

Rules & Regulations

Module 3: Conducting Customer Due Diligence

(1 CPD hour applicable)



Financial Training
Information Technology

CyberQuote

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Course Description

This is a programme for participants to learn more about the rules & regulations in Financial Market industry. This rules & regulations module 3 is on Conducting Customer Due Diligence. This programme aims to equip financial representatives with the requisite knowledge of the regulatory framework, including the laws & regulations, and associated codes, notices, practice notes and guidelines governing the capital markets and insurance intermediaries in Singapore

The program will be conducted through E-Learning. Through the programme, you will learn how to become a better financial representative in the current environment.

Programme Structure

- Designed for representatives to enhance their understanding of rules & regulations in capital markets of Singapore when they conduct business with their clients.
- This is an E- Learning programme (0.5hrs) / Multiple Choice Questionnaire (MCQ) Assessment (0.5hrs). Total 1 hour.
- Upon successful completion of the programme, representatives would be eligible for the 1 hours CPD requirements, under the MAS Guidelines.
- Course will be conducted in English language.

Content Outline

Rules & Regulations Module 3: Conducting Customer Due Diligence

- a. What is Customer Due Diligence (“CDD”)
- b. Why Do We Perform CDD
- c. CDD – KYC Process
- d. Risk Based Approach (“RBA”)
- e. ECDD for Higher Risk Customers
- f. Suspicious Transactions Indicators
- g. Suspicious Transactions Reporting (“STR”)
- h. Case Studies

Learning Objectives

- The importance of carrying out adequate and proper Customer Due Diligence (“CDD”) measures
- How to conduct CDD and assess the AML/CFT risk of customers
- How to spot and detect patterns of suspicious activity
- Steps to help with the verification and identification of new customers and their source of wealth and source of funds

Learning Outcomes

By the end of this course, participants will be able to:

- Gain an understanding of the relevant provisions of the Financial Advisors Act, Securities & Futures Act and applicable regulations relevant for financial representatives.
- Understand how to carry out adequate and proper Customer Due Diligence measures .
- Understand how to conduct CDD and assess the AML/CFT risk of customers from a Financial representatives perspective.

Assessment Methodology

- The training duration is 30 mins for each part with an assessment component at the end (30mins) to assess the participants’ understanding.
- Successful completion MCQ Assessment after the training session (70% passing rate).
- Participants shall answer all the 15 questions within the time limit. 1 question two minutes.
- There will be processes and procedures in place to authenticate and track that the specific representative is the one taking the e-learning course and assessment (e.g. individual login, administering the assessment in a controlled environment).



Info on IBF FTS Scheme (90% or 50%)

FTS-Eligible

This programme is recognised under the Financial Training Scheme (FTS) and is eligible for FTS claims subject to all eligibility criteria being met.

Please note that **in no way** does this represent an endorsement of the *quality* of the training provider and programme. Participants are advised to assess the suitability of the programme and its relevance to participants’ business activities or job roles.

The FTS is available to eligible entities based on the prevalent funding eligibility, quantum and caps. FTS claims may only be made for recognised programmes with specified validity period. Please refer to www.ibf.org.sg for more information.

About CyberQuote

Established in 1996, CyberQuote Pte Ltd (CQ) provides a holistic range of products and services in the area of financial training, financial system and information security.