style-type: none"> • A copy of last available financial statements duly authenticated by competent authority • Other Bank statement • Trade License • E-TIN • VAT registration • Bank loan 	<ul style="list-style-type: none"> • Acknowledgement receipt of thanks letter through postal department. • Proof of delivery of thanks letter through courier. • Physical verification, if necessary.
<p>Public Limited Companies</p>	<ul style="list-style-type: none"> • Photograph of the signatories/directors • Passport of all the directors/National Id Card of all the directors/ Birth Certificate + other photo id (acceptable by the Bank) • Certificate of incorporation • Memorandum and Articles of Association • Certificate of commencement of business • List of directors in form -XII • Resolution of the board of 	<ul style="list-style-type: none"> • A copy of last available financial statements duly authenticated by competent authority • Other Bank statement • Trade License • E-TIN • Cash flow statement • VAT registration • Bank loan • Any other genuine source 	<p>N/A</p>

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	<p>directors to open an account and identification of those who have authority to operate the account.</p> <ul style="list-style-type: none"> • Power of attorney granted to its Managers, Officials, or Employees to transact business on its behalf. • Nature of the company's business • Expected monthly turnover • Identity of beneficial owners, holding 20% interest or more of having control over the company's assets and any person (or persons) on whose instructions the signatories of the account act where such persons may not be a full time employee, officer or director of the company. 		
Government-Owned entities	<ul style="list-style-type: none"> • Photograph of the signatories. • Statue of formation of the entity. • Resolution of the board to open an account and identification of those who have authority to operate the account. • Passport of the operator (s)/National Id Card of the operator (s)/ Birth Certificate + other photo id (acceptable by the Bank). 	N/A	N/A
NGO	<ul style="list-style-type: none"> • Photograph of the signatory (s) (attested by the introducer) • National Id Card of the operator (s)/ Passport of the operator (s)/ Birth Certificate + other photo id (acceptable by the Bank) • Resolution of the board of directors to open an account and identification of those who have authority to operate the account. • Documents of nature of the 	<ul style="list-style-type: none"> • A copy of last available financial statements duly authenticated by competent authority • Other Bank statement • Trade License • E-TIN • Certificate of Grand/ Aid 	<ul style="list-style-type: none"> • Acknowledgement receipt of thanks letter through postal department. • Proof of delivery of thanks letter through courier.

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	<p>NGO</p> <ul style="list-style-type: none"> • Certificate of registration issued by competent authority • Bye-laws (certified) • List of Management Committee/ Directors 		
Charities or Religious Organizations	<ul style="list-style-type: none"> • Photograph of the signatory (s) (attested by the introducer) • National Id Card of the operator (s)/ Passport of the operator (s)/ Birth Certificate + other photo id (acceptable by the Bank) • Resolution of the Executive Committee to open an account and identification of those who have authority to operate the account. • Documents of nature of the Organizations • Certificate of registration issued by competent authority (if any) • Bye-laws (certified) • List of Management Committee/ Directors 	<ul style="list-style-type: none"> • A copy of last available financial statements duly authenticated by competent authority • Other Bank statement • Certificate of Grand/ Aid/ donation • Any other legal source 	<ul style="list-style-type: none"> • Acknowledgement receipt of thanks letter through postal department. • Proof of delivery of thanks letter through courier.
Clubs or Societies	<ul style="list-style-type: none"> • Photograph of the signatory(s) (attested by the introducer) • National Id Card of the operator (s)/ Passport of the operator (s)/ Birth Certificate + other photo id (acceptable by the Bank) • Resolution of the Executive Committee to open an account and identification of those who have authority to operate the account. • Documents of nature of the Organizations • Certificate of registration issued by competent authority (if any) • Bye-laws (certified) • List of Management Committee/ Directors 	<ul style="list-style-type: none"> • A copy of last available financial statements duly certified by a professional (if registered) • Other Bank statement • Certificate of Grand/ Aid • Subscription • If unregistered declaration of authorized person/ body 	<ul style="list-style-type: none"> • Acknowledgement receipt of thanks letter through postal department. • Proof of delivery of thanks letter through courier. • Physical verification, if necessary.

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<p>Trusts, Foundations or similar entities</p>	<ul style="list-style-type: none"> • Photograph of the signatory(s) (attested by the introducer) • National Id Card of the trustee (s)/ Passport of the trustee (s)/ Birth Certificate + other photo id (acceptable by the Bank) • Resolution of the Managing Body of the foundation/ association to open an account and identification of those who have authority to operate the account. • Certified true copy of the Trust Deed • Bye-laws (certified) • Power of attorney allowing transaction in the account. 	<ul style="list-style-type: none"> • A copy of last available financial statements duly certified by a professional (if registered) • Other Bank statement • Donation 	<ul style="list-style-type: none"> • Acknowledgement receipt of thanks letter through postal department. • Proof of delivery of thanks letter through courier. • Physical verification, if necessary.
<p>Financial Institutions (NBFi)</p>	<ul style="list-style-type: none"> • Photograph of all the directors(attested by the introducer) • Passport of all the directors/ National Id Card of all the directors/ Birth Certificate + other photo id (acceptable by the Bank) • Certificate of incorporation • Memorandum and Articles of Association • Certificate of commencement of business • List of directors in form -XII • Resolution of the board of directors to open an account and identification of those who have authority to operate the account. • Power of attorney granted to its Managers, Officials, or Employees to transact business on its behalf. • Nature of the company's business • Expected monthly turnover • Identity of beneficial owners, holding 20% interest or more of having control over the company's 	<ul style="list-style-type: none"> • A copy of last available financial statements duly certified by professional accountant. • Other Bank statement • Trade License • E-TIN • Cash flow statement • VAT registration 	<ul style="list-style-type: none"> • Acknowledgement receipt of thanks letter through postal department. • Proof of delivery of thanks letter through courier.

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	assets and any person (or persons) on whose instructions the signatories of the account act where such persons may not be a full time employee , officer or director of the company		
Embassies	<ul style="list-style-type: none"> • Photograph of the signatory(s) (attested by the introducer) • Valid Passport with visa of the authorized official • Clearance of the foreign ministry • Other relevant documents in support of opening account 		<ul style="list-style-type: none"> • Acknowledgement receipt of thanks letter through postal department. • Proof of delivery of thanks letter through courier.
Foreign National (Individual)	<ul style="list-style-type: none"> • Passport along with visa page. • Identity of nominee(s), beneficial owner(if any) • Photograph of applicant (attested by the introducer) and nominee(s) (attested by the applicant) • Valid driving license (if any) • Credit card (if any) • Any other documents that satisfy the bank • Documents in support to stay in Bangladesh • Documents in support to source of fund or profession. 	<ul style="list-style-type: none"> • Work permit • Employment certificate • Documents of foreign remittance • Other bank statement (if any) 	<ul style="list-style-type: none"> • Acknowledgement receipt of thanks letter through postal department. • Proof of delivery of thanks letter through courier.
Foreign National Firm/Company/ Joint Venture Contracting	<ul style="list-style-type: none"> • Copy of registration in Bangladesh with Board of investment/ Bangladesh Bank for Foreign/ Joint Venture Firm/Company • Memorandum and Article of Association duly certified by RJSC. • Copy of partnership deed • Copy of Bye-laws • Copy of service contact/ appointment letter/ work permit if any for operation of the account • Resolution of governing body to open account and 	<ul style="list-style-type: none"> • A copy of last available financial statements duly certified by professional accountant. • Other Bank statement • Certificate of grant/aid • Any other documents of legal source. 	<ul style="list-style-type: none"> • Acknowledgement receipt of thanks letter through postal department. • Proof of delivery of thanks letter through courier.

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	<p>authorization of operation.</p> <ul style="list-style-type: none"> List of authorized signatories and members of the governing body. Copies of the relevant pages of passport In case of foreign signatory(s) passport with visa page and work permit. In case of Bangladesh signatory(s) NID/ Passport/ Birth Certificate + other photo id (acceptable by the Bank) E-TIN (if any) Supporting documents of sources of fund of the signatory(s). Photographs of the signatories duly attested by the introducer. 		
Non Resident Bangladeshi (NRB) Account	<ul style="list-style-type: none"> Photocopy of relevant pages of the passport duly attested by the competent authority. Work/resident permit Supporting documents of the nominee (NID/ Passport/ Birth Certificate + any other photo ID acceptable by the bank officials) Documents of beneficial owner (if any) Photograph of applicant (attested by the introducer) and nominee(s) (attested by the applicant) Supporting document of source of fund/profession. 	<ul style="list-style-type: none"> Employee ID Documents for foreign remittance Employee certificate 	<ul style="list-style-type: none"> Acknowledgement receipt of thanks letter through postal department. Proof of delivery of thanks letter through courier.

Note:

- If any customer want to authorize any person to operate an account on behalf of his/her then duly signed the mandate form to be obtained by the branch official. Mandate Form should be filled up mentioning the purpose of mandate and duration of this mandate. Branch official must be obtain accurate and complete information of mandatee.
- If there is one or more beneficial owners have been found then branch official must obtain supporting document of profession and identity.
- AML declaration form must be signed by the customer.

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- d. SBS form must filled up and duly signed by the branch officials.
- e. If a person is US person as per FATCA, branch officials must obtain declaration and supporting documents as per requirement.