



General Circular No 2025 /02
27th January 2025

**COMPLETION OF CUSTOMERS' MANDATES,
KYC FORMS, CDD / ECDD FORMATS, AND ASSOCIATED TASKS**

We would like to remind all branch Managers the need to prioritize the completion of the following essential tasks in accordance with regulatory and internal compliance requirements.

Chief Internal Auditor should comment on the level of compliance with requirements herein in their Branch Audit Reports to the Board Audit Committee

1. Customer Mandates and KYC Forms:

- Ensure that all customers' mandates and KYC forms are completed in full and signed appropriately. This includes any necessary updates to ensure compliance with regulatory standards.
- Any missing or incomplete information should be addressed immediately to avoid been subject to regulatory action been initiated against our company. .

2. CDD and ECDD Formats:

- Complete Customer Due Diligence (CDD) and Enhanced Customer Due Diligence (ECDD) forms as required, in line with the risk assessment of the customer.
- Make sure the correct formats are used, and all fields are completed accurately.

3. Customer Risk Profile Update:

- Update the customer risk profiles regularly, particularly in cases where there have been significant changes in the customer's status, behavior, or account activity.
- Any discrepancies or required adjustments should be resolved without any delay.

4. Approval for PEPs:

- Ensure that approval for Politically Exposed Persons (PEPs) is obtained from the appropriate corporate management before proceeding with any business activities involving such clients.
- The approval should be documented and attached to the respective customer file.

5. CDD Progress Tracking:

- Complete and maintain the CDD progress tracker excel sheet for each customer. This document should be updated regularly to monitor the status of the CDD process.

6. Collection of Required Documents:

- All Supporting additional documents, including Certified Copies of NIC, proof of address, as required, should be collected and attached to customers' mandates.
- Ensure that documents are verified against the original document for authenticity before being uploaded to the system.

Branch Managers should ensure that all necessary actions are completed promptly and accurately on or before **28th February 2025** and confirm compliance to Compliance Department

Branch wise progress reports will be tabled for discussion at the monthly Branch Managers' meetings commencing from the meeting scheduled for 7th March 2025.



HEAD OF COMPLIANCE



CEO/ EXECUTIVE DIRECTOR

(Specimen formats attached)