



A guideline for
"Customer due diligence measures"
For electronic payment and money transfer companies

Central Bank of Jordan
Oversight and Supervision of the National Payment System Department
Compliance Committee for Electronic Payment and money Transfer Companies
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This guideline “Customer Due Diligence Procedures for Electronic Payment and money Transfer Companies” was prepared by The Compliance Committee for Electronic Payment and money Transfer Companies headed by the Central Bank of Jordan and with the membership of all compliance managers of Electronic Payment and Money Transfer Companies.

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"This document has been translated for knowledge, but for legal purposes the Arabic version is adopted"

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List of definitions and terms

The company	:	Electronic Payment and money Transfer Company licensing by the central bank of Jordan
The customer	:	The person who deals with the company whether a natural person, a legal person, a legal arrangement, or a not-for-profit entity.
The Unit	:	The Unit of Anti-money Laundering and Counter-Terrorist Financing
Occasional Customer	:	The customer who does not have an ongoing relationship with the company.
Business relationship	:	The relationship that emerges between the company and the customer in relation with the activities and services of electronic payment and transfer of money provided by the Company to its customers.
Ongoing relationship	:	The business relationship that expected when emerged to extend to a non-definite period and to include several transactions.
Beneficial owner	:	The natural person who has ultimately owned the real interest and the business relationship is taking place to his/her interest or on his/her behalf or has full or effective control of a legal person or a legal arrangement and has the right to do a legal action on behalf of either one
Not-for-profit Entity	:	Any legal person associated in compliance with the provisions of relevant laws for charity, religious, cultural, educational, social, or any other similar purposes and is not aimed at realizing or sharing profit from its activity or at achieving a personal interest including the foreign

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	branches of international not-for-profit organizations and entities.
Foreign Politically Exposed Persons	: Persons who are or have been entrusted with prominent public functions by a foreign country, for example, heads of state or government, senior politicians, senior government, judicial or military officials; or she/he used to be a prominent politician or “VIP” figure of a political party; or senior executives at state-owned companies. These include, as well, relatives of such persons to the first kinship degree minimum or any persons who act on their behalf or hold authorizations issued thereby.
Domestic Politically Exposed Persons	: Persons who are or have been entrusted with a senior public job in the kingdom such as a prime minister, a judge, a military official, or a senior governmental position; or used to be a prominent politician or a “VIP” figure at a political party; or the senior executives in state-owned companies including relatives of such persons to the first kinship degree minimal or any persons who act on their behalf or hold authorizations issued thereby.
Trust Funds	: These legal relationships are incepted – between those alive or at death– by a person or custodian when assets have been put under control of the person or custodian to the account of a beneficiary or for a certain purpose. However, the assets must be independent assets and not part of the property of the custodian. The right to the assets of the custodian in his/her name or in name of another person on behalf of the custodian.

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Legal Arrangement	: Direct trust funds or similar legal arrangements
Non-resident	: The natural or legal person who usually resides or is based outside the Kingdom or this who has not completed one year of residence in the kingdom apart from his/her nationality. However, individuals who have an ongoing economic activity or a permanent residence inside the Kingdom will be excluded from this definition even if they reside intermittently in the Kingdom.
Third-Party	: The agency that the company commissions to deliver some or all the transactions it licensed to do.
E-payment Account	: The non-bank account that the e-transfer requester holds and is linked to any payment instrument issued by the company initiating the e-transfer; or, it is the account that the beneficiary from the e-transfer holds and linked to any payment instrument issued by the company receiving the e-transfer; or, the bank account if the recipient of the e-transfer is a bank

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Preface

The Central Bank of Jordan is continuously striving to regulate and develop the national payments system with all its components, in a manner that ensures the provision of safe and efficient payment, transfer, clearing, and settlement systems and services in the Kingdom and within a financial system that enjoys integrity, safety, and reliability, and from this position the Central Bank of Jordan develops the legislation, regulatory frameworks, and guidelines necessary to combat money laundering and terrorist financing transaction in line with global developments concerning international standards in the field of combating the two crimes of money laundering and financing of terrorist, as well as the practical practices of electronic payment and money transfer companies, to achieve the goals envisaged in this field and to avoid the risks of these two crimes.

To build a solid basis in anti-money laundering and terrorist financing according to the risk-based approach; electronic payment and money transfer companies must know their customers and beneficial owner adequately to classify customer and business relationship risks towards money laundering and terrorist financing; to be able to focus and direct its necessary resources to high-risk customers and business relationships to mitigate money laundering and terrorist financing risks, and the information obtained from the customer during the implementation of due diligence procedures is a pivotal and key tool in classifying customer risks; This requires companies to obtain reliable data, information, and documents from customers, verify them as appropriate and ensure that they are constantly updated.

The volume of customers and businesses that the company wishes to accept must be corresponding by preventive measures that mitigate the

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risks associated with them, including setting clear policies and work procedures regarding customer and business acceptance and ensuring that it has an adequate level of internal controls to manage and mitigate money laundering and terrorist financing risks. One of these controls is the application of due diligence procedures towards customers to identify and verify their identities, including the person who acts on behalf of the customer or the beneficial owner and in accordance with specific requirements in particular commensurate with the legislation governing this.

The purpose of this guideline

This guideline comes from the Central Bank of Jordan's willingness to enable and assist electronic payment and money transfer companies to manage money laundering and terrorist financing risks from customers efficiently and effectively, and to promote a sound understanding and good knowledge of the appropriate measures and procedures they have in terms of identifying and verifying the identity of customers, especially since they are the two main elements in implementing customer due diligence procedures, as this guideline includes general instructions for good practices for the process of identifying the identity of the customer, whether natural or legal, and how to verify them, including determining the procedures followed to apply the simplified or enhanced due diligence according to the risk level, which companies can use in developing or enhancing effective programs for customer identification and verification in a manner that reflects the different types of customers and the different levels of risks resulting from the customer's relationship with the company.

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Also, enabling companies to develop and adopt a risk-based approach in conducting their business to meet the requirements of anti-money laundering and terrorist financing, since the requirements contained in this guide are a reflection of the obligations stipulated in anti-money laundering and terrorist financing legislation and the relevant international standards without forming any additional requirements for companies. Bearing in mind that the requirements contained in this guide represent the minimum that companies must adhere to in accordance with the provisions of the relevant effective legislation, while the companies left to develop appropriate additional measures and procedures commensurate with their risk assessment results.

Legislative framework

- ❖ The Anti-Money Laundering and Terrorist Financing Law No. (46) Of 2007, in accordance with the provisions of Article (13) thereof, specified the entities subject to its provisions, which included electronic payment and money transfer companies, just as the provisions of Article (14) of the same law required all parties to exercise due diligence to identify the customer's identity, legal status and activity, the purpose of the business relationship and its nature, and the beneficial owner of the existing relationship between these parties and the customer (if any). verifying all of this and continuously following up on transactions that take place within the frame of a continuous relationship with customers by any of the means specified under the relevant legislation and recording data related to that and preserve it.
- ❖ In accordance with the provisions of Article (53) of the Electronic Payment and Money Transfer bylaw No. (111) of 2017 issued in accordance with the provisions of Articles (21) and (22) of the

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Electronic Transactions Law No. (15) of 2015; requiring electronic payment and money transfer companies to adhere to the provisions and procedures related to anti-money laundering and financing of terrorist and proliferation which regulating with the relevant legislation or any instructions issued by the Central Bank in this regard

- ❖ The provisions of the Anti-Money Laundering and Terrorist Financing Instructions for electronic payment and money transfer companies No. (12/2018) dated May 28, 2018, issued based on the provisions of Article (14 / A / 4) and Article (18 / B) of the Anti-Money Laundering and Terrorist Financing Law and the provisions of Article (53) of the effective Electronic Payment and Money Transfer bylaw, specified requirements for conducting due diligence towards customers, whether permanent or occasional, whether they are natural or legal persons, legal arrangements or non-profit organizations, verifying their identity using duly official documents, data or information, and ensuring their accuracy through neutral and reliable sources, and establishing systems to do this. The instructions also defined simplified and enhanced due diligence procedures according to the situations and levels of money laundering and terrorist financing risk, in addition to continuous customer due diligence procedures that come within the business relationship for an indefinite period of time and include several transactions.

First: the efficiency and integrity of the company's employees

In order to reach an effective implementation of the AML / CFT system within the company, including the implementation of due diligence measures towards customers, the company must first put in place appropriate procedures when recruiting employees in a manner that

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ensures adequate information collected about its employees and the extent to which they enjoy high levels of efficiency and integrity and they are a degree of good reputation, conduct, and behavior, and these procedures include, at a minimum, the following:

- ❖ Continuously verifying that they are not subjected to criminal penalties, dishonorable or dishonesty, or convicting them in money laundering or terrorist financing unless they have rehabilitated upon appointment, examples of documents that can be used to verify this are a certificate of no criminal record and a certificate of good behavior and conduct.
- ❖ Take reasonable measures to identify the safety of their professional behavior during their previous employment periods (if any), such as inquiring from the employer, or requesting certificates or letters of recommendation, or other measures that the company deems appropriate in this regard.
- ❖ Follow up on transactions on their accounts periodically if necessary, and take necessary internal measures, including notifying AMLU when they carry out transaction suspected of being linked to money laundering or terrorist financing
- ❖ Ensure that none of them listed on the international sanctions lists and that there is no negative information associated with them. It is possible to use the commercial systems of individuals and entities associated with them money laundering or terrorist financing crimes and use internet search engines.

Second: the policy of customer acceptance

- ❖ The company must establish clear policies and work procedures for accepting customers based on a risk-based approach, including

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requirements for opening accounts and determining the level of due diligence measures that will be implemented to identify and verify the identity of the customer or the person acting on behalf of the customer or the beneficial owner, provided that they with the policy must comply with the results of the risk assessment of the company and it is documented and approved.

- ❖ The company's policies and procedures towards accepting customers should include a classification of customer categories according to the degree of risk related to money laundering or terrorist financing (customers who are prohibited to deal with, high-risk customers, medium-risk customers, low-risk customers), to indicate the customers who may pose a greater risk to the company, as the company is required to take enhanced due diligence measures towards high-risk customers, but in cases where the risks of money laundering and terrorist financing are low, the Central Bank of Jordan may allow companies to apply simplified due diligence procedures, provided that adequate risk analysis has been carried out, noting that the presence of low risks of money laundering and terrorist financing when identifying and verifying the identity of the customer does not automatically mean that the customer himself has low risks for all types of due diligence procedures, especially in the scope of continuous follow-up of the transaction carried out by the customer.
- ❖ Likewise, the company's policies and procedures towards accepting customers must include specifying the level of authority to approve the establishment of the business relationship, and the circumstances in which the company may not accept the establishment of a new business relationship or may require termination of an existing business relationship as a result of the customer's exposure to unacceptable

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levels of money laundering risks or terrorist financing, taking into consideration the notification of the AMLU according to the reasons for terminating the business relationship and the extent of its connection with suspicion of money laundering or terrorist financing, and the company must take into account the following in particular:

- 1) The following procedures regarding high-risk customers, including (political persons, foreign politically exposed persons, non-resident customers, and persons belonging to countries that do not apply the recommendations of the FATF or do not apply them sufficiently, or countries that the FATF call to take action against them):
 - a) Obtaining the approval of the executive manager or the regional manager or his deputy, or whomever he authorizes, before establishing a relationship with high-risk customers.
 - b) Obtaining the approval of the executive manager or the Regional Manager or his deputy, or whomever he authorizes upon discovering that one of the customers or beneficial owners has come under the category of high-risk customers.
- 2) Obtaining the approval of the executive manager or the regional manager or his deputy, or whomever he authorizes before establishing a relationship with customers from local politically exposed persons, persons entrusted to them or who were entrusted with prominent tasks by an international organization, or when it was discovered that one of the

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customers or beneficial owners had fallen into these category, if there were high-risk business relationships with those people.

- 3) Obtaining the approval of the executive manager or the regional manager to establish a relationship with foreign financial companies after examining the nature of the foreign company's activity and reputation in the field of anti-money laundering and terrorist financing, and to ensure that it is subject to effective supervision and control by the supervisory authority in its home country and that it has adequate systems to combat money laundering and terrorist financing.
- ❖ When classifying customers according to the level of money laundering and terrorist financing risks, the company must periodically take into account the risk variables associated with customers and for all risk factors (type of customer, geographical, product and services, and distribution channels) based on the information obtained during the implementation of the identification procedures on the identity of the customer and the general information known or available to the company, including tracking the pattern of transactions executed by the customer, as these variables can increase or decrease the potential risks, which in turn is reflected in the appropriate level of due diligence procedures, and to review the classification of customers according to the level of risk periodically or in the event of changes that require this, examples of risk variables related to customers that the company can be guided by are the following:
- 1) The purpose of the account or business relationship.
 - 2) The type of customer, whether it is a natural or legal person, a non-profit organization, or a legal arrangement.
 - 3) The place of residence of the customer (resident or non-resident).

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- 4) The origin-country the customer belongs to, including if he is from a high-risk country.
- 5) Type of occupation or nature of the activity.
- 6) The ownership structure of a legal person, especially those that appear unusual or complex compared to the nature of their business.
- 7) Whether he/ she is a politically exposed person .
- 8) The amount of funds that will be deposited into the account.
- 9) The extent to which the transaction carried out by the customer is in proportion to the nature of his activity, including the activities that are characterized with intensity of monetary dealings.
- 10) The extent of the complexity of the use of electronic payment and transfer tools or orders and the overlapping between them and the rate of their transactions
- 11) Risk factors resulting from evaluating information and data obtained from customers during the due diligence procedures, such as risks of the customer type, risks of countries or geographical areas, risks of products, services, and transaction or distribution channels.
- 12) The duration of the business relationship and whether he is an occasional customer.
- 13) Any other factors that the company considers necessary to determine the degree of risk of the customer.

Third: What is due diligence?

- ❖ Due diligence towards customers means identifying the customer identity, legal status, activity, purpose of the business relationship, its nature, and the beneficial owner (if any), verifying all of this, and continuous follow-up of transaction that take place within the framework of the ongoing relationship, in addition to identifying the

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nature of the future relationship between the company and the customer and its purpose, and record and store data related to it.

- ❖ Due diligence is the basis of any effective anti-money laundering and terrorist financing system and is seen as the degree of proximity between the company and the customer that enables the company to determine whether establishing a business relationship with the customer exposes the company to money laundering or terrorist financing risks, or any risks, therefore, due diligence procedures must be an essential feature of company risk management and control procedures and are subject to continuous and regular review by the compliance monitoring function and the internal audit function.
- ❖ The safety and integrity of the company depend to a large extent on customer identification procedures, which lead to reducing the possibility of using the company's services and products as a tool to launder the proceeds of criminal activities or transferring terrorist funds, and thus it forms an essential part of the sound risk management by providing a sound and correct basis to identify the sources of exposure to risks, as the insufficient or absence of standards for due diligence procedures increases the likelihood of the company being exposed to significant risks such as reputational risks, operational risks, legal risks, and compliance risks with anti-money laundering and terrorist financing requirements.
- ❖ Therefore, to prevent money laundering or terrorist financing risks, the company must identify and verify the identity of the customer accurately using official documents, data, and information, and ensure their validity through reliable and neutral sources, and use technologies and technological systems that help to achieve this, as well as the

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necessity of determining the identity of the beneficial owner, identifying the nature of the work practiced by the customer, knowing the sources of funds, an appropriate understanding of the purpose and nature of the business relationship with the customer, and developing a clear understanding of the customer business, while ensuring the activation of continuous monitoring of customer activities to discover whether the executed transaction is consistent or not with the authorized customer's activity when establishing the relationship.

Fourth: The timing of the due diligence procedure

- ❖ The company should be required to undertake customer due diligence (CDD) measures when:
 - 1) Starting the business relationship or during it.
 - 2) There are doubts about the veracity or adequacy of previously obtained customer identification data.
 - 3) When there are doubts about a change in the identity of the customer or the beneficial owner of the business relationship, or a fundamental change in the mechanism for documenting the customer's information.
 - 4) If the company has suspicion that the executed transaction is suspected to be related to money laundering or terrorist financing, regardless of its value or the application of the simplified due diligence procedures.
 - 5) When there is a change in the customer's circumstances or an important change in the nature of the customer business and the way his account is managed, including the presence of any transactions that do not reasonably agree with the company's knowledge of the customer or any change in the purpose or intended nature of the customer's relationship with the company, or any other issue may

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influence the company's assessment of money laundering, terrorist financing, or proliferation financing risks concerning a customer.

- 6) When carrying out transactions with large amounts, using systems, tools, or means of payment in an unusual way, or executing several interrelated transactions that represent a large value in total, or the presence of two or more transactions related to the deliberate restructuring of one transaction into smaller transactions than the company must deal with those transactions as one transaction, or the execution of a set of transactions for the same beneficiary through one or more sources within a short period of time, or the customer regularly transfers funds to one or more parties.
 - 7) Carrying out transaction to the account of occasional customers in the following cases:
 - a) If the value of an occasional transaction or that of several transactions that seem to be interlinked exceeds (10,000) Dinars or its equivalent in foreign currencies.
 - b) If the company has doubts that the occasional transaction is suspected to be related to money laundering or terrorist financing apart from its value.
 - c) Any e-transfer transactions done by an occasional customer apart from its value.
- ❖ Likewise, the company must implement due diligence measures towards customers on an ongoing basis and on the basis of materiality and risk level, with taking into account the following procedures:
- 1) Checking the transactions that take place throughout the ongoing relationship to ensure the consistency of the transactions carried out with what the company knows about customers, their pattern of activity, the nature of the risks they represent, and the source of

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funds if necessary, and comparing them with counterparts in the same activity or those who are classified within the same level of risk and recording all data related to it and preserve it.

- 2) Ensure that the documents, data, or information obtained under customer due diligence procedures are constantly updated and appropriate by reviewing the existing records, especially the categories of high-risk customers.
 - 3) The company can rely on the procedures for identifying and verifying the customer's identity that has been previously conducted, it is not required to repeat the identification and verification of the identity of the business every time it carries out a transaction unless it has doubts about the validity of that information or in the case of suspected money laundering, terrorist financing, or a material change in the way a customer's account is operated that is not consistent with the customer's activity
 - 4) If the customer does not respond to the company's request to update his data as the company deems appropriate, the company may gradually stop some financial transactions and services provided to the unresponsive customer, until the customer duly updates his data, provided that tools and awareness campaigns for customers are activated of the consequences of not committing to updating their data and urged them to update whenever necessary.
- ❖ If the company is unable to execute the due diligence procedures towards customers, it must not complete the contracting procedures or open an electronic payment account or enter into any business relationship with the customer or carry out any transaction in his favor, and it also requires to terminate the business relationship, and notify the

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AMLU immediately if there is a suspicion of money laundering or terrorist financing.

- ❖ If there is a suspicion of money laundering or terrorist financing during the implementation of the due diligence procedures and the company becomes convinced for reasonable reasons that continuing to implement these procedures will tipping-off the customer or potential customer, the company must do the following:
 - 1) Stop continuing due diligence measures towards customers.
 - 2) Ensure that the company's employees are aware of these procedures and that they exercise accuracy when implementing customer due diligence procedures.
 - 3) Notifying the AMLU of this, while ensuring that none of the company's employees discloses that a notification has been raised to the AMLU.

Fifth: postponing the due diligence procedures

- ❖ The company can postpone the procedures for identifying and verifying the identity of the customer until after the business relationship with the customer is established; provided that you do the following, and include this in the company's approved work procedures and anti-money laundering and terrorist financing policy:
 - 1) That the postponement of the identification and verification procedures is necessary to preserve the completion of normal business and so that this does not entail money laundering or terrorist financing risks.
 - 2) Determine the information and documents that can be postponed and include this in the written KYC procedures.

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- 3) Complete the identification and verification procedures as soon as possible, and it is possible to estimate the period for completing the procedures for a period not exceeding (10) working days from the date of establishing the relationship.
 - 4) Obtaining a written and signed commitment from the customer to provide the company with the requirement within the period specified in Clause (3) above.
 - 5) The company has effective control over the money laundering and terrorist financing risks, including taking measures and setting the necessary controls to manage the risks about the circumstances in which the business relationship can be benefited from before the verification process and includes the following:
 - a) Suspending or freezing the account and not issuing any payment instruments or providing services or products until the account completed with an escalation of follow-up with the customer to complete the requirements or close the account.
 - b) Setting limits on the number, type, and amounts of transactions that can be performed before completing verification procedures.
 - c) Issuing periodic reports for incomplete accounts to determine the reasons for the postponement or its periods, the number of these accounts, and the procedures that must be taken.
- ❖ If the company postpones the procedures of verifying the identity of the customer until after the establishment of the continuous business relationship, and it was unable to complete the verification procedures within (10) working days from the date of establishing the relationship, the company must terminate this relationship, taking into account implementing the following:

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- 1) Notify the AMLU in the event of a transaction suspected linked to money laundering or terrorist financing.
- 2) Not allowing the customer to withdraw cash upon the termination of the business relationship as much as possible, and restricting that to using one of the electronic payment methods in a way that enables the movements to track.
- 3) Inform the customer about the termination of the business relationship with him due to the failure to complete the procedures to verify his identity.

Sixth: Requirements for due diligence procedures

- ❖ The company must under no circumstances maintain anonymous accounts or with shell names, or deal or enter into a business relationship with unknown persons, fictitious or shell names, or with shell companies or shell banks.
 - 1) Shell banks: the bank that does not have a physical presence in the country in which it was established and obtained its license from it; which does not keep records of its transaction, it does not employ one or more persons engaged in actual activity and management; it is not subject to inspection by a competent supervisory authority, whether in the country in which it is established or in any other country.
 - 2) Shell companies: they are the company that is used as a means through which transaction is passed without keeping any assets or carrying out transactions related to its activities, even if they are registered.

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- ❖ If a person is acting on behalf of the customer, the company must do the following:
 - 1) Verify that this person is authorized to do so, and it is possible to implement this through the company obtaining the original official documents or a duly certified copy of them that prove the validity of the power of attorney such as a valid power of attorney or a mandate approved by the company, and it is better to be reviewed by the legal manager unit or the legal advisor in the company for approval.
 - 2) Maintaining the power of attorney or a certified copy of it or the authorization so that it is well readable.
 - 3) To apply the procedure to this person for the identification and verification of the identity of natural persons' customers, in accordance with what is mentioned in clause (seventh) of this guide.

- ❖ In the event that there is a person acting on behalf of the customer who is incompetent ⁽¹⁾ such as minors, the company must do the following:

⁽¹⁾ The Personal Status Law defines incompetence as every natural person who has reached the age of discernment (seven full years) and has not reached the age of majority (eighteen full years) and everyone who has reached the age of majority and was foolish or negligent, as those who are incapacitated and deficient according to the circumstances are subject to the provisions Guardianship, or trusteeship for the conditions and in accordance with the rules established in the law, and the Personal Status Law stipulates that a person who is incapacitated or disabled shall be in charge of the affairs of the person who represents him, whether he is a guardian, as the law specified that the guardian of a young child is his father, then his father's guardian, then his rightful grandfather and then the grandfather Then the court or the trustee installed by the court.

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- 1) Verify that this person is authorized to do so, and this can be implemented through the company obtaining a copy of the original official documents or a duly certified copy of them for whom they legally represent in dealing, including documents proving trusteeship over an incompetent person or he lost it, and it is safest to refer the power of attorney to the manager of the legal unit or the legal advisor in the company for approval.
 - 2) Preserving the documents proving the trusteeship over the person lacking or losing incompetent, or a duly certified copy of it.
 - 3) To apply procedures to this person (guardian) for identifying and verifying the identity of natural persons in accordance with what is mentioned in Clause (seventh) of this guide.
- ❖ The company must ensure that the data of all the fields mentioned in the electronic payment account opening application form or the KYC form are complete, and that the supporting documents are obtained that prove the accuracy of the data and information, taking into account the following:
- 1) Obtaining a document from the customer proving that he is the beneficial owner of the electronic payment account or the process to be performed (in cases that require this, such as a financial transfer) so that the statement includes at least information that identifies the customer's identity, and if the company determines whether the customer is the representative on behalf of another person, it must take reasonable measures to identify and verify the identity of the customer and the beneficial owner in accordance with the procedures specified in Clause (Seventh) of this guide, so

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that the company has the conviction that it is aware of the identity of the beneficial owner.

- 2) Obtaining a document from the customer if he is politically exposed persons; to be considered a high risk customer, and comparing this with his specific workplace, and thus the extent of his being considered politically exposed persons, and this can be confirmed by checking the name of the customer through its specialized systems in which all politically exposed persons are available around the world.
- 3) Defining and understanding the purpose and nature of the business. The company can obtain any information or other documents it deems necessary to obtain it to achieve this purpose.
- 4) Obtaining accurate information related to the customer's activity, while not accepting imprecise expressions that are not clear from the nature of the customer's activity (for example, that the nature of the customer's work is known if he is an employee in the government or private sector, professional, retired, employer, etc. even if he is retired or not working, knowing this information is a very important thing to get to know the customer, and it is necessary to know the name of the entity that works for or owned by the customer, the nature of its activity and address, the nature of the customer's job in it and the amount of his monthly and annual income, and here imprecise expressions must be excluded to determine the customer's activity, for example, using the word employee at a company and being satisfied with that only).
- 5) Determine the sources of funds and support for the transactions that take place within the frame of the business relationship as appropriate (according to the variables of the risk level), and the

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company can obtain any information or other documents it deems necessary to obtain it to achieve this purpose.

- 6) Obtaining a pledge from the customer to update his data as soon as any changes occur to it, or if the company requests that.
 - 7) Review the original identification document for the depositor (in the case of cash depositing by someone other than the owner of the electronic payment account), and make sure that it is valid and free from all appearances of tampering with it, and obtain a clear and legible (paper or electronic) copy, and the signature of the competent employee or a sign proving that it is an identical copy.
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- ❖ The company must keep the forms, records, documents related to customers due diligence, in addition to records and documents supporting the ongoing relationships, which it obtains when it implements the obligations stipulated in the relevant legislation and so that it includes the original documents or copies duly certified in the form in which they are acceptable to the courts in accordance with the legislation in force in the Kingdom, for a period of at least five years from the date of completing the process or terminating the relationship, as the case may be, including keeping these records and documents in a manner that allows the restructuring of individual transactions, including the amounts and types of currencies used (if any) and providing them when needed as evidence for the prosecution against criminal activity, as well as to be able to respond to the request of the AMLU and the competent official authorities for any data or information in an integrated and rapid manner, and in particular any data indicating whether the company has an ongoing relationship with

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a specific person during the previous five years in addition to providing information on the nature of the relationship.

- ❖ The company must set the policies and procedures and provide the necessary systems to manage the risks related to the persons and entities listed on the international sanctions lists, including screening the name of the customer and/or the beneficial owner and before dealing with persons and entities listed on the sanctions lists issued in accordance with UN Security Council resolutions in addition to The National list issued by the Technical Committee to implement the obligations contained in Security Council Resolution No. 1373 (2001) and other relevant decisions, taking into account the re-disclosure when making any update to these lists, and taking the necessary measures in particular in accordance with the relevant legislation.
- ❖ The company must include customer due diligence procedures in its policies and internal controls and for identifying, assessing, understanding, limiting, monitoring, and controlling money laundering and terrorist financing risks effectively, including customer risk, and that this policy is approved by the Board of Directors or the regional manager of the foreign company's branch, and updated continuously.
- ❖ The company must update the data, information, and documents obtained when applying the due diligence procedures contained in this guideline in an ongoing, appropriate and timely manner, especially concerning high-risk customers, and taking into account the reduction of the update period whenever the level of risk increases.

Seventh: Procedures for identifying customers and beneficial owners for natural persons

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- ❖ The company must ensure that the procedures for identifying the natural customer's identity include obtaining the following data, information, and documents, at a minimum:

Data and information	Required document
<ul style="list-style-type: none"> ▪ Full name according to the identity document. ▪ The customer's national number and all the information related to the identification document for Jordanians (civil status ID). ▪ The passport number or the number of any other personal identification document approved by the official authorities, and the personal number (for non-Jordanians). ▪ Date and place of birth. ▪ The nationality (or nationalities). ▪ Gender (male or female). ▪ The customer's permanent residence address (country, city, street, building number, floor). ▪ Phone numbers (including mobile phone). ▪ Email (if available). 	<ul style="list-style-type: none"> ▪ ID document for Jordanians: <ul style="list-style-type: none"> - The smart status card issued by the Civil Status and Passports Department. - A military appointment certificate for members of the armed forces -Arab army. ▪ ID document for non-Jordanians: <ul style="list-style-type: none"> - Passport. - The identity of the people of Gaza for the Palestinians. - Card for children of Jordanian women. - The service card of the Syrian domestic worker (refugees) issued by the Ministry of the Interior. - a residence permit; Taking into account any

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<ul style="list-style-type: none">▪ Occupation or job (customer activity).▪ The employer and its address.▪ Customer income.▪ The goal or purpose of the business relationship.▪ Signature of the customer.	<ul style="list-style-type: none">governmental exception for a specific nationality from that- A work permit in case the customer is an expatriate worker; taking into consideration any governmental exception for a specific nationality from that.- Investor card.▪ ID document for minors:<ul style="list-style-type: none">- Birth certificate or family book for a minor.- The guardianship from the competent court as per the rules.▪ In the event of acting on behalf of the customer, He also requires judicial guarantee▪ Other documents:<ul style="list-style-type: none">- Account opening form (KYC form) duly filled out and signed by the customer or authorized on behalf of the customer (if any).
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	<ul style="list-style-type: none">- Written disclosure from the customer that he is the beneficial owner.- Written disclosure from the customer that he is not a politically exposed person or any of his relatives up to the first degree as a minimum.- Written disclosure from the customer to update his data as soon as any changes occur to it, or if the company requests that.- Written disclosure from the customer to provide the company with a copy of the identity document upon renewal for non-Jordanians- The customer duly signs the general terms and conditions for the account.- Any other documents that the company deems to be obtained.
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- ❖ The company before dealing with the customer or opening the account and activating it (before starting the request for the required documents), must screen the name of the customer to indicate whether it is on the international sanctions lists (the United Nations list), as well as other lists such as the American Foreign Assets Control Office lists, and lists of The European Union, the national list, any internal listings held by the company and in accordance with the internal policies of the company.
- ❖ The company must take the necessary measures to verify the accuracy of the data, information and documents that it obtained from the customer before starting the business relationship, taking into account the following:
 - 1) See the original documents used to verify the data and information and obtain a copy of these documents (paper or electronic) so that they are clear and legible, and the signature of the competent employee, or place a sign proving that it is an identical copy.
 - 2) Ensure that the identification documents and other relevant documents referred to above are valid and free from all signs that suggest damaging to them.
 - 3) Ensure that the legal advisor in the company is aware of the integrity of the documents submitted by the customer and the rationality of their request, wherever necessary, for example; residence permit, work permit, investor card, guardianship decision, power of attorney, and others.
 - 4) Verify the validity of the above-mentioned documents through reliable and neutral sources, including the competent authorities that issued the official documents that prove these data, and refer to the

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available databases and websites of these agencies such as (Civil Status and Passports Databases, databases of foreign persons residing in the Kingdom, etc.) and develop systems and technologies to do this.

- ❖ The company can take advantage of the account opening form (Know Your Customer Form) according to what was proposed as shown in Appendix No. (1).

Eighth: Procedures for identifying the customers and beneficiaries for legal persons

- ❖ The company must ensure that the procedures for identifying the customer from legal persons include obtaining the following data, information, and documents, at a minimum, in line with the nature and activity of each type of these legal persons:

Required document	Data and information
<ul style="list-style-type: none">▪ Articles of Association and Memorandum of Association .▪ Commercial Registry (Certificate of Registration).▪ Tax record (if applicable).▪ Professions license.	<ul style="list-style-type: none">▪ Company name.▪ Trade name.▪ The legal form.▪ The nationality of the company.▪ Type of residence (a local company, a working foreign company, a non-

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<ul style="list-style-type: none">▪ Trade name certificate (if applicable).▪ Certificates issued by the Chambers of Commerce and Industry.▪ Documents proving the existence of an authorization from the company to the person or natural persons who represent it and the nature of their relationship with it.▪ Identification documents for natural persons who own controlling shares of the company, which represent (10%) or more of the company's capital.▪ An identity document for the chairman of the company's board of directors or whoever occupies the position equivalent to him and authorized signatories.▪ An official certificate issued by the competent authorities in the event that the company registered abroad	<p>working foreign company).</p> <ul style="list-style-type: none">▪ The type of activity.▪ Capital.▪ Average monthly income.▪ Address of the main business center.▪ The national number of the facility.▪ Commercial registration number and date.▪ The tax number of company▪ Phone numbers.▪ Fax numbers (if any).▪ Email and website (if applicable).▪ The purpose or nature of the business relationship.▪ Authorized signatories for the company.▪ Shareholders or owners (whose percentage of contributions exceeds 10%) and their nationalities.▪ Ownership interest
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<p>stating the names of the natural persons who own the company.</p> <ul style="list-style-type: none">▪ Other documents:<ul style="list-style-type: none">- Account opening form (KYC form) duly filled out and signed by Authorized signatories on behalf of the company.- Written disclosure of the beneficial owner of the account, as shareholders and owners.- A written disclosure from the company that the shareholders / owners are not politically exposed persons or any of their relatives up to the first degree as a minimum.- A written commitment from the company to update its data as soon as any changes occur to it, or if it is requested to do so.- Signature of authorized signatories duly on the	<ul style="list-style-type: none">▪ Persons occupying senior management positions and their nationalities.
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general terms and conditions of the account. - Any other documents that the company deems necessary to obtain.	
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- ❖ The company, before dealing with a legal person or opening the account and activating it (before starting to request the required documents), must screen the name of the company, the trade name (if any), and the names of the key owners who own more than 10% of the company's capital and authorized signatories on the account and the people who occupy senior management jobs, including the chairman of the board of directors or his representative; to indicate whether any of them are on the international sanctions lists (the United Nations list), as well as other lists such as the lists of the American Foreign Assets Control Office, the European Union lists, the national list, any internal lists of the company and according to the internal policies of the company.
- ❖ When performing the procedures for identifying the identity of a legal person, the company shall observe the following:
 - 1) Obtaining information about the provisions that regulate the work of the legal person, including understanding the structure of ownership and controlling management, determining the beneficial owner thereof, and the provisions that regulate the powers to make binding decisions on the legal person. Public shareholding companies are excluded from requesting data related to the names of the owners and ownership shares, and a

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request for details of the names of the shareholders whose share exceeds 10% of the company's capital is sufficient.

- 2) In the event, that another legal person is found within the ownership structure of a legal person and not a natural person, then obtaining registration certificates for legal persons within the ownership structure will continue until the natural persons who own more than 10% of the legal person's capital are identified, know their nationalities and addresses, and obtain a copy of their identification documents.
- 3) In the event that a legal person has a beneficial owner, the company must do the following:
 - a) Identifying the identity of the natural person (or persons) (if any), who has an effective controlling ownership interest over the legal person
 - b) In the event of doubt about the identification of a natural person or the inability to identify him in accordance with the above clause, the company should identify the identity of the natural person who has control within the legal person through other means.
 - c) If no natural person is identified within the frame of the application of the two above clauses, the company must determine and take reasonable measures to verify the identity of the relevant natural person who occupies the position of a high administrative official within the legal person.
- 4) If the legal person is a foreigner, the following should be taken into consideration:

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- a) Obtaining a copy of an official certificate issued by the competent authorities if the person registered abroad.
 - b) Ensure that this person establishes a business relationship and executes transactions in the Kingdom in line with the effective legislation, taking into account the nature of the transactions executed through electronic payment systems and tools.
 - c) Obtaining the approval of the supervisory authority to which this person is subject in the home country to deal with the company if such a restriction exists in the person's articles of association.
 - d) If this person is a (foreign) financial institution, the company must ensure that adequate legislation exists to anti-money laundering and terrorist financing in the mother country of that financial institution and that it is subject to financial control by the supervisory authority in the mother country.
- 5) Identify the identity of authorized signatories on behalf of the legal person in accordance with the procedures for identifying the identity of a natural person specified in Clause (Seventh) of this guide, and also to ensure that the nature of their relationship with the legal person is justified
- ❖ The company must take the necessary measures to verify the data accuracy , information and documents obtained from the customer from legal persons before starting the business relationship, and taking into account the following:

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- 1) See the original documents used to verify the data and information and obtain a copy of these documents (paper or electronic) so that they are clear and readable, and the signature of the competent employee, or place a sign proving that it is an identical copy.
- 2) Ensure that the documents obtained during the implementation of the procedures for the identification of the customer's identity from legal persons are valid and free from all signs that suggest damaging with them.
- 3) Verify the authenticity of the above-mentioned documents through reliable and neutral sources, including the competent authorities issuing the official documents that prove these data, and refer to the available databases and websites of these bodies such as (the registry databases of individual institutions, companies, etc.) and develop the systems and technologies to do so.
- 4) Ensure by appropriate methods that the legal person practices works on the ground and has an actual activity.
- 5) If the customer is a legal person other than a company, the following documents should be obtained to be able to identify the customer's identity:

Type of legal person	The required documents	Required inquiries
Governmental institutions and departments	- A letter signed by the minister or executive manager requesting the opening of the account and	- Name screening for the name of the authorized signatories on the

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	<p>specifying the authorized signatories.</p> <ul style="list-style-type: none"> - An identification document for authorized signatories - Approval of the company's legal advisor 	<p>approved sanctions lists.</p> <ul style="list-style-type: none"> - Verify the ID document of the authorized signatories
<p>Company under incorporation</p>	<ul style="list-style-type: none"> - A letter from the government agency responsible for registration. - Documents viewing the founders and owners of the company. - In the event that the company registration is completed, the procedures specified above for companies 	<ul style="list-style-type: none"> - Name screening (for the name of company and trade name (if any) and owners and the authorized signatories on the approved sanctions lists. - Verify the ID document of the owners and the

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	<p>will be implemented.</p> <ul style="list-style-type: none"> - An identity document for authorized signatories and owners. 	<p>authorized signatories</p>
<p>Embassies</p>	<ul style="list-style-type: none"> - A letter from the ambassador or the consul requesting the opening of the account and specifying the authorized signatories and the administrators at the embassy, taking into account that it is duly approved if necessary. - An identification document for authorized signatories 	<ul style="list-style-type: none"> - Name screening for the name of the state, the embassy administrator names and the consul and authorized signatories on the approved sanctions lists. - - Verify the ID document of the Authorized Signatories

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	<ul style="list-style-type: none"> - Approval of the company's legal advisor 	
<p>Charitable societies, cooperatives, unions, or clubs</p>	<ul style="list-style-type: none"> - Certificate of registration from the relevant ministry or official authority such as the Ministry of Social Development, the Ministry of Culture, the Ministry of Youth and others. - A letter from the ministry or the same authority in accordance with the laws and regulations requesting the opening of the account and specifying the authorized signatories and 	<ul style="list-style-type: none"> - Name screening for the name of the entity, administrative body members and the authorized signatories on the approved sanctions lists. - Verify the ID document of the administrative body members and the authorized signatories

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	<p>the names of the administrative body.</p> <ul style="list-style-type: none"> - A personal verification document for those authorized signatories and the administrative body. - Internal System of the Entity <ul style="list-style-type: none"> - A document proving the location of the association. - The last audited annual report (if any). - The approval of the legal counsel. 	
<p>Political parties</p>	<ul style="list-style-type: none"> - A letter from the party requesting the opening of the account, including authorized 	<ul style="list-style-type: none"> - Name screening for the name of the party, and leadership

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	<ul style="list-style-type: none"> - A list of the party leadership and founding members. - Licensing the party from the competent official authorities. - The party's article of association. - Proof of the geographical address of the party - The annual budget and the approved financial statements (if any). - The approval of the legal counsel. 	<p>and the authorized signatories on the approved sanctions lists..</p> <ul style="list-style-type: none"> - Verify the ID document of the authorized signatories
<p>Provident funds</p>	<ul style="list-style-type: none"> - A letter from the relevant authority requesting the opening of the account and specifying the authorized signatories. 	<ul style="list-style-type: none"> - Name screening for the name of the fund, Administrative Body Members and the Authorized Signatories

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	<ul style="list-style-type: none"> - A list of the names of the members of the administrative body. - Internal system of the Entity - Internal system of the fund. <ul style="list-style-type: none"> - The ID of the authorized signatories and the administrative body. - Legal counsel approval 	<p>on the approved sanctions lists .</p> <ul style="list-style-type: none"> - Verify the ID document of the administrative body members and the authorized signatories
<p>Union</p>	<ul style="list-style-type: none"> - A letter from the association or the competent authority requesting to open an account, specifying the authorized signatories and the administrative body members . - Association/Union license. 	<ul style="list-style-type: none"> - Name screening for the name of the Union, administrative body members and the authorized signatories approved

"This document has been translated for knowledge, but for legal purposes the Arabic version is adopted"

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	<ul style="list-style-type: none"> - internal system of association including the administrative body members. - ID of the authorized signatories - Legal Counsel Approval. 	<p>sanctions lists.</p> <ul style="list-style-type: none"> - Verify the ID document of the Authorized Signatories
<p>Individual institution</p>		<p>The same specific procedures applied to identify the natural person mentioned in Clause Seventh of this guide, in addition to obtaining a trade license and any other documents that the company deems necessary to obtain.</p>

❖ The company can take advantage of the account opening form (know your customer form) according to what was proposed as shown in Appendix No. (2).

Ninth: To seek assistance from third parties in implementing customer due diligence procedures

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- ❖ Companies are allowed to pursue the assistance of a third party to implement procedures for identifying the identity of the customer and the beneficial owner and understanding the nature of the work, with the final responsibility for customer due diligence procedures remaining on the company, provided that the following requirements are met:
 - 1) Identify and verify the identity of the third party according to the procedures for identifying and verifying the identity of the customer contained in this guide and accordance with the nature of the third party.
 - 2) Verify that the third party applies the customer due diligence requirements in accordance with the legislation in force in particular.
 - 3) Ensure that the third party if requested from him without delay will provide copies of customer identification data and other documents related to customer due diligence requirements.
 - 4) Ensure that the third party takes into account the requirements for monitoring and maintaining records.
 - 5) In the event that the third party is located outside the Kingdom, the company must ensure the following:
 - a) That the third party is subject to regulation, oversight, or supervision and is subject in its country to anti-money laundering and terrorist financing legislation and has an applied policy and adequate controls in this field and takes the necessary measures to verify whether any action has been taken against it in this regard while providing the necessary documents within company headquarters to prove it.
 - b) Taking into consideration the available information on the level of risks in the third-party state.

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- 6) Organizing a constantly updated list of third parties contracting with it so that it is easily accessible by the relevant authorities, and obtaining from it immediately the necessary information related to the identification and verification of the identity of customers before starting or continuing the relationship.
- 7) Including third parties in the company's policies for anti-money laundering and terrorist financing and monitoring them regarding compliance with them.
- 8) If the third party is from the same financial group, the criteria set out above must be met, in addition to the following criteria:
 - a) The Financial Group's application of customer due diligence requirements and the keep of records and anti-money laundering and terrorist financing programs in line with what is stated in these instructions in this regard.
 - b) That the monitoring of the application of the requirements of due diligence towards customers and the keeping of records and programs for anti-money laundering and terrorist financing at the level of the financial group shall be oversighted by a competent supervisory authority.
 - c) Adequately reduced higher risks related to country by the Financial Group's policies for anti-money laundering and terrorist financing.

Tenth: Enhanced Due Diligence Procedures

- ❖ The company is required to implement enhanced due diligence measures when there high risks of money laundering or terrorist financing, and the following are examples of enhanced due diligence measures that can be applied to high-risk business relationships, bearing in mind that these procedures are additional measures that are

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taken in addition to the applicable due diligence measures to all customers previously mentioned in this guide:

- 1) Obtaining additional information about the customer such as (size of assets or property, information available through public databases, and the internet).
 - 2) Obtaining information about the source of funds or the source of the customer's wealth.
 - 3) Reducing the periodicity of updating the identification data of customers and beneficial owners.
 - 4) Obtaining additional information about the nature of the expected business relationship.
 - 5) Obtaining information about the reasons for anticipated or performed transactions.
 - 6) Obtain the approval of the senior executive management to start or continue the business relationship.
 - 7) The application of enhanced follow-up to the working relationship by identifying the types of transactions that need further examination and implementing enhanced internal controls if necessary.
 - 8) Examining the circumstances surrounding any of the business relationships and the complex, large transactions of unusual patterns that have no clear economic or legal purpose.
 - 9) Verify information using multiple reliable and independent sources.
- ❖ For the purposes of applying the enhanced due diligence procedures, the company must identify high-risk customers according to the approved anti-money laundering and terrorist financing policy, and taking into account all risk factors (customer risks, geographical scope

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risks, service and product risks, and delivery channels risks), the following can be considered a high risk customers:

- 1) Politically exposed persons.
 - 2) Customers who are from or are located in countries that do not implement the FATF recommendations or do not implement them sufficiently.
 - 3) Customers who come from countries that are subject to international sanctions programs and systems.
 - 4) Customers who are or belong to countries suffering from security or political disturbances
 - 5) Non-resident customers.
 - 6) Companies with a complex ownership structure.
 - 7) Charities and non-profit organizations.
 - 8) Companies registered with tax havens and secure banking secrecy.
 - 9) Customers who deal in goods or services of high value or that maybe used in money laundering or terrorist financing transaction.
 - 10) Sometimes according to the risk assessment; indirect transactions that do not take place face to face, especially those that take place through modern technological techniques, such as transaction that take place via the internet or using electronic means.
 - 11) Any process that the Central Bank or company determines poses high risks for money laundering or terrorist financing transaction
- ❖ Of the cases that require the implementation of enhanced due diligence measures towards some categories of customers and business relationships that are inherently high-risk, the following, taking into account that these procedures are additional measures that are taken in addition to the due diligence procedures mentioned in this guide:
- 1) politically exposed persons

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The company must follow enhanced due diligence procedures when dealing with these persons, as their positions maybe exploited for money laundering or terrorist financing transaction, as they are more vulnerable than others are to corruption crimes, and these procedures must include legal persons or legal arrangements in which these persons have a controlling share, therein, and the family members of these persons and those dealing on their behalf, so that these procedures include, at a minimum, the following:

- a) Include in the risk management system inferences as to whether the customer, his representative or the beneficial owner of politically exposed persons.
- b) Obtaining the approval of the executive manager, the regional manager, his deputy, or whoever he authorizes before establishing the business relationship or continuing the business relationship with him (for existing customers) and after consulting with the compliance department in particular.
- c) Take adequate procedures to know the sources of wealth or assets of customers or beneficial owners who fall under any of those categories.
- d) The enhanced follow-up of the accounts and transactions of these customers on an ongoing and intensive basis, through periodic reports, to follow up on the activity on their accounts, and to use modern systems and technologies whenever appropriate.

2) **People from high-risk countries**

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- a) The company must implement enhanced due diligence measures commensurate with the risk level in relation to business relationships and transactions that take place with natural or legal persons (including financial institutions) from the countries calling the FATF to take this action against them.
- b) The company must also take countermeasures commensurate with the risk level for countries that the FATF calls for to take that action against them, or countries in which concerns are raised related to weaknesses in anti-money laundering and terrorist financing systems, and the countermeasures that can be taken include what follows:
 - Obtaining the approval of the senior management to establish the business relationship or to continue the business relationship with customers belonging to these countries.
 - Not to establish branches, subsidiary companies, or representative offices of the company in these countries.
 - Limiting business relationships or financial transactions with these countries or persons belonging to them.
 - Not to rely on third parties present in these countries to carry out due diligence measures towards customers.

3) **The use of modern technological means**

The company required to implement enhanced due diligence measures commensurate with the risk level in relation to business relationships and transactions that take place within the frame of indirect transactions - that are not done face to face - as they use modern technological means such as transaction that take place

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through the internet or mobile applications and other electronic means, and the procedures that can be implemented in this regard include the following:

- a) Using an appropriate set of factors and procedures for the electronic identification and verification of the customer's identity provided that the levels of these factors and procedures are commensurate with the customer's level of risk.
- b) Establishing systems to ensure access to all data and information related to customer identification and in line with the requirements of anti-money laundering and terrorist financing in accordance with the effective legislation, in particular, taking into account ensuring the logical and regularity of the data and information entered in accordance with its nature.
- c) Establishing the systems to ensure obtaining a copy of the customer's identity document and other supporting documents that the company deems to be, provided that these documents are valid, and so that the necessary techniques used to detect any forgery or counterfeit in the submitted documents to ensure their reliability and credibility.
- d) Obtaining any of the biometric characteristics of the customer's body and its example (iris, fingerprint) - whether for the natural person or persons authorized by the legal person - as well as using techniques to reveal the customer's vitality to show any attempts at impersonation, for example,

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the use of audio-visual communication techniques, the date and time of the audiovisual recording process must be preserved, and the appropriate systems for that must be obtained, in accordance with what is issued by the Central Bank in particular.

Eleventh: Due Diligence Procedures and Financial Inclusion

- ❖ The procedures mentioned in this clause apply to customers and beneficial owners (natural persons) seeking products and services aimed at enhancing financial inclusion. Companies must obtain prior approval of the Central Bank before providing these services and products and after stating their terms.
- ❖ The company's customer acceptance policy must not be restrictive to the extent that it leads to denying the general public access to the company's services and products, especially to people who are financially excluded. Therefore, the company is required to take into account achieving a balance between the customer acceptance policy and the national goals related to financial inclusion. This balance is through setting clear policies and work procedures for accepting customers of financial inclusion products or services that are based on a risk-based approach and depend on classifying customers on the degree of risks related to money laundering or terrorist financing, so that the company must determine the circumstances, in which it may not accept a business relationship a new or may require termination of an existing business relationship because it may be exposed to unacceptable levels of money laundering or terrorist financing risks, including discovering that the customer listed on any of the international and national sanctions lists, and considering the extent of

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sending a notification to the AMLU for reasons related to terminating the business relationship.

- ❖ The company must implement procedures to identify the identity of customers and beneficial owner who seek products and services aimed at enhancing financial inclusion by obtaining the following data, information, and documents, at a minimum:

The required documents	Data and information
<ul style="list-style-type: none"> ▪ ID document for Jordanians. ▪ An identity document for non-Jordanians. ▪ Personal identification document for minors. ▪ In the event of acting on behalf of the customer; It also requires a judicial guarantee . ▪ Other documents: <ul style="list-style-type: none"> – Account opening form (KYC form) duly filled out and signed by the customer or those authorized on behalf of the customer (if any). – Written disclosure from the customer that he is the beneficial owner – Written disclosure from the customer that he is not 	<ul style="list-style-type: none"> ▪ The customer's full name and national number and all information related to the identification document for Jordanians (civil status identity). ▪ Name and passport number or the number of any other personal document approved by the official authorities, and the personal number (for non-Jordanians). ▪ Date and place of birth. ▪ The nationality he enjoys.

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<p>a politically exposed person or any of their relatives up to the first degree as a minimum.</p> <ul style="list-style-type: none">- A written commitment from the customer to update his data as soon as any changes occur to it or if the company requests that.- A written commitment from the customer to provide the company with a copy of the identity document, if renewed, for non-Jordanians.- The customer duly signs the general terms and conditions for the account.- Any other documents that the company deems necessary to obtain.	<ul style="list-style-type: none">▪ Gender (male or female).▪ The customer's permanent residence address (country, city, street, building number, floor).▪ Mobile phone number.▪ Email (if available).▪ Occupation or job (if applicable).▪ The employer and its address (in case there is work for the customer).
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- ❖ The company before dealing with the customer or opening the account and activating it (before starting the request for the required documents) must Name screening (check the Sanctions and Sanctions lists) for the customer to indicate whether it is on the international sanction lists (the United Nations list), as well as other lists such as the American Foreign Assets Control Office lists, and lists of The European Union, the

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national list, any internal listings held by the company and in accordance with the internal policies of the company.

❖ The company must take the necessary measures to verify the accuracy of the data, information and documents that it obtained from the customer before starting the business relationship, taking into account the following:

- 1) See the original documents used to verify the data and information and obtain a copy of these documents (paper or electronic) so that they are clear and readable, and the signature of the competent employee, or place a sign proving that it is an identical copy.
- 2) Ensure that the identification documents and other relevant documents referred to above are valid and free from all signs that suggest damaging with them
- 3) Ensure that the legal advisor in the company is aware of the integrity of the documents submitted by the customer and the rationality of their request, wherever necessary, for example; guardianship decision, power of attorney, and others.
- 4) Verify the validity of the above-mentioned documents through reliable and neutral sources, including the competent authorities that issued the official documents that prove these data, and refer to the available databases and websites of these agencies such as (civil status and passports databases, databases of foreign persons residing in the Kingdom, etc.) and develop systems and technologies to do this.

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General rules and guidelines:

- **Make sure when requesting customer identification information that it be done professionally and respectfully and does not raise suspicion, and the customer does not feel uncomfortable with the deal or that he is under investigation or supervision, and always remember that you are not a law enforcement authority to practice the method of investigation with the customer.**
- **When obtaining the customer's address, be sure to take the relevant information (country of residence, city, street, building number, floor), and if it is necessary to verify the address provided by the customer that it is correct, try to achieve this with appropriate tools and methods and through third sources.**
- **Be sure to know the work and income information and the purpose of establishing the business relationship accurately,**

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and to ensure that the company front lines of business employees have an understanding and awareness of the importance and weight of every information contained within the KYC form, and that they are not just fields that must be filled in with any words only.

- Make sure to obtain the customer's phone number and make sure it is effective; it considered one of the most sensitive and dangerous information, as it is the number that will be linked to the account and will receive messages with financial transactions and balances, and make sure that the error in this number not allowed.**
- Make sure that the purpose of the business relationship is clear and justified, and make sure that the goal is not when dealing with individual customers (commercial businesses) as it prevents doing business through a personal account.**
- In the event that there is a beneficial owner from the account different from the account holder (whose name appears on the account), make sure that it is necessary to identify the beneficial owner and not only the account owner, and make sure that the relationship between them is established and justified, and that the name of the a beneficial owner is not prohibited to deal with by including it on the approved sanction lists.**
- Identifying the beneficial owner of the customers from legal persons is more difficult, especially in companies with a complex ownership structure that resort to concealing the beneficial owner through several layers of persons and**

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entities located in several countries, thus be sure to identify the final natural persons who control the account.

- **Make sure to get to know those authorized signatory behalf of the account holder and to obtain proof of the validity of their authorization.**
- **If the process of filling in the customer identification form is electronic; make sure that all basic fields are mandatory, and set special conditions for entry (such as requiring a certain number of letters or numbers) to ensure that incomplete data and information are not entered.**
- **Make sure to provide a summary of the requirements and conditions for opening the account, and that it is clear, specific, and available to the company employees concerned with opening the account; for reference when needed.**
- **It is imperative that the customers' account be classified in terms of money laundering and terrorist financing risks in the account opening process; to enable the company to define the account opening requirements and the level of due diligence that must be carried out on the account, determine the period for updating the data related to the account, and enable the staff involved in monitoring and auditing the accounts to focus on high-risk accounts for the purposes of anti-money laundering and terrorist financing**
- **Make sure, before dealing with the customer or opening and activating the account, by screening the name of the customer if it is listed on any of the approved sanctions lists.**

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- **Provide a document related to the account opening form explaining the most important general terms and conditions for the account in the company, which the customer must acknowledge and agree to before dealing with him or opening the account, as it gives legal cover to the company in cases of any dispute with the customer**
- **Make sure to obtain the signature of the customer, as it is the basis for adopting the customer identification form with the company, and without it the information is of no value from a legal standpoint.**
- **There must be written policies and procedures that prevent the company from maintaining anonymous accounts or accounts with fake names or accounts of shell companies.**
- **It is imperative to obtain the opinion of the legal advisor regarding the documents required in accordance with the legislation in force for persons other than Jordanians, such as residence permits, work permits, and specifying the nationalities that should be obtained and the nationalities exempt from them in accordance with the laws in force**
- **It is imperative to review the preservation procedures for the original files as required, to facilitate reference to the required file, and to provide an electronic system to archive all documents related to the accounts as soon as opened.**
- **It is imperative that all employees receive adequate training regarding KYC procedures and indicators of suspicion related to money laundering and terrorist financing,**

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especially with regard to accounts and customer behavior, in addition to training on issues of confidentiality, customer privacy and customer service

- o To establish mechanisms to close account that do not have transactions for long periods and their balance is zero after communicating and coordinating with customer who hold these accounts, in order to avoid the presence of large numbers of accounts that require updating, review and management while it is not a good business opportunity, taking into account the regulatory provisions in particular within the effective legislation.**
- o The customer's accounts (if there is more than one account he has in the company) must be linked within a unified identification number, to make it easier for the company to restrict all the customer's financial transaction under one number to control the customer's transactions.**
- o Not to notify the customer that he raises suspicions with regard to the company or that he is under observation, or that the AMLU or the competent authorities, whether in the company or the Kingdom, has been notified of the existence of suspicious indicators with the customer.**

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Appendix No. (1)

A suggested form for opening an electronic payment account (for natural persons)

Know Your Customer (KYC)

1) Customer information

- An individual representative
- Guardian on account of a minor

	Nationality					Customer Name (in Arabic):
<ul style="list-style-type: none"> • exist • not exist 	Other nationalities:					Customer Name (in English):
	Place of birth (country):	<ul style="list-style-type: none"> • Single • Married • others..... 				Social status:
	Husband/wife name (from two syllables):					Mother's name (from two syllables):

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2)Address

Type of residence in the country of opening the account

- resident
- Non-resident

Other address (if applicable)	Residence address (residence)	clause
		The state
		City
		Region
		street
		Building / Flat / House Number:
P.O : Postal code	P.O : Postal code	Full postal address:
		phone number:
		Mobile phone number
		Work phone number/Fax
		Email

.....

3) Work and income:

- business owner
- Retired
- A government sector employee
- does not work
- private sector employee
- Freelance professional
- Other.....

	The employer
	The nature of the customer's business
	Job title:
	Job address:
	Total monthly income:

.....

4)Account information (how to manage the account):

- cash
- Internal transfers (within the country)
- Foreign remittances

Other:

.....

	Total amounts expected on the account every month		Purpose of opening the account:
	Other sources of income:		currency type:

5)Are you the real beneficiary of the account?

- yes
- no

If the answer is (No), please fill out the attached true beneficial owner identification form

6)Is the account open under a power of attorney /trusteeship?

- yes
- no

(If the answer is (yes), please fill out the attached agent/guardian identification form)

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7) Are you considered politically exposed persons (local or foreign), or any of your first-degree relatives as a minimum, or your business partner, or any people working on their behalf, or have authorizations issued by them?

- yes
- no

(If the answer is (yes), please fill out the attached form for politically exposed persons)

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I also pledge to provide the company with any amendments that may occur to the data provided above and a true copy of the identity documents upon renewal or request for a maximum of ten days from the date of the amendment and under legal accountability and suspension of account services.

Customer name:

The customer's signature on all the information in the form:.....

Date: / /20

For internal company use:

date	Signature	Employee Name	Concerned employee
			employee
			Responsible
			Branch / office manager:
			agent

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Beneficial owner Identification Form

	The name
	Kinship / relationship with the account holder:
	Other Nationality / Nationalities:
	Country of Residence:
	work nature:
	work address:
	work phone:
	Monthly income:
	Sources of income:
	home address:
	Home phone and mobile phone:
<input type="checkbox"/> yes <input type="checkbox"/> no In case there is more than one beneficial owner, please fill out a form for each beneficiary	Is there another beneficiary:

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politically exposed person identification form

	The name
• local • foreign	Type politically exposed persons:
	Kinship/relationship with the account holder:
	Other Nationality / Nationalities:
	Country of Residence:
	The position he/she has held (currently or previously)
	Period held / held in political office:

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Identification form for the agent/guardian

	The name
• power of attorney • trusteeship •	Acting Type:
	Kinship/relationship with the account holder:
	Other Nationality / Nationalities
	Country of Residence:
	home address
	home phone and mobile phone

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Appendix No. (2)

A suggested form for opening an electronic payment account (for legal persons)

Know Your Customer (KYC)

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1)Legal person information:

	Name of legal person (in Arabic):
	Name of legal person (in English):
	The trade name of the legal person:
	Legal form (company type):
	Nature and type of company activity:
	Company National Number:
	Commercial registry number and date:
	Company tax number

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	Company Nationality:
• Local company • A working foreign company • Non-operating foreign company	Residency index:
	The company's capital
	Average monthly income:
	Projected monthly cash payments on the account:
	Its branches abroad:

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2) Address of legal person:

Other address (if applicable)	Residence address	clause
		State:
		The city
		Region:
		street
		Building / Flat / House Number:
P.O : Postal code	P.O : Postal code	Full postal address
		phone number/Fax
		work phone number
		Fax
		Email

.....

3) Shareholders / Owners:

Names of the shareholders (for public shareholding companies it is sufficient for shareholders whose shareholdings exceed 10%)

Address (Country, City, District, Street, Building)	Other nationalit y	Nationali ty	Name (four syllables)				data
	<ul style="list-style-type: none"> • exist • not exist 						The first sharehold er
	<ul style="list-style-type: none"> • exist • not exist 						The second sharehold er
	<ul style="list-style-type: none"> • exist • not exist 						The third sharehold er
	<ul style="list-style-type: none"> • exist • not exist 						The fourth sharehold er
	<ul style="list-style-type: none"> • exist • not exist 						The fifth sharehold er
	<ul style="list-style-type: none"> • exist 						The sixth

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	<ul style="list-style-type: none">• not exist						sharehold er
	<ul style="list-style-type: none">• exist• not exist						The seventh sharehold er
	<ul style="list-style-type: none">• exist• not exist						The eighth sharehold er
	<ul style="list-style-type: none">• exist• not exist						The ninth sharehold er

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4) Incumbents of Senior Management Positions:

Address (Country, City, District, Street, Building)	Other nationaliti es	Nationali ty	Name (four syllables)				Occupati on
	<ul style="list-style-type: none"> • exist • not exist 						
	<ul style="list-style-type: none"> • exist • not exist 						
	<ul style="list-style-type: none"> • exist • not exist 						
	<ul style="list-style-type: none"> • exist • not exist 						
	<ul style="list-style-type: none"> • exist • not exist 						
	<ul style="list-style-type: none"> • exist • not exist 						
	<ul style="list-style-type: none"> • exist • not exist 						
	<ul style="list-style-type: none"> • exist • not exist 						
	<ul style="list-style-type: none"> • exist • not exist 						

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5) Authorized signatories:

fourth authoriz ed signatories	third authoriz ed signatories	second authorize d signatories	First authoriz ed signatories	data
				full name:
				Job title
				Nationality
<ul style="list-style-type: none"> • exist • not exist 	<ul style="list-style-type: none"> • exist • not exist 	<ul style="list-style-type: none"> • exist • not exist 	<ul style="list-style-type: none"> • exist • not exist 	Other Nationality
				email
				Work phone number
				Mobile phone number
				address

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6) Account information (how to manage the account):

- cash
- Internal transfers (within the country)
- Foreign remittances

• other:

.....
.....

	Total expected monthly amounts on the account:		Purpose of opening the account:
	Other sources of income:		currency type:

7) Is the legal person considered the beneficial owner of the account, as shareholders and owners?

- yes
- no

(If the answer is no, please fill out the attached beneficial owner identification form)

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8) Are any of the shareholders/owners considered politically exposed persons (local or foreign) or any of their first-degree relatives as a minimum, or any persons working on their behalf or possessing authorizations issued by them?

• **yes**

• **no**

(If the answer is (yes), please fill out the attached form for politically exposed persons)

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We also undertake to provide the company with any amendments that may occur to the data provided above and an exact copy of the identity documents upon renewal or request, within a maximum of ten days from the date of the amendment and under legal accountability and suspension of account services.

date	Signature	Name of authorized signatory

For internal company use

date	Signature	Employee name	Concerned employee
			: An employee
			Responsible
			Branch / office manager: