

Customer Due Diligence/ Know Your Customer (CDD/ KYC) & AML/CFT/CPF Policy

Areas of Coverage

Following key Areas has been covered:

- a. Customer Identification
- b. Risk assessment of customer
- c. Circumstances where Enhanced Due Diligence is required
- d. On-going due Diligence
- e. Circumstances where simplified Due Diligence can be adopted
- f. Compliance function
- g. Data retention
- h. Training and employee screening
- i. Targeted Financial Sanctions (TFS) & Countering Proliferation Financing (CPF)
- j. Type of customers

a. Customer Identification & Ultimate Beneficial Ownership

- Customer identification is very important that will protect our company from being used by unscrupulous and/or criminal elements. In this respect minimum documents/information as prescribed by SECP must be obtained from customers at the time of opening of accounts. Further, any additional document/information may be obtained on case to case basis where considered necessary. The key point is that anonymous or obviously fictitious accounts should not be opened.
- In case a customer is acting on behalf of another person, then identity of that person shall be ascertained and relevant documents/information of that person need to be obtained also.

- For non-individual customers (e.g. companies, pension funds, government owned entities, non-profit organizations, foreign companies/organizations) additional care shall be taken to establish the ownership and control structure of such an organization and who (i.e. person(s)) actually owns the organization and who manages it. It shall be verified that the person who represents himself as authorized signatory with powers to open and operate the account is actually authorized by the organization.
- The Ultimate Beneficial Owner (UBO)—the natural person who ultimately owns or controls the customer, typically having 25% or more shares or voting rights—must be identified and verified.
- For individual customers, proper authorization shall be obtained from person authorized to act on behalf of the customer.
- It shall be ensured that accounts of Institutions/organizations/corporate bodies are not opened in the individual name(s) of employee(s)/official(s). Because of sensitive nature of public sector (government) entities and risk of potential conflict of interest, these accounts shall not be opened in the individual name of any employee/official. Any such account, which is to be operated by an officer of a govt. owned entity, is to be operated by an officer of the Federal/Provincial/Local Government in his/her official capacity, shall be opened only on production of a special resolution/authority from the concerned administrative department, duly endorsed by the Ministry of Finance or Finance Department of the concerned Provincial or Local Government.
- Sufficient information shall be obtained and documented on the purpose and intended nature of account to be opened and a profile shall be developed based on results of customer identification and the risk assessment. Information regarding intended investment plan of the customer must also be obtained to the extent possible and should be documented.
- Sufficient information shall be obtained to determine the expected source of funding for the account, particularly whether the customer shall receiving/remitting funds in foreign currency.
- It must be ensured that all receipts and payments to the customers above the prescribed threshold (i.e. Rs. 25,000/-) are made through cross cheques, bank drafts, pay orders or other crossed banking instruments. For exceptional circumstances where it shall become necessary to accept cash from a customer, reporting of such instances with rationale should be made immediately to the exchanges.
- Physical presence of the customer at the time of opening of account is necessary. In case of off-shore customers or customers in cities where no branch exist, appropriate procedures must be applied to ensure the identification of customer (e.g. third party

verification, references etc.). When obtaining confirmation from the third parties in different jurisdictions, it must be considered whether that jurisdiction is following the FATF recommendations.

b. Risk assessment of customer

- Risk assessment must be performed of all the existing and prospective customers on the basis of information obtained regarding their identity, nature of income, source of funding, location etc. and based on the results of such assessment, categorize customers among high risk, medium risk and low risk customers.
- The company shall incorporating the findings of the National Risk Assessment (NRA) 2019 to identify, assess, and understand its ML/TF/PF risks at a structural level.

Following are general broad outline of factors that will categorize the customers into high risk category:

- Non-resident customers;
- Legal persons or arrangements including non-governmental organizations; (NGOs)/not-for-profit organizations (NPOs) and trusts/charities;
- Customers belonging to countries where CDD/KYC and anti-money laundering regulations are lax or if funds originate or go to those countries;
- Customers whose business or activities present a higher risk of money laundering such as cash based businesses;
- Customers with links to offshore tax havens;
- High net worth customers with no clearly identifiable source of income;
- There is reason to believe that the customer has been refused brokerage services by another brokerage house;
- Non-face-to-face / on-line customers;
- Establishing business relationship or transactions with counterparts from or in countries not sufficiently applying FATF recommendations; and
- Politically Exposed Persons (PEPs) or customers holding public or high profile positions. Politically Exposed Persons (PEPs) are individuals who are or have been

entrusted with prominent public functions for example senior politicians, senior government, judicial or military officials, senior executives of state owned corporations, important political party officials. Business relationships with family members or close associates of PEPs involve reputational risks similar to those with PEPs themselves. The definition is not intended to cover middle ranking or more junior individuals in the foregoing categories.

- Customers operating in sectors identified as high risk for ML/TF in the latest National Risk Assessment (NRA) 2019.
- Self-assessment shall be conducted for money laundering and terrorist financing risk, identifying and documenting the key risks presented by virtue of company's business model, types of customers and geographical placement on case to case basis.

c. Circumstances where Enhanced Due Diligence is required

- Once a customer has been categorized as HIGH RISK, it is necessary to have Enhanced Due Diligence (EDD) when dealing with such a customer. Activities and transactions of HIGH RISK customers shall be monitored and any unusual transactions shall be reported in suspicious transaction report.
- When dealing with high-risk customers, including Politically Exposed Persons (PEP's), senior management' approval shall be obtained to establish business relationships with such customers. The same shall also apply in case of an existing customer which will be classified as high-risk pursuant to these policies or which will be subsequently classified as a result of ongoing due diligence. Further, reasonable measures shall be taken to establish the source of wealth and source of funds.
- If it will be not possible to comply with the above requirements, account shall not be opened or business relationship shall be terminated, as the case may be and suspicious transaction report shall be submitted.
- When it will be not possible to identify and verify the identity of the customer and the beneficial owner or will be not possible to obtain adequate information regarding the purpose and intended nature of the customer relationship, account shall not be opened, customer relationship shall not be commenced or in the case of an existing customer relationship shall be terminated and filing of a Suspicious Transaction Report shall be considered.

d. On-going due Diligence

- It shall be ensured that on-going Due Diligence on the customer relationship and scrutiny of transactions is undertaken to ensure that the transactions executed in a particular account are consistent with the company's knowledge of the customer, its business and risk profile, historical pattern of transactions and the pattern and source of funding of the account.
- It shall be ensured that the customers' records are updated at regular intervals and sufficient information is obtained regarding any significant change in the customers' profiles.

e. Circumstances where simplified Due Diligence can be adopted

CDD measures shall be simplified or reduced in the following circumstances:

- Risk of money laundering or terrorist financing is lower
- Information on the identity of the customer and the beneficial owner of a customer is publicly available
- Adequate checks and controls exist

Following customers may be considered for simplified or reduced CDD:

- Financial institutions which are subject to requirements to combat money laundering and terrorist financing consistent with the FATF Recommendations and are supervised for compliance with those controls
- Public companies that are subject to regulatory disclosure requirements
- Government administrations or enterprises
- When opting for simplified or reduced due diligence, the FATF guidelines in this regard shall be consulted. Simplified CDD shall not be followed when there is an identified risk of money laundering or terrorist financing.

f. Compliance function

- A compliance function shall be established with suitable human resource and MIS reporting capabilities, enabling it to effectively monitor the customers' transactions and make timely reports.
- The Head of Compliance function shall have skills and experience necessary for satisfactory performance of functions assigned. Head of Compliance shall be independent and report directly to the Board of Directors.
- The Compliance function shall ensure compliance with the requirements of these policies as well as other regulatory requirements applicable under the relevant legal framework. A record shall be maintained of all violation/non-compliance identified and reported to the BoD and must be available for the inspection of SECP as and when required.

g. Data retention

- It shall be required to maintain the relevant documents obtained through the application of KYC/CDD procedures, especially those pertaining to identification of the identity of a customer, account files and correspondence exchanged for a minimum period of five years.

h. Training and employee screening

- Appropriate on-going employee training program and knowledge refreshment shall be arranged to ensure that the employees understand their duties and are able to perform the same on a satisfactory level.
- Staff shall be hired with extra care and all possible screening measures shall be taken including independent inquiries, information from previous employers/colleagues etc. Further, screening process shall be an on-going exercise and shall be applied consistently to ensure that employees, particularly those working at sensitive positions, meet and maintain high standards of integrity and professionalism.
- Any information concerning customers and their transactions shall be provided to the exchanges, Financial Monitoring Unit or the Commission as and when required. All requirements of Anti Money Laundering Act, 2010 as applicable, including the requirement to file Suspicious Transaction Reports and any directives, circulars,

guidelines issued in this regard by Federal Government, Financial Monitoring Unit and SECP shall be complied.

- All Suspicious Transaction Reports (STRs) and Currency Transaction Reports (CTRs) must be filed promptly with the Financial Monitoring Unit (FMU) electronically via the goAML portal, as per SECP AML/CFT Regulations 2020.

A checklist has been developed and annexed to these policies and procedures. Details of necessary documents, information and procedures required to be obtained/followed have been incorporated therein. Further, necessary documents/information required have also mentioned in relevant account opening forms and are not reproduced herein to avoid repetition. All relevant laws/regulations/recommendations/guidelines/directives of relevant authorities (e.g. SECP, FATF etc.) are available separately.

i. Targeted Financial Sanctions (TFS) & Countering Proliferation Financing (CPF)

- In strict compliance with the United Nations (Security Council) Act, 1948 and the Anti-Terrorism Act, 1997, the company shall screen all existing and prospective customers, their Ultimate Beneficial Owners (UBOs), and authorized signatories against the UNSC Consolidated Lists and NACTA Proscribed Persons lists (Schedule IV).
- No account shall be opened, and no transactions shall be facilitated for any proscribed individual or entity. In case of a true match, funds shall be frozen immediately without prior notice, and reporting to the Financial Monitoring Unit (FMU) and SECP shall be made as required by law.

j. Type of Customer

S#	Type of Customer	Information Required	Documents Required
1	Individual, Sole proprietorship	<ul style="list-style-type: none"> • Name and Father's Name • Address • Telephone Number(s) • Source of Income • Nationality & NTN • Guardian name (if Applicable) 	<ul style="list-style-type: none"> • Copy of CNIC or passport or attested copy of B form in case of minor • Detail of Business/Employment Proof • Zakat Exemption Certificate (If applicable) • Guardian Certificate (If Applicable)
2	Partnership	<ul style="list-style-type: none"> • Name of 	<ul style="list-style-type: none"> • Copy of CNIC/Passport of all

		Partnership Entity <ul style="list-style-type: none"> • Names of Partners • Father's Name of partner • Address of Partnership entity • Telephone Number(s) 	partners <ul style="list-style-type: none"> • Copy of CNIC of authorized signatories • List of Authorized signatories along with power of attorney • Resolution authorizing investments • Copy of latest financials of partnership • Details of Ultimate Beneficial Owners (UBOs)
3	Companies and Corporate	<ul style="list-style-type: none"> • Name of Company and its Directors • Registered Address • Telephone Number(s) • Contact persons • Registered number & NTN 	<ul style="list-style-type: none"> • Copy of CNIC/Passport of all Directors • Audited Accounts of the company • Memorandum and Article of Association • Board Resolution authorizing investments • Certificate of Incorporation/Commencement of Business • List of Authorized Signatories along with copy of CNICs. • Form A or UBO Declaration Form identifying 25%+ holding (Where not clear)