



# ANTI-MONEY LAUNDERING COUNCIL

CITIZEN'S CHARTER  
UPDATED AS OF MARCH 2025



# ANTI-MONEY LAUNDERING COUNCIL

CITIZEN'S CHARTER HANDBOOK  
2025, 1<sup>st</sup> 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><b>SERVICES</b></i>	<i><b>PAGE</b></i>
<b>ONLINE REGISTRATION OF COVERED PERSONS (CPS)</b>	<b>6</b>

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

<i><b>SERVICES</b></i>	<i><b>PAGE</b></i>
<b>ACCREDITATION OF E-LEARNING PROVIDERS</b>	<b>12</b>
<b>ACCREDITATION OF EXTERNAL TRAINERS</b>	<b>15</b>
<b>ACCREDITATION OF INSTITUTIONAL TRAINING PROVIDERS</b>	<b>18</b>
<b>REQUESTS FOR LECTURERS</b>	<b>21</b>
<b>REQUESTS FOR TRAINING EVENTS</b>	<b>23</b>

The Counseling and Legal Assistance Staff/Adjudication and Enforcement Staff (CLAS/AES) provides the following service:

<i><b>SERVICES</b></i>	<i><b>PAGE</b></i>
<b>REQUESTS UNDER THE EXECUTIVE ORDER NO. 2, SERIES OF 2016 THROUGH THE FREEDOM OF INFORMATION (FOI) PORTAL</b>	<b>27</b>

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

## 1. Online Registration of Covered Persons

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) that transacts with the AMLC for the issuance of the Provisional Certificate of Registration (PCOR) and Certificate of Registration (COR).

<b>Office or Division:</b>	Compliance Supervision Group – Data Collection and Management Unit		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2B, G2C		
<b>Who may avail:</b>	Covered Persons under the Anti-Money Laundering Act (AMLA) of 2001, as amended.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Designation of a CO and their alternate/s, if applicable.		From the applicant/representative	
2. Use of an electronic device with internet access.		From the applicant/representative	
3. Complete basic information and contact details.		From the applicant/representative	
4. Complete set of documentary requirements.			
4.a. For CPs supervised by the BSP, IC, and SEC, and those licensed by PAGCOR, CEZA and APCECO:			
4.a.1. One (1) soft copy of the notarized Board Resolution or Secretary Certificate showing the CO’s designation for Corporation/Partnership;		From the applicant/representative	
4.a.2. One (1) soft copy of the license from PAGCOR, CEZA & APECO; or		From the applicant/representative	
4.a.3. One (1) soft copy of the notarized written authority designating a CO for Sole Proprietorship or Certificate of Registration		From the applicant/representative	

from DTI, if the duties of the CO are assumed by the sole proprietor.				
<b>4.b. For Designated Non-Financial Businesses and Professions (DNFBPs)</b>				
4.b.1. One (1) soft copy of the most recent Articles of Incorporation/Partnership and General Information Sheet from the SEC, Certificate of Registration from the DTI; Real Estate Brokers' Certificate of Registration or License from the PRC;		From the applicant/representative		
4.b.2. One (1) soft copy of the Notarized Board Resolution or Secretary Certificate showing the CO's designation for Corporation/Partnership; or		From the applicant/representative		
4.b.3. One (1) soft copy of the Notarized written authority designating a CO for sole proprietors, real estate brokers, lawyers, accountants, other professionals providing the covered services, and other DNFBPs, as provided under the AMLA.		From the applicant/representative		
5. Valid e-mail address.		From the applicant/representative		
	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Open any internet browser and go to the AMLC Portal website at <a href="https://portal.amlc.gov.ph">https://portal.amlc.gov.ph</a> and click the <b>Sign up now</b> button.	1. None	None	None	Bank Officer, Registration Staff, Compliance and Supervision Group
2. Fill out the required information and upload the supporting documentary requirements. <sup>1</sup>	2. None	None	5 minutes	Bank Officer, Registration Staff, Compliance

<sup>1</sup> In all cases, the presentation of the Philippine Identification Card (PhilID), issued by the Philippine Statistics Authority, shall be sufficient as proof of identity of the applicant or representative, subject to the authentication



				and Supervision Group
3. Review the registration summary, if all details are correct, click “Submit”; to edit details of registration, click “Previous”, to exit page without saving, click “Exit”.	3. None	None	2 minutes	Bank Officer, Registration Staff, Compliance and Supervision Group
4. The CO shall receive a registration receipt email from the AMLC containing the reference number to check the status of registration.	4. None	None	2 minutes	Bank Officer, Registration Staff, Compliance and Supervision Group
5. The CO and their alternate officers shall verify their email addresses within 72 hours from receipt of the system generated email containing the link for “Email Address Verification”. The link will expire after the period mentioned and the CP shall repeat the online registration.	5. None	None	2 minutes	Bank Officer, Registration Staff, Compliance and Supervision Group
6. CPs shall receive an email with a link for the copy of their PCOR. For newly registered DNFBPs, an additional	6. None	None	2 minutes	Bank Officer, Registration Staff, Compliance and

requirement under Republic Act No. 11055, otherwise known as the Philippine Identification System Act, and its Implementing Rules and Regulations.

link is provided for the Questionnaire to be accomplished within thirty (30) days from the date of issuance of the PCOR.				Supervision Group
7. Approval of Registration and Issuance of the COR	7. CSG-DCMU reviews the CP's registration. Upon determination of the completeness of the documentary requirements and accuracy of the registration information, a COR will be issued replacing the PCOR.	None	Within six (6) months from the issuance of the PCOR.	Bank Officer, Registration Staff, Compliance and Supervision Group
8. Denial of Registration	8. CSG-DCMU may deny the issuance of the COR or cancel a previously issued one, if the CP fails to provide truthful, accurate, and complete registration requirements.	None	Within six (6) months from the issuance of the PCOR.	Bank Officer, Registration Staff, Compliance and Supervision Group
	Total			
	For PCOR Issuance	None	13 minutes	
	For approval / disapproval of	None	Within six (6) months from	

	registration and issuance of a COR		the issuance of the PCOR.	
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# Capacity Building Staff (CBS) 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.<sup>2</sup>

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 TFP SA, and all requisite knowledge, skills, and abilities to be able to discharge their functions effectively.<sup>3</sup>

## 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.<sup>4</sup>

<b>Office or Division:</b>	Capacity Building Staff
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C
<b>Who may avail:</b>	General Public
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Formal request for accreditation One (1) soft copy of the letter request	From the applicant/representative
2. Proof of relevant experience of training in the subject matter/s to be discussed One (1) soft copy of the list of relevant experience/s as trainer of AML/CTF with proof (i.e. certificates, brochures, pictures, etc)	
3. 10 years documented e-Learning Development Experience <sup>5</sup>	

<sup>2</sup> Rule 6, Section 1.5.1 of the 2018 IRR.

<sup>3</sup> Rule 6, Section 1.5.2 of the 2018 IRR.

<sup>4</sup> Section 1, Guidelines for Accreditation of Institutional Training Providers on the AMLA, its IRR, TFP SA, and other Issuances of the AMLC dated December 2018.

<sup>5</sup> 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.

One (1) soft copy of the list of trainings conducted with link, website or pictures				
4. Updated Company Profile One (1) soft copy of the company profile with business plan				
5. List of Clients One (1) soft copy				
6. Proof of capability for End to end e-Learning Development <sup>6</sup> One (1) soft copy of the consolidated list of trainings, users, summary of evaluations, tests, etc.				
7. PHP 20,000.00 Application Fee <sup>7</sup> One (1) photocopy of the Official Receipt				
	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Applicant submits a formal request for accreditation.	1.1 CBS personnel acknowledges the request.  1.2 CBS personnel evaluates the documents provided for accreditation. <sup>8</sup>	PHP20,000.00	2 days <sup>9</sup>	Bank Officer, CBS
2. No action from applicant.	2. CBS personnel verifies the documents submitted and	None	3 days	Bank Officer, CBS

<sup>6</sup> 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.

<sup>7</sup> Non-refundable application fee under Section 3, Guidelines for Accreditation.

<sup>8</sup> 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.

<sup>9</sup> All references to "days" refers to "working days". Time is lesser if acknowledging an email.

	conducts background investigation of the applicant			
3. Applicant attends panel interview.	<p>3.1 CBS personnel arranges panel interview<sup>10</sup> of the applicants.</p> <p>3.2 CBS prepares memorandum on its initial evaluation of the applicant for routing to the Evaluation Committee of Accreditation.<sup>11</sup></p> <p>3.3 CBS personnel prepares and arranges a deliberation meeting of the Evaluation Committee.<sup>12</sup></p>	None	11 days	Bank Officer, CBS
4. No action from applicant.	<p>4.1 Executive Director of the AMLC acts on the application.</p> <p>If approved, CBS coordinates with the applicant to execute a Deed of Undertaking.<sup>13</sup></p>	None	2 days	Bank Officer, CBS; Executive Director or Officer-in-Charge, AMLC

<sup>10</sup> May be conducted online or through a face-to-face session.

<sup>11</sup> May be done simultaneously while arranging the schedules of the panelists for the panel interview.

<sup>12</sup> May be done immediately after the panel interview of the concerned applicant.

<sup>13</sup> Annex B-2 of the Guidelines for Accreditation.

	If denied, CBS prepares a reply of the results of accreditation.			
5. Applicant is notified and receives the Formal Accreditation Certificate.	5. CBS personnel issues and releases the Formal Accreditation Certificate.	None	2 days	Bank Officer, CBS
	Total:	PHP20,000.00	<b>20 working days</b>	

## 2. Accreditation of External Trainers

The AMLC accredits subject matter experts to assist in the continuing training program of covered persons.<sup>14</sup> An accredited trainer lectures and serves as a subject matter expert on AML/CFT areas.<sup>15</sup>

<b>Office or Division:</b>	Capacity Building Staff
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C, G2B
<b>Who may avail:</b>	General Public
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Formal request for accreditation One (1) soft copy of the letter request	From the applicant
2. Proof of relevant experience of training in the subject matter/s to be discussed One (1) soft copy of the list of relevant experience/s as trainer of AML/CTF with proof (i.e. certificates, brochures, pictures, etc)	

<sup>14</sup> Rule 6, Section 1.5.3 of the 2018 IRR.

<sup>15</sup> Section 1, Guidelines for Accreditation of Institutional Training Providers on the AMLA, its IRR, TFPSA, and other Issuances of the AMLC dated December 2018.



3. Updated Personal Data Sheet One (1) soft copy of the accomplished Personal Data Sheet		Annex A of the Guidelines for Accreditation, accessible at <a href="http://www.amlc.gov.ph/">http://www.amlc.gov.ph/</a>		
4. Scholarly writing samples One (1) soft copy of the list of published materials with complete details and block quote (if applicable)		From the applicant		
5. Proof of conferred status as a SME <sup>16</sup> One (1) soft copy of the list of relevant experience/s as trainer of AML/CTF with proof (i.e. certificates, brochures, pictures, etc)		From the applicant		
6. PHP 10,000.00 Application Fee <sup>17</sup> One (1) photocopy of the Official Receipt		From the applicant		
	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Applicant submits a formal request for accreditation.	1.1 CBS personnel acknowledges the request.  1.2 CBS personnel evaluates the documents provided for accreditation. <sup>18</sup>	PHP10,000.00	2 days <sup>19</sup>	Bank Officer, CBS
2. No action from applicant.	2. CBS personnel verifies the documents submitted and conducts	None	3 days	Bank Officer, CBS

<sup>16</sup> 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).

<sup>17</sup> Non-refundable application fee under Section 3, Guidelines for Accreditation.

<sup>18</sup> 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.

<sup>19</sup> Time is lesser if acknowledging an email.

	background investigation of the applicant			
3. Applicant attends panel interview.	<p>3.1 CBS personnel arranges panel interview<sup>20</sup> of the applicants.</p> <p>3.2 CBS prepares memorandum on its initial evaluation of the applicant for routing to the Evaluation Committee of Accreditation.<sup>21</sup></p> <p>3.3 CBS personnel prepares and arranges a deliberation meeting of the Evaluation Committee.<sup>22</sup></p>	None	11 days	Bank Officer, CBS
4. No action from applicant.	<p>4.1 Executive Director of the AMLC acts on the application.</p> <p>If approved, CBS coordinates with the applicant to execute a Deed of Undertaking (One (1) soft copy of the</p>	None	2 days	Bank Officer, CBS; Executive Director or Officer-in-Charge, AMLC

<sup>20</sup> May be conducted online or through a face-to-face session.

<sup>21</sup> May be done simultaneously while arranging the schedules of the panelists for the panel interview.

<sup>22</sup> May be done immediately after the panel interview of the concerned applicant.

	notarized Deed of Undertaking). <sup>23</sup>  If denied, CBS prepares a reply of the results of accreditation.			
5. Applicant is notified and receives the Formal Accreditation Certificate.	5. CBS personnel issues and releases the Formal Accreditation Certificate.	None	2 days	Bank Officer, CBS
	Total:	PHP10,000.00	<b>20 working days</b>	

### 3. Accreditation of Institutional Training Providers

The AMLC accredits entities to also assist in the continuing training program of covered persons.<sup>24</sup> 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.<sup>25</sup>

<b>Office or Division:</b>	Capacity Building Staff
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C, G2B
<b>Who may avail:</b>	General Public
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
1. Formal request for accreditation One (1) soft copy of the letter request	From the applicant/representative

<sup>23</sup> Annex B-1 of the Guidelines for Accreditation.

<sup>24</sup> Rule 6, Section 1.5.3 of the 2018 IRR.

<sup>25</sup> Section 1, Guidelines for Accreditation of Institutional Training Providers on the AMLA, its IRR, TFPSA, and other Issuances of the AMLC dated December 2018.

2. Proof of relevant experience of training in the subject matter/s to be discussed One (1) soft copy of the list of relevant experience/s as trainer of AML/CTF with proof (i.e. certificates, brochures, pictures, etc)				
3. Updated Company Profile one (1) soft copy				
4. List of clients one (1) soft copy				
5. List of proposed Subject Matter Experts one (1) soft copy of the list of accredited SMEs				
6. Scholarly writing samples one (1) soft copy of the list of published materials with complete details and block quote (if applicable)				
7. Proof of conferred status as a SME <sup>26</sup> One (1) softcopy of the list of relevant experience/s as trainer of AML/CTF with proof (i.e. certificates, brochures, pictures, etc)				
8. Business/organizational plan with reasonable and competitive fees one (1) softcopy of the list of trainings to be offered with the fees				
9. PHP 20,000.00 Application Fee <sup>27</sup> one (1) photocopy of Official Receipt				
	AGENCY ACTIONS			
1. Applicant submits a formal request for accreditation.	1.1 CBS personnel acknowledges the request.	PHP20,000.00	2 days <sup>29</sup>	Bank Officer, CBS

<sup>26</sup> 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).

<sup>27</sup> Non-refundable application fee under Section 3, Guidelines for Accreditation.

<sup>29</sup> Time is lesser if acknowledging an email.

	1.2 CBS personnel evaluates the documents provided for accreditation. <sup>28</sup>			
2. No action from applicant.	2. CBS personnel verifies the documents submitted and conducts background investigation of the applicant	None	3 days	Bank Officer, CBS
3. Applicant attends panel interview.	<p>3.1 CBS personnel arranges panel interview<sup>30</sup> of the applicants.</p> <p>3.2 CBS prepares memorandum on its initial evaluation of the applicant for routing to the Evaluation Committee of Accreditation.<sup>31</sup></p> <p>3.3 CBS personnel prepares and arranges a deliberation meeting of the</p>	None	11 days	Bank Officer, CBS

<sup>28</sup> 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.

<sup>30</sup> May be conducted online or through a face-to-face session.

<sup>31</sup> May be done simultaneously while arranging the schedules of the panelists for the panel interview.

	Evaluation Committee. <sup>32</sup>			
4. No action from applicant.	<p>4.1 Executive Director of the AMLC acts on the application.</p> <p>If approved, CBS coordinates with the applicant to execute a Deed of Undertaking (one (1) soft copy of the notarized Deed of Undertaking).<sup>33</sup></p> <p>If denied, CBS prepares a reply of the results of accreditation.</p>	None	2 days	Bank Officer, CBS; Executive Director or Officer-in-Charge, AMLC
5. Applicant is notified and receives the Formal Accreditation Certificate.	5. CBS personnel issues and releases the Formal Accreditation Certificate.	None	2 days	Bank Officer, CBS
	Total:	PHP20,000.00	<b>20 working days</b>	

#### 4. Requests for Lecturers

The CBS 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

<sup>32</sup> May be done immediately after the panel interview of the concerned applicant.

<sup>33</sup> Annex B-2 of the Guidelines for Accreditation.

and associated unlawful activities, and the effective ways of investigation, prosecuting, and punishing offenders.<sup>34</sup>

<b>Office or Division:</b>	Capacity Building Staff			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Formal request for AMLC lecturer One (1) softcopy of the letter request with program details (agenda or program)		From the applicant/representative		
	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client submits a formal request for AMLC lecturer	1.1 CBS personnel acknowledges the request.  1.2 CBS personnel coordinates and assesses the training needs of the client. <sup>35</sup>	None	3 days	Bank Officer, CBS
2. No action from client.	2.1 CBS personnel prepares a memorandum or electronic mail to route to the requested lecturer/subject matter expert.  2.2 Subject matter expert confirms	None	2 days	Bank Officer, CBS

<sup>34</sup> Rule 6, Section 1.5.1 of the 2018 IRR.

<sup>35</sup> 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.

	availability of schedule to the CBS personnel. <sup>36</sup>			
3. Client is notified through e-mail <sup>37</sup> of the available lecturer.	<p>3.1 CBS personnel prepares the Letter Reply.</p> <p>3.2 Executive Director, AMLC signs the Letter reply.</p> <p>3.3 CBS releases the Letter Reply to the client.</p>	None	2 days	Bank Officer, CBS; Executive Director or Officer-in-Charge, AMLC
	Total:	None	<b>7 working days</b>	

## 5. Requests for Training Events

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

<b>Office or Division:</b>	Capacity Building Staff
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2B, G2G
<b>Who may avail:</b>	<p>Law enforcement agencies;</p> <p>Other government agencies;</p> <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>

<sup>36</sup> May be conducted simultaneously with the preparation of the Memorandum/e-mail

<sup>37</sup> Personal service of the Letter Reply is available, upon request of the client.



		<p>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		
1. Formal request or through electronic mail for AML/CTF training event. One (1) soft copy of letter request with training details		From the applicant/representative		
	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.	<p>1.1 CBS personnel acknowledges the request.</p> <p>1.2 CBS personnel coordinates and assesses the training needs of the client.<sup>38</sup></p>	None	15 days	Bank Officer, CBS
2. No action from client.	2.1 CBS personnel prepares a memorandum regarding the finalized details for	None	3 days	Bank Officer, CBS; Executive Director or

<sup>38</sup> 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.

	the conduct of the AML/CTF training. <sup>39</sup>  2.2 Executive Director, AMLC decides on the request for AML/CTF training event.			Officer-in-Charge, AMLC
3. Client is notified through e-mail <sup>40</sup> of the scheduled training event.	3.1 CBS personnel communicates the final schedule of the training event.	None	2 days	Bank Officer, CBS; Executive Director or Officer-in-Charge, AMLC
	Total:	None	<b>20 working days</b>	

<sup>39</sup> If a formal Letter Reply is needed, the CPG-CBCS personnel also includes the draft Letter Reply with the Memorandum for approval.

<sup>40</sup> Personal service of the Letter Reply is available, upon request of the client.

Counseling and Legal Assistance  
Staff/Adjudication and Enforcement  
Staff  
(CLAS/AES)  
External Services

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

The CLAS/AES 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 Manual<sup>41</sup> incorporating the guidelines and procedures for the requests. This process is included in this Updated Citizen's Charter for consistency purposes.

<b>Office or Division:</b>	Counseling and Legal Assistance Staff/Adjudication and Enforcement Staff			
<b>Classification:</b>	Highly Technical <sup>42</sup>			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
FOI Request Form (for physical requests) One (1) Original or Soft copy		Accessible at <a href="http://www.amlc.gov.ph/index.php/home/12transparency/2transparency">http://www.amlc.gov.ph/index.php/home/12transparency/2transparency</a> or at Reception Area of the AMLC		
Valid e-mail address		From the requestor		
Valid Government Identification Card (including the PhilID issued by the Philippine Statistics Authority) One (1) photocopy		From the requestor		
	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Requestor fills out FOI Request Form or	1. FOI Receiving Officer	None	10 minutes	Legal Officer, CLAS/AES <sup>44</sup>

<sup>41</sup> Accessible at the AMLC's website at <http://www.amlc.gov.ph/index.php/home/12transparency/2transparency>.

<sup>42</sup> 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.

<sup>44</sup> 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	acknowledges the request <sup>43</sup> 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.<sup>45</sup></p> <p>2.2 Memorandum is referred to the CLAS/AES Head and Freedom of</p>	None	14 days	Legal Officer, CLAS/AES; Director, OED <sup>47</sup> ; Executive Director, AMLC

<sup>43</sup> 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.

<sup>45</sup> 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.

<sup>47</sup> 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.

	Information Decision-Maker <sup>46</sup> 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 <sup>48</sup> indicated in the FOI Request Form.	None <sup>49</sup>	10 minutes	Bank Officer, OED <sup>50</sup>
	Total:	None	<b>14 working days and 20 minutes</b>	

<sup>46</sup> 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.

<sup>48</sup> The FOI Request Form provides for options such as letter, e-mail, fax, or personal pick-up.

<sup>49</sup> 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.

<sup>50</sup> Confidential Assistant is designated as a FOI Receiving Officer under an Office Order. The said Confidential Assistant was now promoted as Bank Officer, but he retained his FOI Receiving Officer duties.

### Feedback and Complaints Mechanism

How to send a feedback?	The respondent may send their feedback or comments to <a href="mailto:secretariat@amlc.gov.ph">secretariat@amlc.gov.ph</a> .
How feedbacks are processed?	The Receiving Officer acknowledges receipt of the email containing the feedback or comments and forwards those feedback or comments requiring answers to the relevant offices. The responses will be relayed to the respondent within fifteen (15) working days of the receipt of the feedback.
How to file a complaint?	The complainant may directly file his or her sworn statement with supporting documents before the AMLC. The sworn statement shall indicate the relevant facts, the covered persons and transactions involved, if any, and such other information that would meet the requirements for prosecution of money laundering offenses.
How complaints are processed?	<p>The Receiving Officer acknowledges receipt of the Sworn Statement with the supporting documents and forwards it to the Financial Crimes Investigation Group.</p> <p>Upon receipt and evaluation, the AMLC initiates an investigation, subject to its risk-based prioritization, and the matter will become strictly confidential, pursuant to Section 8-A of the AMLA.</p> <p>The Investigating Officer will contact the complainant, if necessary, to aid him or her in his investigation.</p>
Contact Information	<p>1. Anti-Money Laundering Council <a href="mailto:secretariat@amlc.gov.ph">secretariat@amlc.gov.ph</a> 8708 7701</p> <p>2. Anti-Red Tape Authority: <a href="mailto:complaints@amlc.gov.ph">complaints@amlc.gov.ph</a> 1-ARTA (2782)</p>

	<p>3. Presidential Complaint Center (PCC), Office of the President <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> 8736-9645; 8736-8603; 8736-8629; and 8736-8621.</p> <p>4. Contact Center ng Bayan <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> Hotline: 8888 Telephone: 1-6565 SMS: 0908 881 6565</p>
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### List of Offices

<b>ANTI-MONEY LAUNDERING COUNCIL</b>
5 <sup>th</sup> Floor and 6 <sup>th</sup> Floor, BSP Complex, cor A. Mabini and P. Ocampo, Streets, Malate, Manila
<b>Trunkline: 8708-7071</b>

#### *Council Members of the Anti-Money Laundering Council (AMLC)*

<b>Council</b>	<b>Designation/Position</b>	<b>Direct Line</b>	<b>Local</b>
ELI M. REMOLONA, JR.	Governor, Bangko Sentral ng Pilipinas & Chairman, AMLC	8708-7206	3235
EMILIO B. AQUINO	Chairman, Securities and Exchange Commission and Member, AMLC	8584-5343 or 8584-5767	8564-0923 loc 205
REYNALDO A. REGALADO	Commissioner, Insurance Commission and Member, AMLC	8525-2015	8523-8461 to 70 loc 113

#### **OFFICE OF THE EXECUTIVE DIRECTOR (OED)**

Matthew M. David	Executive Director, AMLC	8708-7066	3083 or 3084
Ma. Rhea M. Santos-Mendoza	Director, OED	5310-3245	3114
Arnold G. Frane	Deputy Director, Administrative and Financial Services Group, OED	8708-7925	2596
Rolan Carlo A. Rebagay	Acting Head, Asset Management Group, OED	5306-2185	2185
Ronaldo C. Velasco	Deputy Director, Enterprise Technology Management Group, OED	8988-4886	4886/4536

Allan Julius B. Azcueta	Head, Risk Assessment and Domestic Commitments Staff	5306-2833	2833
Jacqueline Q. Borja	Head, International Commitments Staff	5306-2833	2833
Mary-Joy J. Gache-Marasigan	Head, Policy and Communications Staff, CPG, OED	5306-2745	2745
Ms. Monica Marie B. Lopez	Head, Capacity Building Staff, CPG, OED	5306-2745	2745
Anthony Lawrence M. Morales	Head, Counseling and Legal Assistance Staff/Adjudication and Enforcement Staff, OED	8708-7069	-

#### **DETECTION AND PREVENTION DEPARTMENT (DPD)**

Arnold T. Kabanlit	Officer-in-Charge, DPD	8708-7062	4273
Richard P. Chan	Deputy Director, Financial Intelligence and Analysis Group, DPD	8708-7062	3167
Froilan L. Cabarios	Acting Deputy Director, Compliance and Supervision Group, DPD	8988-4536	4536
Rafael E. Echaluse	Acting Head, Data Collection and Management Unit, DPD	5310-3244	-

#### **INVESTIGATION AND ENFORCEMENT DEPARTMENT (IED)**

Emmett Rodion O. Manantan	Director, IED	5306-2619	2619
Romeo Raymond C. Santos	Deputy Director, Litigation and Evaluation Group I, IED	5302-3975	2185
Rommel D. Trijo	Deputy Director, Litigation and Evaluation Group II, IED	5306-2185	2185

Eraño A. Dumale	Deputy Director, Financial Crimes Intelligence Group I, IED	5306-2372	2372
Adrian A. Arpon	Deputy Director, Financial Crimes Intelligence Group II, IED	8988-4536	4536