



# Centre for Management of UCBs

In association with

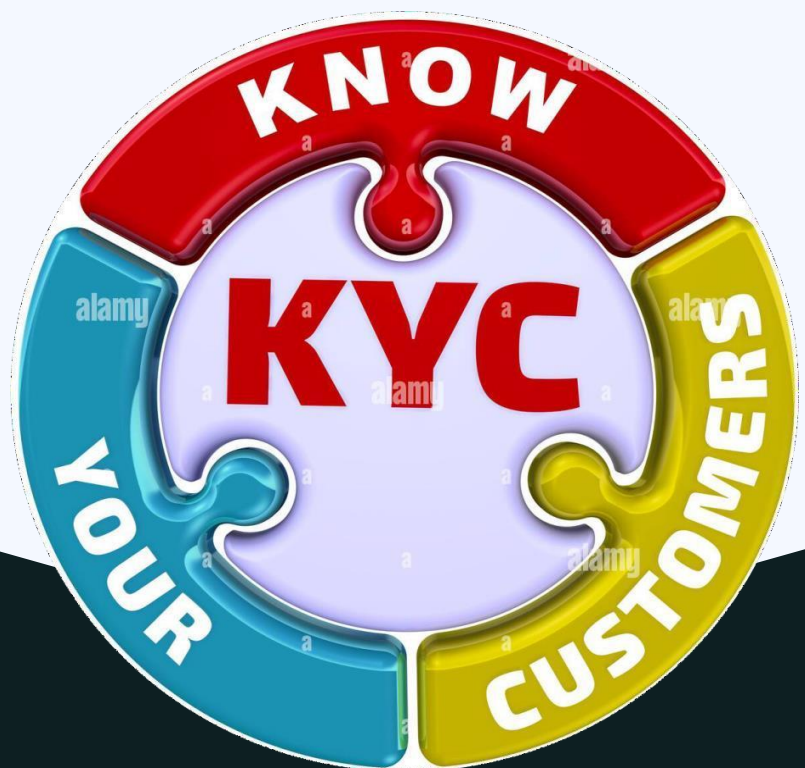
## Indian Institute of Banking & Finance

(ISO 21001:2018 Certified)

### Training Programme on

### KYC / AML and Customer Services in UCBs

14<sup>th</sup> - 15<sup>th</sup> February, 2025



Centre for Management of UCBs  
Noida (Uttar Pradesh) India.

## About Program

Know Your Customer (KYC) and Anti-Money Laundering (AML) are important because they help prevent financial crimes and protect the integrity of the financial system. Likewise, Customer Service has utmost importance in today's competitive environment and to comply with the RBI directives in this regard.

The **RBI Guidelines**, mandate the regulated entities to develop and implement a robust training programme on **KYC/AML and Customer Service** for all its relevant employees.

The training programme on **KYC/AML and Customer Service** will ensure that all the core aspects necessary to identify and combat money laundering and terrorism financing are discussed and important aspect of customer services in light of RBI directions are covered.

In this backdrop –Training Programme on “**KYC/AML and Customer Service**” from **14th to 15th February, 2025** - is planned to be conducted at **Indian Institute of Banking & Finance, Delhi**.

## Objective of the Programme

**The broad objectives of the programme are:**

- To aware the employees of KYC, Money laundering and Terrorism Financing
- To assist the employees, understand AML procedures, policies, systems, and controls put in place by the bank.
- To assist the staff members, acquire the skill to recognize suspicious activities and behaviour of customers and report them to the officer or money laundering officer.
- To make the employees understand the role of each individual in the bank in combating money laundering and financing of terrorism.
- To assist the employees, understand basic standards of customer service to be put in place by the bank.
- To assist the staff members, acquire the skill to serve the customers meeting expectation of the bank's policy.
- To make the employees understand RBI norms related to banking service.

## Programme Content

1. Understand the applicable KYC/AML/CFT regulatory landscape.
2. Grasp the internal KYC/**AML/CFT policies, procedures, systems and controls** developed and deployed by the entity, including its periodic amendments.
3. Realize own roles and responsibilities around KYC/AML when dealing with customers or handling transactions which may be associated with financial crime typologies.
4. Timely detection of suspicious activities that may involve proceeds of crime or any association with financial crime.
5. Evaluate and comprehend the international best practices that may enhance the effectiveness of the implemented AML program.
6. Implementation of good customer service policy in the bank.
7. Understanding the customers' expectations and meeting the requirements as per RBI guidelines.

## Target Audience

Employee contribution and engagement at all levels are significant for the efficacy of the KYC/AML/Customer Service measures. Hence, the training session is designed for entity's senior management, operational staff, employees who engage with customers or manages business relationship, and any other employee who is expected to encounter any potential financial crime risk during regular business activities. This training programme is also suitable for new employees. The regulated entity must ensure that KYC/AML and Customer Service training and awareness session is conducted at the earliest possible post-joining.

## Programme Fee

The Programme fee is Rs. 3000/-+ GST per day per participant for non-residential program and Rs. 6000/-+GST for double sharing and Rs. 7000/- + GST for single sharing per day per participant. Fees may be sent by NEFT. To and fro charges have to be borne by the participants.

## Mode of Payment

Please send the nominations in the enclosed proforma to Centre for Management of UCBs, Noida, or mail to [cmucbs@gmail.com](mailto:cmucbs@gmail.com) preferably before 22nd January, 2025 so as to make timely necessary arrangements.

### **Details of Bank for fee payment :-**

**Account Name: -Centre for Management of UCBs**

**A/c No.: -50200097619350, IFSC–HDFC0000433.**

**G.S.T. No: - 09ATEPB0720D2ZF**

**For any queries, please feel free to contact the undersigned.**

**Mrs. Kiran,**

**Mobile: +91-9870265838,**

**E-mail: [cmucbs@gmail.com](mailto:cmucbs@gmail.com)**



DELIVERING EXPERT ADVISE

# Centre for Management of UCBs

## Nomination Form

**“KYC/AML and Customer Service”**

**(14th to 15th February, 2025)**

Name of the Officer					
Designation					
Name of the Sponsoring Organisation					
Mailing address					
City		Pin Code		State	
Phone		E-Mail			
<b><i>Nominated Persons personal Information</i></b>					
Mobile No.		E-Mail id			
<b><i>Please opt for one out of the following options</i></b>					
Residential	Single Occupancy	Rs. 16,520	Charges for two days including G.S.T.		
	Double Occupancy	Rs. 14,160	Charges for two days including G.S.T.		
Non - Residential		Rs. 7080	Charges for two days including G.S.T.		

SIGNATURE AND SEAL OF THE  
SPONSORING AUTHORITY