



ANTI-MONEY LAUNDERING COUNCIL

CITIZEN'S CHARTER
UPDATED AS OF MARCH 2022



ANTI-MONEY LAUNDERING COUNCIL

CITIZEN'S CHARTER HANDBOOK
2022 Edition



I. Mandate

In line with the State's policies to protect and preserve the integrity of the Philippine Financial System, including the confidentiality of bank accounts and to ensure that the Philippines shall not be used as a money laundering site for the proceeds of any unlawful activity, the AMLC is tasked to implement Republic Act No. 9160, otherwise known as the Anti-Money Laundering Act of 2001, as amended (AMLA), and Republic Act No. 10168, otherwise known as the Terrorism Financing Prevention and Suppression Act of 2012 (TFPSA).

The AMLC performs several functions under the AMLA. This includes being an anti-money laundering/countering terrorism financing (AML/CTF) authority, financial intelligence unit (FIU), money laundering/terrorism financing (ML/TF) investigator, government representative on ML/TF cases, implementor of targeted financial sanctions, and as an asset management unit.

II. Vision

We envision AMLC to be globally recognized as the anti-money laundering and counter-terrorism financing authority and partner for a crime-free financial system for the Filipino people.

The AMLC envisions itself as an institution that is known internationally as the Philippine's lead agency in terms of AML/CTF and an important contributor in ensuring that the country's financial system is crime-free, law-abiding and responsive to the needs of its people.

III. Mission

The AMLC protects and preserves the integrity of the Philippine financial system through financial intelligence and investigation, prosecution of money laundering, terrorism and proliferation financing



activities, ensuring compliance of covered persons with ML/TF laws and extension of international cooperation.

The AMLC exists to ensure that the country's financial system is protected against ML/TF, its capabilities are in the areas of financial intelligence and investigation, prosecution of ML/TF activities and partnerships with covered persons for compliance to national laws and international standards.

IV. Service Pledge

The AMLC commits to:

1. Provide efficient and responsive answers for the general's public queries regarding the AMLA, the TFP SA, its implementing rules, regulations, and issuances;
2. Develop and carry-out educational programs, carry-out capacity building activities, and effectively conduct AML/CTF training system for public and private stakeholders;
3. Ensure that AMLC personnel are always willing, available and ready to provide speedy assistance and guidance to law enforcement partners, government and private stakeholders, and the general public; and
4. Ensure that all applicants or requesting parties who are within the premises of the office or agency concerned prior to the end of official working hours and during lunch break shall be attended to.

V. List of Frontline Services

External Services

The Compliance and Supervision Group-Data Collection and Management Unit (CSG-DCMU) provides the following services:

<i>SERVICES</i>	<i>PAGE</i>
ACCESSING AND UPLOADING REGISTRATION REQUIREMENTS THROUGH THE AMLC PORTAL FOR CERTIFICATE OF REGISTRATION (COR)	7
ACCESSING AND UPLOADING REGISTRATION REQUIREMENTS THROUGH THE AMLC PORTAL FOR PROVISIONAL CERTIFICATE OF REGISTRATION (PCOR)	9
ISSUANCE OF A COR FOR DESIGNATED NON-FINANCIAL BUSINESSES AND PROFESSIONS (DNFBPS)	12
QUERIES ON THE AMLC REGISTRATION AND REPORTING GUIDELINES (ARRG)	15

The Commitments and Policy Group-Capacity Building and Communications Staff (CPG-CBCS) provides the following services:

<i>SERVICES</i>	<i>PAGE</i>
ACCREDITATION OF E-LEARNING PROVIDERS	18
ACCREDITATION OF EXTERNAL TRAINERS	21
ACCREDITATION OF INSTITUTIONAL TRAINING PROVIDERS	24
REQUESTS FOR LECTURERS	27
REQUESTS FOR TRAINING EVENTS	28



The Counseling, Adjudication, and Mutual Legal Assistance Unit (CAMU) provides the following service:

<i>SERVICES</i>	<i>PAGE</i>
REQUESTS UNDER THE EXECUTIVE ORDER NO. 2, SERIES OF 2016 THROUGH THE FREEDOM OF INFORMATION (FOI) PORTAL	32

Internal Services

The Counseling, Adjudication, and Mutual Legal Assistance Unit (CAMU) provides the following services:

<i>SERVICES</i>	<i>PAGE</i>
REQUESTS FOR CONTRACT REVIEWS	36

The Enterprise Technology Management Group (ETMG) provides the following services:

<i>SERVICES</i>	<i>PAGE</i>
AD HOC DATABASE QUERY REQUESTS	40
END-USER SUPPORT SERVICES	42
WHITELISTING OF WEBSITES	43

Compliance and Supervision Group-
Data Collection and Management
Unit
(CSG-DCMU)
External Services



1. Accessing and Uploading Registration Requirements Through the AMLC Portal for Certificate of Registration (COR)

In line with the AMLC’s function of requiring, receiving and analyzing covered transaction reports (CTRs) and suspicious transaction reports (STRs), covered persons (CP) are required to register with the AMLC’s Online Registration System (ORS). Each entity has a Compliance Officer (CO), Associated Person (AP) or Primary Designated Officer (PDO) that transacts with the AMLC for the issuance of the COR.

Office or Division:	Compliance Supervision Group – Data Collection and Management Unit	
Classification:	Simple	
Type of Transaction:	G2B, G2C	
Who may avail:	Persons supervised or regulated by the Bangko Sentral ng Pilipinas (BSP); Persons supervised or regulated by the Securities and Exchange Commission (SEC); Persons supervised or regulated by the Insurance Commission (IC); and Offshore gaming operators, as well as their service providers, supervised, accredited or regulated by the Philippine Amusement and Gaming Corporation (PAGCOR) or any other government agency	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Valid electronic mail (e-mail) address		From the applicant/representative
2. Public Key obtained using the GNU Privacy Guard (GPG) Software		https://portal.amlc.gov.ph/amlc/
3. Credential Requirements:		
3.a Notarized Secretary’s Certificate of the Board/Partnership resolution indicating the appointment of the CO/AP/PDO		From the applicant/representative, as applicable ¹
3.b.1 Department of Trade and Industry Certificate		

¹ For Securities and Exchange Commission-registered CPs.

3.b.2 Notarized document signed by the owner designating CO for the DTI-registered proprietorship	From the applicant/representative, as applicable ²			
	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client visits AMLC website and clicks “Register tab”.	1. Agency allows access for the individual to access the portal.	None	None ³	Bank Officer ⁴
2. Client uploads requested information/application on the portal.	2. CSG-DCMU receives the online applications and requirements.	None	5 minutes	Bank Officer ⁵
3. Client exits the portal.	3.1 CSG-DCMU classifies application based on CP category 3.2 CSG-DCMU creates or updates the covered person’s profile in the Library Maintenance System. ⁶	None	2 days and 7 hours	Bank Officer

² For Department of Trade and Industry (DT)-registered single proprietors.

³ Access to the website is automatic as long as one has a stable internet or data connection.

⁴ The Bank Officer is responsible in providing guidance/instructions to the client on how to access the AMLC portal if client is within the premises of the AMLC.

⁵ *Ibid.*

⁶ The creation of a covered person’s profile pertains to new applications for Certificates of Registration (COR) or Provisional Certificates of Registration (PCOR) accepted through the portal. The updating of a covered person’s profile pertains to renewal of applications for COR/PCOR accepted through the portal.

4. Client is provided with a system-generated reference number to follow-up status of registration.	4. CSG-DCMU verifies completeness and accuracy of provided information. ⁷	None		Bank Officer
5. Client receives a system-generated email regarding the approval.	4. CSG-DCMU sends the COR in PDF form to the client.	None	5 minutes	Bank Officer
	Total		2 days, 7 hours and 7 minutes	

2. Accessing and Uploading Registration Requirements Through the AMLC Portal for Provisional Certificate of Registration (PCOR)

Bangko Sentral ng Pilipinas (BSP) Circular No. 1039, series of 2019, directed the submission of the PCOR with the AMLC as a pre-requisite for registration with the BSP. This process is applicable to BSP-supervised money-service businesses and pawnshops.

The requirements are also applicable to Designated Non-Financial Businesses and Professions (DNFBPs) as identified under the 2021 DNFBP Guidelines⁸. Under the 2021 DNFBP Guidelines, the PCOR is valid for six (6) months, with a one-time extension for up to 6 months upon written request with justification to the Executive Director or Officer-in-Charge of the AMLC.⁹

Office or Division:	Compliance Supervision Group – Data Collection and Management Unit
Classification:	Simple
Type of Transaction:	G2B, G2C

⁷ This refers to an assessment of complete and sufficient documents and information. Any incomplete documents submitted through the portal shall not be accepted for actual processing of the application and shall not be counted towards the processing time of this step.

⁸ AMLC Regulatory Issuance No. 3, series of 2021 dated 26 May 2021

⁹ Section 49, 2021 DNFBP Guidelines.

Who may avail:	<p>Persons supervised or regulated by the Bangko Sentral ng Pilipinas (BSP) classified as money-service businesses or pawnshops;¹⁰</p> <p>Jewelry dealers in precious metals;</p> <p>Jewelry dealers in precious stones;</p> <p>Company service providers as described under Section 3(a)(6) of the AMLA,</p> <p>Persons as described under Section 3(a)(7) of the AMLA;</p> <p>Casinos, including internet and ship-based casinos with respect to their casino cash transactions related to their gaming operations;</p> <p>Real Estate Developers; and</p> <p>Real Estate Brokers</p>	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Valid electronic mail (e-mail) address	From the applicant/representative	
2. Public Key obtained using the GNU Privacy Guard (GPG) Software	https://portal.amlc.gov.ph/amlc/	
3. Notarized Deeds of Undertaking of the entity signed by the proprietor/partners/president/directors	Annexes B and C of the 2021 DNFBP Guidelines, accessible at http://www.amlc.gov.ph/	
4. Certificate of Designation as Compliance Officer (CO), Associated Person (PO) or Primary Designated Officer (PDO)	From the applicant/representative	
5. Credential Requirements:		
5.a .1 Notarized Secretary's Certificate of the Board/Partnership resolution indicating the appointment of the CO/AP/PDO	From the applicant/representative, as applicable ¹¹	
5.a.2 Most Recent Articles of Incorporation and General Information Sheet		
5.b.1 Department of Trade and Industry Certificate	From the applicant/representative, as applicable ¹²	

¹⁰ Simultaneous registration for a COR may be availed of under Process 1 (Accessing and Uploading Registration Requirements through the AMLC Portal for COR).

¹¹ For Securities and Exchange Commission-registered CPs.

¹² For Department of Trade and Industry (DT)-registered single proprietors.

5.b.2 Notarized document signed by the owner designating CO for the DTI-registered proprietorship				
5.c Proof of Registration from the Cooperative Development Authority	From the applicant/representative, as applicable			
5.d Real Estate Broker's Certificate of Registration OR License	From the applicant/representative, as applicable ¹³			
	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client visits AMLC website and clicks "Register" tab or "Login" tab.	1. Agency allows access for the individual to access the portal.	None	None ¹⁴	Bank Officer ¹⁵
2. Client uploads requested information/application on the portal.	2. CSG-DCMU receives the online applications and requirements.	None	5 minutes	Bank Officer ¹⁶
3. Client exits the portal.	3.1 CSG-DCMU classifies application based on CP category 3.2 CSG-DCMU creates or updates the covered person's profile in the	None	2 days and 7 hours	Bank Officer

¹³ For entities registered with the Professional Regulation Commission.

¹⁴ Access to the website is automatic as long as one has a stable internet or data connection.

¹⁵ The Bank Officer is responsible in providing guidance/instructions to the client on how to access the AMLC portal if client is within the premises of the AMLC.

¹⁶ *Ibid.*

	Library Maintenance System. ¹⁷			
4. Client is provided with a system-generated reference number to follow-up status of registration.	4. CSG-DCMU verifies completeness and accuracy of provided information. ¹⁸	None		Bank Officer
5. Client receives a system-generated email regarding the approval.	4. CSG-DCMU sends the PCOR in PDF form to the client.	None	5 minutes	Bank Officer
	Total		2 days, 7 hours, and 7 minutes	

3. Issuance of a COR For Designated Non-Financial Businesses and Professions (DNFBPs)

Under Section 50 of the 2021 DNFBP Guidelines, an applicant DNFBP must complete its registration by submitting additional documentary requirements.

Office or Division:	Compliance Supervision Group – Data Collection and Management Unit
Classification:	Simple
Type of Transaction:	G2B, G2C
Who may avail:	Jewelry dealers in precious metals; Jewelry dealers in precious stones; Company service providers as described under Section 3(a)(6) of the AMLA,

¹⁷ The creation of a covered person’s profile pertains to new applications for Certificates of Registration (COR) or Provisional Certificates of Registration (PCOR) accepted through the portal. The updating of a covered person’s profile pertains to renewal of applications for COR/PCOR accepted through the portal.

¹⁸ This refers to an assessment of complete and sufficient documents and information. Any incomplete documents submitted through the portal shall not be accepted for actual processing of the application and shall not be counted towards the processing time of this step.

	<p>Persons as described under Section 3(a)(7) of the AMLA; Casinos, including internet and ship-based casinos with respect to their casino cash transactions related to their gaming operations; Real Estate Developers; and Real Estate Brokers</p>
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CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Copy of Business Registration or Permit from the City or Municipality currently having jurisdiction over the place of establishment and operation of the office		LGU City/Municipality Business Permit or Licensing Office		
2. List of Operating Office Locations		From the applicant/representative		
3. Proof of attendance of the proprietor, partners, directors and principal officer in an Anti-Money Laundering (AML) seminar		Schedule of seminars are accessible at http://www.amlc.gov.ph/ ¹⁹		
4. Most recent clearance from the National Bureau of Investigation or its equivalent in a foreign jurisdiction, of all directors and principal officers.		National Bureau of Investigation or its equivalent in a foreign jurisdiction		
	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits the additional documentary requirements enumerated above.	1.1 Agency receives the additional documents through physical submission or e-mail.	None	5 minutes ²⁰	Bank Officer ²¹
2. No action from the client.	2.1 CSG-DCMU classifies	None	2 days and 7 hours	Bank Officer

¹⁹ The AMLC posts updated AML seminars and trainings in the AMLC website.

²⁰ Access to the website is automatic as long as one has a stable internet or data connection.

²¹ This refers to an assessment of complete and sufficient additional documents and information. Any incomplete documents submitted shall not be accepted for actual processing of the application and shall not be counted towards the processing time of this step.

	<p>application based on CP category</p> <p>2.2 CSG-DCMU updates the covered person's profile in the Library Maintenance System.²²</p> <p>2.3 CSG-DCMU verifies completeness and reprocess the DNFBP's registration.²³</p>			
3. Client receives a system-generated email regarding the approval.	3. CSG-DCMU sends the COR in PDF form to the client.	None	5 minutes	Bank Officer
	Total		2 days, 7 hours, and 10 minutes	

4. Queries Regarding the Anti-Money Laundering Council Registration and Reporting Guidelines (ARRG)

The CSG-DCMU receives various requests for assistance on the provisions of the ARRG. Some queries include, but are not limited to, requests for a copy of the COR/PCOR, queries regarding the Online Registration System, queries

²² The creation of a covered person's profile pertains to new applications for Certificates of Registration (COR) or Provisional Certificates of Registration (PCOR) accepted through the portal. The updating of a covered person's profile pertains to renewal of applications for COR/PCOR accepted through the portal.

²³ This refers to an assessment of complete and sufficient documents and information. Any incomplete documents submitted through the portal shall not be accepted for actual processing of the application and shall not be counted towards the processing time of this step.



regarding covered transaction reporting or suspicious transaction reporting (CTRs/STRs).

Office or Division:	Compliance Supervision Group – Data Collection and Management Unit			
Classification:	Simple			
Type of Transaction:	G2B, G2C			
Who may avail:	<p>Persons supervised or regulated by the Bangko Sentral ng Pilipinas (BSP);</p> <p>Persons supervised or regulated by the Securities and Exchange Commission (SEC);</p> <p>Persons supervised or regulated by the Insurance Commission (IC);</p> <p>Jewelry dealers in precious metals;</p> <p>Jewelry dealers in precious stones;</p> <p>Company service providers as described under Section 3(a)(6) of the AMLA,</p> <p>Persons as described under Section 3(a)(7) of the AMLA;</p> <p>Casinos, including internet and ship-based casinos with respect to their casino cash transactions related to their gaming operations;</p> <p>Real Estate Developers;</p> <p>Real Estate Brokers; and</p> <p>Osffshore gaming operators, as well as their service providers, supervised, accredited or regulated by the Philippine Amusement and Gaming Corporation (PAGCOR) or any other government agency</p>			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client calls or e-mails the CSG-DCMU.	1. CSG-DCMU personnel receives calls and gets information	None	10 minutes ²⁴	Bank Officer

²⁴ Time is lesser if acknowledging an email.

	(i.e., name, name of company, line of business [banking, insurance, securities, casinos, or DNFBPs], and contact details) or acknowledges e-mails.			
2. Client states his/her query.	2. CSG-DCMU responds to the specific query.	None	2 days ²⁵	
	Total		2 days and 10 minutes	

²⁵ Time may be lesser, depending on the nature, extent, and complexity of the inquiry. This also includes callbacks and walkthroughs.

Commitments and Policy Group- Capacity Building and Communications Staff (CPG-CBCS) External Services

The AMLC also functions as an AML/CTF educator in that it develops educational programs, carries out capacity-building activities or offers training opportunities, and conducts awareness campaigns on ML/TF.²⁶

²⁶ Rule 6, Section 1.5.1 of the 2018 IRR.

The AMLC develops an AML/CTF training system for public and private stakeholders, especially for the financial intelligence, investigation, and legal personnel, on the fundamentals of ML/TF, the AMLA and TFPSA, and all requisite knowledge, skills, and abilities to be able to discharge their functions effectively.²⁷

1. Accreditation of e-Learning Providers

The AMLC accredits entities for the deployment effective Learning Management Systems on ML/TF that are cost-effective and technology-based.²⁸

Office or Division:	Commitments and Policy Group – Capacity Building and Communications Staff	
Classification:	Highly Technical	
Type of Transaction:	G2C	
Who may avail:	General Public	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1. Proof of relevant experience of training in the subject matter/s to be discussed	From the applicant/representative	
2. 10 years documented e-Learning Development Experience ²⁹		
3. Updated Company Profile		
4. List of Clients		
3. Proof of capability for End to end e-Learning Development ³⁰		

²⁷ Rule 6, Section 1.5.2 of the 2018 IRR.

²⁸ Section 1, Guidelines for Accreditation of Institutional Training Providers on the AMLA, its IRR, TFPSA, and other Issuances of the AMLC dated December 2018.

²⁹ Applicant/representative may submit its Securities and Exchange Commission (SEC) or Department of Trade and Industry (DTI) registration as proof. Other equivalent documents may be also be submitted to show 10 years e-Learning Development Experience.

³⁰ The applicant may submit a sample module. Under Section 2 of the Guidelines for Accreditation, the applicant must be able to show capability to offer the following: custom e-learning, rapid e-learning, industry-specific visual aids and videos, efficient customer support, seamless integration with the clients’ systems and processes, measurement and reporting tools, flexible digital solutions (i.e. mobile phone application, desktop, etc.), and competitive pricing.

5. PHP 20,000.00 Application Fee ³¹				
	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant submits a formal request for accreditation.	1.1 CPG-CBCS personnel acknowledges the request. 1.2 CPG-CBCS personnel evaluates the documents provided for accreditation. ³²	PHP20,000.00	2 days ³³	Bank Officer
2. No action from applicant.	2. CPG-CBCS personnel verifies the documents submitted and conducts background investigation of the applicant	None	3 days	Bank Officer
3. Applicant attends panel interview.	3.1 CPG-CBCS personnel arranges panel interview ³⁴ of the applicants. 3.2 CPG-CBCS prepares memorandum on its initial evaluation	None	11 days	Bank Officer

³¹ Non-refundable application fee under Section 3, Guidelines for Accreditation.

³² This refers to an assessment of complete and sufficient documents and information. Any incomplete documents submitted shall not be accepted for actual processing of the application and shall not be counted towards the processing time of this step.

³³ Time is lesser if acknowledging an email.

³⁴ May be conducted online or through a face-to-face session.

	<p>of the applicant for routing to the Evaluation Committee of Accreditation.³⁵</p> <p>3.3 CPG-CBCS personnel prepares and arranges a deliberation meeting of the Evaluation Committee.³⁶</p>			
4. No action from applicant.	<p>4.1 Executive Director of the AMLC acts on the application.</p> <p>If approved, CPG-CBCS coordinates with the applicant to execute a Deed of Undertaking.³⁷</p> <p>If denied, CPG-CBCS prepares a reply of the results of accreditation.</p>	None	2 days	Bank Officer, CPG-CBCS; Executive Director or Officer-in-Charge, AMLC
5. Applicant is notified and receives the Formal Accreditation Certificate.	5. CPG-CBCS personnel issues and releases the Formal Accreditation Certificate.	None	2 days	Bank Officer

³⁵ May be done simultaneously while arranging the schedules of the panelists for the panel interview.

³⁶ May be done immediately after the panel interview of the concerned applicant.

³⁷ Annex B-2 of the Guidelines for Accreditation.

	Total:		20 working days	
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2. Accreditation of External Trainers

The AMLC accredits subject matter experts to assist in the continuing training program of covered persons.³⁸ An accredited trainer lectures and serves as a subject matter expert on AML/CFT areas.³⁹

Office or Division:	Commitments and Policy Group – Capacity Building and Communications Staff			
Classification:	Highly Technical			
Type of Transaction:	G2C, G2B			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. Proof of relevant experience of training in the subject matter/s to be discussed	From the applicant			
2. Updated Personal Data Sheet	Annex A of the Guidelines for Accreditation, accessible at http://www.amlc.gov.ph/			
3. Scholarly writing samples	From the applicant			
4. Proof of conferred status as a SME ⁴⁰	From the applicant			
5. PHP 10,000.00 Application Fee ⁴¹	From the applicant			
	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

³⁸ Rule 6, Section 1.5.3 of the 2018 IRR.

³⁹ Section 1, Guidelines for Accreditation of Institutional Training Providers on the AMLA, its IRR, TFPSA, and other Issuances of the AMLC dated December 2018.

⁴⁰ Under the Guidelines for Accreditation, applicant may present other modes/documents that can substantially establish expertise such as but not limited to Civil Service Commission accreditation, proof of membership to the Philippine Society for Talent Development Inc., proof of award as a subject matter expert, AMLC certification, and proof that one is a Certified Anti-Money Laundering Specialist (ACAMS).

⁴¹ Non-refundable application fee under Section 3, Guidelines for Accreditation.

<p>1. Applicant submits a formal request for accreditation.</p>	<p>1.1 CPG-CBCS personnel acknowledges the request.</p> <p>1.2 CPG-CBCS personnel evaluates the documents provided for accreditation.⁴²</p>	<p>PHP10,000.00</p>	<p>2 days⁴³</p>	<p>Bank Officer</p>
<p>2. No action from applicant.</p>	<p>2. CPG-CBCS personnel verifies the documents submitted and conducts background investigation of the applicant</p>	<p>None</p>	<p>3 days</p>	<p>Bank Officer</p>
<p>3. Applicant attends panel interview.</p>	<p>3.1 CPG-CBCS personnel arranges panel interview⁴⁴ of the applicants.</p> <p>3.2 CPG-CBCS prepares memorandum on its initial evaluation of the applicant for routing to the Evaluation</p>	<p>None</p>	<p>11 days</p>	<p>Bank Officer</p>

⁴² This refers to an assessment of complete and sufficient documents and information. Any incomplete documents submitted shall not be accepted for actual processing of the application and shall not be counted towards the processing time of this step.

⁴³ Time is lesser if acknowledging an email.

⁴⁴ May be conducted online or through a face-to-face session.

	<p>Committee of Accreditation.⁴⁵</p> <p>3.3 CPG-CBCS personnel prepares and arranges a deliberation meeting of the Evaluation Committee.⁴⁶</p>			
4. No action from applicant.	<p>4.1 Executive Director of the AMLC acts on the application.</p> <p>If approved, CPG-CBCS coordinates with the applicant to execute a Deed of Undertaking.⁴⁷</p> <p>If denied, CPG-CBCS prepares a reply of the results of accreditation.</p>	None	2 days	Bank Officer, CPG-CBCS; Executive Director or Officer-in-Charge, AMLC
5. Applicant is notified and receives the Formal Accreditation Certificate.	5. CPG-CBCS personnel issues and releases the Formal Accreditation Certificate.	None	2 days	Bank Officer
	Total:		20 working days	

⁴⁵ May be done simultaneously while arranging the schedules of the panelists for the panel interview.

⁴⁶ May be done immediately after the panel interview of the concerned applicant.

⁴⁷ Annex B-1 of the Guidelines for Accreditation.

3. Accreditation of Institutional Training Providers

The AMLC accredits entities to also assist in the continuing training program of covered persons.⁴⁸ An institutional training provider facilitates and conducts effective training programs. This includes industry associations intending to provide their members with relevant training and other organizations offering continuing professional development and mandatory continuing legal education.⁴⁹

Office or Division:	Commitments and Policy Group – Capacity Building and Communications Staff			
Classification:	Highly Technical			
Type of Transaction:	G2C, G2B			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. Proof of relevant experience of training in the subject matter/s to be discussed	From the applicant/representative			
2. Updated Company Profile				
3. List of clients				
4. List of proposed Subject Matter Experts				
3. Scholarly writing samples				
4. Proof of conferred status as a SME ⁵⁰				
5. Business/organizational plan with reasonable and competitive fees				
5. PHP 20,000.00 Application Fee ⁵¹				
	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

⁴⁸ Rule 6, Section 1.5.3 of the 2018 IRR.

⁴⁹ Section 1, Guidelines for Accreditation of Institutional Training Providers on the AMLA, its IRR, TFPSA, and other Issuances of the AMLC dated December 2018.

⁵⁰ Under the Guidelines for Accreditation, applicant may present other modes/documents that can substantially establish expertise such as but not limited to Civil Service Commission accreditation, proof of membership to the Philippine Society for Talent Development Inc., proof of award as a subject matter expert, AMLC certification, and proof that one is a Certified Anti-Money Laundering Specialist (ACAMS).

⁵¹ Non-refundable application fee under Section 3, Guidelines for Accreditation.

<p>1. Applicant submits a formal request for accreditation.</p>	<p>1.1 CPG-CBCS personnel acknowledges the request.</p> <p>1.2 CPG-CBCS personnel evaluates the documents provided for accreditation.⁵²</p>	<p>PHP20,000.00</p>	<p>2 days⁵³</p>	<p>Bank Officer</p>
<p>2. No action from applicant.</p>	<p>2. CPG-CBCS personnel verifies the documents submitted and conducts background investigation of the applicant</p>	<p>None</p>	<p>3 days</p>	<p>Bank Officer</p>
<p>3. Applicant attends panel interview.</p>	<p>3.1 CPG-CBCS personnel arranges panel interview⁵⁴ of the applicants.</p> <p>3.2 CPG-CBCS prepares memorandum on its initial evaluation of the applicant for routing to the Evaluation</p>	<p>None</p>	<p>11 days</p>	<p>Bank Officer</p>

⁵² This refers to an assessment of complete and sufficient documents and information. Any incomplete documents submitted shall not be accepted for actual processing of the application and shall not be counted towards the processing time of this step.

⁵³ Time is lesser if acknowledging an email.

⁵⁴ May be conducted online or through a face-to-face session.

	<p>Committee of Accreditation.⁵⁵</p> <p>3.3 CPG-CBCS personnel prepares and arranges a deliberation meeting of the Evaluation Committee.⁵⁶</p>			
4. No action from applicant.	<p>4.1 Executive Director of the AMLC acts on the application.</p> <p>If approved, CPG-CBCS coordinates with the applicant to execute a Deed of Undertaking.⁵⁷</p> <p>If denied, CPG-CBCS prepares a reply of the results of accreditation.</p>	None	2 days	Bank Officer, CPG-CBCS; Executive Director or Officer-in-Charge, AMLC
5. Applicant is notified and receives the Formal Accreditation Certificate.	5. CPG-CBCS personnel issues and releases the Formal Accreditation Certificate.	None	2 days	Bank Officer
	Total:		20 working days	

⁵⁵ May be done simultaneously while arranging the schedules of the panelists for the panel interview.

⁵⁶ May be done immediately after the panel interview of the concerned applicant.

⁵⁷ Annex B-2 of the Guidelines for Accreditation.

4. Requests for Lecturers

The CPG-CBCS receives requests from law enforcement agencies, other government agencies, and covered persons for requests for lecturers/subject matter experts coming from the AMLC. This includes topics on the pernicious effects, methods and techniques used, and viable means of preventing ML/TF and associated unlawful activities, and the effective ways of investigation, prosecuting, and punishing offenders.⁵⁸

Office or Division:	Commitments and Policy Group – Capacity Building and Communications Staff			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits a formal request for AMLC lecturer	1.1 CPG-CBCS personnel acknowledges the request. 1.2 CPG-CBCS personnel coordinates and assesses the training needs of the client. ⁵⁹	None	3 days	Bank Officer
2. No action from client.	2.1 CPG-CBCS personnel prepares	None	2 days	Bank Officer

⁵⁸ Rule 6, Section 1.5.1 of the 2018 IRR.

⁵⁹ Training needs may include getting information from the client on the following matters: program design/instructional design/agenda, topic, subject matter expert, budget, and logistics requirements.

	<p>a memorandum or electronic mail to route to the requested lecturer/subject matter expert.</p> <p>2.2 Subject matter expert confirms availability of schedule to the CPG-CBCS personnel.⁶⁰</p>			
3. Client is notified through e-mail ⁶¹ of the available lecturer.	<p>3.1 CPG-CBCS personnel prepares the Letter Reply.</p> <p>3.2 Executive Director, AMLC signs the Letter reply.</p> <p>3.3 CPG-CBCS releases the Letter Reply to the client.</p>	None	2 days	Bank Officer, CPG-CBC; Executive Director or Officer-in-Charge, AMLC
	Total:		7 days	

5. Requests for Training Events

The CPG-CBCS receives requests from law enforcement agencies, other government agencies, and covered persons to conduct AML/CTF training events.

Office or Division:	Commitments and Policy Group – Capacity Building and Communications Staff
Classification:	Highly Technical

⁶⁰ May be conducted simultaneously with the preparation of the Memorandum/e-mail

⁶¹ Personal service of the Letter Reply is available, upon request of the client.

Type of Transaction:	G2B, G2G			
Who may avail:	<p>Law enforcement agencies; Other government agencies; Persons supervised or regulated by the Bangko Sentral ng Pilipinas (BSP); Persons supervised or regulated by the Securities and Exchange Commission (SEC); Persons supervised or regulated by the Insurance Commission (IC); Jewelry dealers in precious metals; Jewelry dealers in precious stones; Company service providers as described under Section 3(a)(6) of the AMLA, Persons as described under Section 3(a)(7) of the AMLA; Casinos, including internet and ship-based casinos with respect to their casino cash transactions related to their gaming operations; Real Estate Developers; Real Estate Brokers; and Offshore gaming operators, as well as their service providers, supervised, accredited or regulated by the Philippine Amusement and Gaming Corporation (PAGCOR) or any other government agency</p>			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits a formal request or through electronic mail for AML/CTF training event.	1.1 CPG-CBCS personnel acknowledges the request. 1.2 CPG-CBCS personnel coordinates and	None	15 days	Bank Officer

	assesses the training needs of the client. ⁶²			
2. No action from client.	<p>2.1 CPG-CBCS personnel prepares a memorandum regarding the finalized details for the conduct of the AML/CTF training.⁶³</p> <p>2.2 Executive Director, AMLC decides on the request for AML/CTF training event.</p>	None	3 days	Bank Officer, CPG-CBC; Executive Director or Officer-in-Charge, AMLC
3. Client is notified through e-mail ⁶⁴ of the scheduled training event.	3.1 CPG-CBCS personnel communicates the final schedule of the training event.	None	2 days	Bank Officer, CPG-CBC; Executive Director or Officer-in-Charge, AMLC
	Total:		20 working days	

⁶² Training needs may include getting information from the client on the following matters: program design/instructional design/agenda, topic, subject matter expert, budget, and logistics requirements.

⁶³ If a formal Letter Reply is needed, the CPG-CBCS personnel also includes the draft Letter Reply with the Memorandum for approval.

⁶⁴ Personal service of the Letter Reply is available, upon request of the client.

Counseling, Adjudication, and Mutual
Legal Assistance Unit
(CAMU)
External Services



1. Requests under Executive Order No. 02, series of 2016 through the Freedom of Information (FOI) Portal

The CAMU receives requests for information under Executive Order No. 02, series of 2016 pursuant to Section 7, Article III of the Constitution on the right of the people to information on matters of public concern. The AMLC issued its own updated FOI Manual⁶⁵ incorporating the guidelines and procedures for the requests. This process is included in this Updated Citizen's Charter for consistency purposes.

Office or Division:	Counseling, Adjudication and Mutual Legal Assistance Unit			
Classification:	Highly Technical ⁶⁶			
Type of Transaction:	G2C			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
FOI Request Form (for physical requests)		Accessible at http://www.amlc.gov.ph/index.php/home/12transparency/2transparency or at Reception Area of the AMLC		
Valid e-mail address		From the requestor		
Valid Government Identification Card		From the requestor		
	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requestor fills out FOI Request Form or	1. FOI Receiving Officer acknowledges the	None	10 minutes	Legal Officer ⁶⁸

⁶⁵ Accessible at the AMLC's website at <http://www.amlc.gov.ph/index.php/home/12transparency/2transparency>.

⁶⁶ Under Section 9(d), Executive Order No. 02, series of 2016, all requests for information on matters of public concern shall be acted upon within fifteen (15) days from receipt of the request.

⁶⁸ This Legal Officer is also designated as the FOI Receiving Officer by virtue of an Office Order. This does not preclude further amendments made to the Office Order.

lodges the request in the FOI Portal	request ⁶⁷ and assigns the request to a Legal Officer.			
2. No action from requestor.	<p>2.1 Legal Officer prepares the Memorandum with the proposed response for the request for information.</p> <p>The Memorandum shall recommend denial of the request to the Updated FOI Manual.⁶⁹</p> <p>2.2 Memorandum is referred to the CAMU Head and Freedom of Information</p>	None	14 days	Legal Officer, CAMU; Director, OED ⁷¹ ; Executive Director, AMLC

⁶⁷ This reference a complete request made provided with sufficient identification of the requestor. Any incomplete documents submitted physically and through the FOI portal shall not be accepted for actual processing of the request and shall not be counted towards the processing time of this step. Under Section 6 of the Updated FOI Manual, the AMLC is not obliged to act on the request until the requestor submits the requested clarificatory details. If no clarification is received from the party after sixty (60) working days, the request shall be closed.

⁶⁹ The following are the grounds for denial under Section 14 of the Updated FOI Manual:

- a. AMLC does not have the information requested;
- b. Information requested contains sensitive personal information protected by the Data Privacy Act of 2021;
- c. Information requested is part of intelligence-gathering functions of the AMLC and partner government agencies;
- d. Information requested pertains to the names and personal details of AMLC personnel;
- e. Request is unreasonable, subsequently identical or substantially similar request from the same requesting party whose request has been previously granted or denied.

Section 4 of the FOI Updated Manual also states that the request is denied when the information falls under any of the exceptions to the right of access to information enumerated in Office of the President (OP) Memorandum Circular (MC) No. 89 on Updating the Inventory of Exceptions to the Right to Access of Information Under EO No. 2, series of 2016.

⁷¹ The Director, OED is designated as the FOI Decision Maker under an Office Order. This does not preclude further amendments made to the Office Order.

	Decision-Maker ⁷⁰ for review. 2.3 Memorandum is endorsed to the Executive Director, AMLC for finalization and signature.			
3. Requestor receives response to his/her query.	3.FOI Receiving Officer releases request through the FOI portal or through the mode ⁷² indicated in the FOI Request Form.	None ⁷³	10 minutes	Confidential Assistant, OED ⁷⁴
	Total:		14 working days and 20 minutes	

⁷⁰ Under Section 2 of the Updated FOI Manual, the FOI Decision Maker has the over-all responsibility for the initial decision on all FOI requests.

⁷² The FOI Request Form provides for options such as letter, e-mail, fax, or personal pick-up.

⁷³ Section 7 of the FOI Updated Manual provides that the AMLC does not charge fees for accepting requests, however, it may charge reasonable costs for reproduction and copying of the information. The FOI Receiving Officer shall immediately notify the requestor in case there is a reproduction and copying fee. However, the AMLC shall always endeavor to send an electronic copy of the requested information to the requestor, whenever applicable and as the case may be.

⁷⁴ Confidential Assistant is designated as a FOI Receiving Officer under an Office Order. This does not preclude further amendments made to the Office Order.