



# ANTI-MONEY LAUNDERING COUNCIL

CITIZEN'S CHARTER  
UPDATED AS OF MARCH 2024



# ANTI-MONEY LAUNDERING COUNCIL

CITIZEN'S CHARTER HANDBOOK  
2024 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>
<b>ACCESSING AND UPLOADING REGISTRATION REQUIREMENTS THROUGH THE AMLC PORTAL FOR CERTIFICATE OF REGISTRATION (COR)</b>	<b>7</b>
<b>ACCESSING AND UPLOADING REGISTRATION REQUIREMENTS THROUGH THE AMLC PORTAL FOR PROVISIONAL CERTIFICATE OF REGISTRATION (PCOR)</b>	<b>9</b>
<b>ISSUANCE OF A COR FOR DESIGNATED NON-FINANCIAL BUSINESSES AND PROFESSIONS (DNFBPS)</b>	<b>12</b>
<b>QUERIES ON THE AMLC REGISTRATION AND REPORTING GUIDELINES (ARRG)</b>	<b>15</b>

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

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



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

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

### **Internal Services**

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

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

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

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

**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.

<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>	Persons supervised or regulated by the Bangko Sentral ng Pilipinas (BSP); Persons supervised or regulated by the Securities and Exchange Commission (SEC); and Persons supervised or regulated by the Insurance Commission (IC)	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Valid electronic mail (e-mail) address		From the applicant/representative
2. Public Key obtained using the GNU Privacy Guard (GPG) Software		<a href="https://portal.amlc.gov.ph/amlc/">https://portal.amlc.gov.ph/amlc/</a>
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 <sup>1</sup>
3.b.1 Department of Trade and Industry Certificate		From the applicant/representative, as applicable <sup>2</sup>
3.b.2		

<sup>1</sup> For Securities and Exchange Commission-registered CPs.

<sup>2</sup> For Department of Trade and Industry (DT)-registered single proprietors.



Notarized document signed by the owner designating CO for the DTI-registered proprietorship				
	<b>AGENCY ACTIONS</b>	<b>FEE TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client visits AMLC website and clicks “Register tab”.	1. Agency allows access for the individual to access the portal.	None	None <sup>3</sup>	Bank Officer <sup>4</sup>
2. Client uploads requested information/application on the portal.	2. CSG-DCMU receives the online applications and requirements.	None	5 minutes	Bank Officer <sup>5</sup>
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. <sup>6</sup>	None	2 days and 7 hours	Bank Officer

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

<sup>4</sup> 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.

<sup>5</sup> *Ibid.*

<sup>6</sup> 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. 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 requirement under Republic Act No. 11055, otherwise known as the Philippine Identification System Act, and its Implementing Rules and Regulations.

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. <sup>7</sup>	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 Guidelines<sup>8</sup>. 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.<sup>9</sup>

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

<sup>7</sup> 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.

<sup>8</sup> AMLC Regulatory Issuance No. 3, series of 2021 dated 26 May 2021

<sup>9</sup> Section 49, 2021 DNFBP Guidelines.

<b>Who may avail:</b>	<p>Persons supervised or regulated by the Bangko Sentral ng Pilipinas (BSP) classified as money-service businesses or pawnshops;<sup>10</sup></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>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>	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Valid electronic mail (e-mail) address	From the applicant/representative	
2. Public Key obtained using the GNU Privacy Guard (GPG) Software	<a href="https://portal.amlc.gov.ph/amlc/">https://portal.amlc.gov.ph/amlc/</a>	
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 <a href="http://www.amlc.gov.ph/">http://www.amlc.gov.ph/</a>	
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 <sup>11</sup>	
5.a.2 Most Recent Articles of Incorporation and General Information Sheet		

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

<sup>11</sup> For Securities and Exchange Commission-registered CPs.

5.b.1 Department of Trade and Industry Certificate	From the applicant/representative, as applicable <sup>12</sup>			
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 <sup>13</sup>			
	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 <sup>14</sup>	Bank Officer <sup>15</sup>
2. Client uploads requested information/application on the portal.	2. CSG-DCMU receives the online applications and requirements.	None	5 minutes	Bank Officer <sup>16</sup>
3. Client exits the portal.	3.1 CSG-DCMU classifies application based on CP category  3.2 CSG-DCMU creates or	None	2 days and 7 hours	Bank Officer

<sup>12</sup> For Department of Trade and Industry (DT)-registered single proprietors.

<sup>13</sup> For entities registered with the Professional Regulation Commission.

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

<sup>15</sup> 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.

<sup>16</sup> *Ibid.*

	updates the covered person's profile in the Library Maintenance System. <sup>17</sup>			
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. <sup>18</sup>	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.

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

<sup>17</sup> 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. In all cases, the presentation of the PhilID, issued by the Philippine Statistics Authority, shall be sufficient as proof of identity of the applicant or representative, subject to the authentication requirement under Republic Act No. 11055, otherwise known as the Philippine Identification System Act, and its Implementing Rules and Regulations.

<sup>18</sup> 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.

<b>Who may avail:</b>	<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>
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<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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 <a href="http://www.amlc.gov.ph">http://www.amlc.gov.ph</a> <sup>19</sup>		
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		
	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client submits the additional documentary requirements enumerated above.	1.1 Agency receives the additional documents	None	5 minutes <sup>20</sup>	Bank Officer <sup>21</sup>

<sup>19</sup> The AMLC posts updated AML seminars and trainings in the AMLC website.

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

<sup>21</sup> 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.

	through physical submission or e-mail.			
2. No action from the client.	<p>2.1 CSG-DCMU classifies application based on CP category</p> <p>2.2 CSG-DCMU updates the covered person's profile in the Library Maintenance System.<sup>22</sup></p> <p>2.3 CSG-DCMU verifies completeness and reprocess the DNFBP's registration.<sup>23</sup></p>	None	2 days and 7 hours	Bank Officer
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	

<sup>22</sup> 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. In all cases, the presentation of the PhilID, issued by the Philippine Statistics Authority, shall be sufficient as proof of identity of the applicant or representative, subject to the authentication requirement under Republic Act No. 11055, otherwise known as the Philippine Identification System Act, and its Implementing Rules and Regulations.

<sup>23</sup> 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.



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

<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>	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	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
None		None



	<b>AGENCY ACTIONS</b>	<b>FEE TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client calls or e-mails the CSG-DCMU.	1. CSG-DCMU personnel receives calls and gets information (i.e., name, name of company, line of business [banking, insurance, securities, casinos, or DNFBPs], and contact details) or acknowledges e-mails.	None	10 minutes <sup>24</sup>	Bank Officer
2. Client states his/her query.	2. CSG-DCMU responds to the specific query.	None	2 days <sup>25</sup>	
	Total		2 days and 10 minutes	

<sup>24</sup> Time is lesser if acknowledging an email.

<sup>25</sup> 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.<sup>26</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 TFPSA, and all requisite knowledge, skills, and abilities to be able to discharge their functions effectively.<sup>27</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>28</sup>

<b>Office or Division:</b>	Commitments and Policy Group – Capacity Building and Communications Staff	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C	
<b>Who may avail:</b>	General Public	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
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 <sup>29</sup>		
3. Updated Company Profile		
4. List of Clients		

<sup>26</sup> Rule 6, Section 1.5.1 of the 2018 IRR.

<sup>27</sup> Rule 6, Section 1.5.2 of the 2018 IRR.

<sup>28</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.

<sup>29</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.

3. Proof of capability for End to end e-Learning Development <sup>30</sup>				
5. PHP 20,000.00 Application Fee <sup>31</sup>				
	<b>AGENCY ACTIONS</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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. <sup>32</sup>	PHP20,000.00	2 days <sup>33</sup>	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 <sup>34</sup> of the applicants.	None	11 days	Bank Officer

<sup>30</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>31</sup> Non-refundable application fee under Section 3, Guidelines for Accreditation.

<sup>32</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>33</sup> Time is lesser if acknowledging an email.

<sup>34</sup> May be conducted online or through a face-to-face session.

	<p>3.2 CPG-CBCS prepares memorandum on its initial evaluation of the applicant for routing to the Evaluation Committee of Accreditation.<sup>35</sup></p> <p>3.3 CPG-CBCS personnel prepares and arranges a deliberation meeting of the Evaluation Committee.<sup>36</sup></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.<sup>37</sup></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	5. CPG-CBCS personnel issues and releases the	None	2 days	Bank Officer

<sup>35</sup> May be done simultaneously while arranging the schedules of the panelists for the panel interview.

<sup>36</sup> May be done immediately after the panel interview of the concerned applicant.

<sup>37</sup> Annex B-2 of the Guidelines for Accreditation.

Accreditation Certificate.	Formal Accreditation Certificate.			
	Total:		20 working days	

## 2. Accreditation of External Trainers

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

<b>Office or Division:</b>	Commitments and Policy Group – Capacity Building and Communications 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. 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 <a href="http://www.amlc.gov.ph/">http://www.amlc.gov.ph/</a>		
3. Scholarly writing samples		From the applicant		
4. Proof of conferred status as a SME <sup>40</sup>		From the applicant		
5. PHP 10,000.00 Application Fee <sup>41</sup>		From the applicant		
	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

<sup>38</sup> Rule 6, Section 1.5.3 of the 2018 IRR.

<sup>39</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.

<sup>40</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>41</sup> 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.<sup>42</sup></p>	<p>PHP10,000.00</p>	<p>2 days<sup>43</sup></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 interview<sup>44</sup> 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>

<sup>42</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>43</sup> Time is lesser if acknowledging an email.

<sup>44</sup> May be conducted online or through a face-to-face session.

	<p>Committee of Accreditation.<sup>45</sup></p> <p>3.3 CPG-CBCS personnel prepares and arranges a deliberation meeting of the Evaluation Committee.<sup>46</sup></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.<sup>47</sup></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	

<sup>45</sup> May be done simultaneously while arranging the schedules of the panelists for the panel interview.

<sup>46</sup> May be done immediately after the panel interview of the concerned applicant.

<sup>47</sup> 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.<sup>48</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>49</sup>

<b>Office or Division:</b>	Commitments and Policy Group – Capacity Building and Communications 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. 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 <sup>50</sup>				
5. Business/organizational plan with reasonable and competitive fees				
5. PHP 20,000.00 Application Fee <sup>51</sup>				
	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

<sup>48</sup> Rule 6, Section 1.5.3 of the 2018 IRR.

<sup>49</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.

<sup>50</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>51</sup> 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.<sup>52</sup></p>	<p>PHP20,000.00</p>	<p>2 days<sup>53</sup></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 interview<sup>54</sup> 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>

<sup>52</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>53</sup> Time is lesser if acknowledging an email.

<sup>54</sup> May be conducted online or through a face-to-face session.

	<p>Committee of Accreditation.<sup>55</sup></p> <p>3.3 CPG-CBCS personnel prepares and arranges a deliberation meeting of the Evaluation Committee.<sup>56</sup></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.<sup>57</sup></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	

<sup>55</sup> May be done simultaneously while arranging the schedules of the panelists for the panel interview.

<sup>56</sup> May be done immediately after the panel interview of the concerned applicant.

<sup>57</sup> 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.<sup>58</sup>

<b>Office or Division:</b>	Commitments and Policy Group – Capacity Building and Communications Staff			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	General Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
	<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 CPG-CBCS personnel acknowledges the request.  1.2 CPG-CBCS personnel coordinates and assesses the training needs of the client. <sup>59</sup>	None	3 days	Bank Officer
2. No action from client.	2.1 CPG-CBCS personnel prepares	None	2 days	Bank Officer

<sup>58</sup> Rule 6, Section 1.5.1 of the 2018 IRR.

<sup>59</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.

	<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.<sup>60</sup></p>			
3. Client is notified through e-mail <sup>61</sup> 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.

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

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

<sup>61</sup> Personal service of the Letter Reply is available, upon request of the client.

<b>Type of Transaction:</b>	G2B, G2G			
<b>Who may avail:</b>	<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>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 assesses the	None	15 days	Bank Officer

	training needs of the client. <sup>62</sup>			
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.<sup>63</sup></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 <sup>64</sup> 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	

<sup>62</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.

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

<sup>64</sup> 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 Manual<sup>65</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, Adjudication and Mutual Legal Assistance Unit			
<b>Classification:</b>	Highly Technical <sup>66</sup>			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	General Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
FOI Request Form (for physical requests)		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)		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 acknowledges the	None	10 minutes	Legal Officer <sup>68</sup>

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

<sup>66</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>68</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	request <sup>67</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>69</sup></p> <p>2.2 Memorandum is referred to the CAMU Head and Freedom of Information</p>	None	14 days	Legal Officer, CAMU; Director, OED <sup>71</sup> ; Executive Director, AMLC

<sup>67</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>69</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>71</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.

	Decision-Maker <sup>70</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>72</sup> indicated in the FOI Request Form.	None <sup>73</sup>	10 minutes	Confidential Assistant, OED <sup>74</sup>
	Total:		14 working days and 20 minutes	

<sup>70</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>72</sup> The FOI Request Form provides for options such as letter, e-mail, fax, or personal pick-up.

<sup>73</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>74</sup> Confidential Assistant is designated as a FOI Receiving Officer under an Office Order. This does not preclude further amendments made to the Office Order.

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

## 1. Requests for Contract Reviews

The CAMU, as the legal services unit of the AMLC, provides legal advisory and risk management services to the various operating units of the AMLC. One of the internal services CAMU offers is legal review of contracts, which include memoranda of understanding with foreign entities, memorandum of agreement with domestic entities, information sharing protocols with private entities, and procurement contracts.

<b>Office or Division:</b>	Counseling, Adjudication and Mutual Legal Assistance Unit			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	Office of the Executive Director (OED) Core; Commitments and Policy Group, OED; Administrative and Financial Services Group, OED; Enterprise Technology and Management Group, OED; Asset Management Group, OED; Litigation and Evaluation Group, Investigation and Enforcement Department (IED); Financial Crimes Investigation Group, IED; Financial Intelligence and Analysis Group, Detection and Prevention Department (DPD); Compliance and Supervision Group, DPD; Data Collection and Management Unit, DPD; and Bids and Awards Committee			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME<sup>75</sup></b>	<b>PERSON RESPONSIBLE</b>

<sup>75</sup> Under the Implementing Rules and Regulations (IRR) of Republic Act (RA) No. 11032 otherwise known as the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, processing time is “the time consumed from the acceptance of a request with complete requirements, accompanying documents and payment of fees up to the issuance of certification or such similar documents approving or disapproving an application or request.” The time spent in obtaining and verifying documents in support of the request for contract review shall not be included in the determination of the processing time.

1. Concerned AMLC Group/Unit requests for contract review. <sup>76</sup>	1. Incoming document/request is referred to the CAMU Head for assignment.	None		Legal Officer
2. No action from client.	<p>2.1 CAMU Head assigns the contract review to a CAMU Legal Officer.</p> <p>2.2 CAMU legal officer prepares the Memorandum and accompanying documents for the contract review.</p> <p>2.3 Memorandum and accompanying annexes are referred to the CAMU Sub-unit Head for review.</p> <p>2.4 Memorandum and accompanying annexes are referred to the CAMU Head for further review prior finalization.</p>	None		Legal Officer
3. AMLC Group/Unit receives Memorandum on contract review.	3. Legal Officer transmits <sup>77</sup> the finalized Memorandum to	None		Legal Officer

<sup>76</sup> Requests are made through different modes: e-mail, through the Document Management System (DMS), or through a Memorandum.

<sup>77</sup> Transmittal is made through the mode by which the request was received (i.e., e-mail, DMS or Memorandum).

	the requesting Group/Unit.			
	Total:		20 working days	

Enterprise Technology and  
Management Group  
(ETMG)  
Internal Services



## 1. Ad Hoc Database Queries

The ETMG – Applications Development Staff (ADS) offers internal service support for database queries. This process involves the usage of an analytics platform in order to generate the said requests.

<b>Office or Division:</b>	ETMG – Applications Development Staff			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	Financial Intelligence and Analysis Group, Detection and Prevention Department (DPD); Compliance and Supervision Group, DPD; Data Collection and Management Unit, DPD; and Risk and Domestic Commitments Staff, Commitments and Policy Group, Office of the Executive Director			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
AMLC Database AdHoc Query Request		Requested from any ETMG-ADS personnel		
	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME<sup>78</sup></b>	<b>PERSON RESPONSIBLE</b>
1. Concerned AMLC Group/Unit makes an AMLC Database AdHoc Query Request (ADQR). <sup>79</sup>	1.1 ETMG-ADS personnel receives the ADQR. <sup>80</sup>  1.2 The ADQR is assigned to a	None		Bank Officer

<sup>78</sup> Under the Implementing Rules and Regulations (IRR) of Republic Act (RA) No. 11032 otherwise known as the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, processing time is “the time consumed from the acceptance of a request with complete requirements, accompanying documents and payment of fees up to the issuance of certification or such similar documents approving or disapproving an application or request.” The time spent in obtaining additional information in support of the ADQR shall not be included in the determination of the processing time.

<sup>79</sup> Requests are made through different modes: e-mail, through the Document Management System (DMS), or through a Memorandum.

<sup>80</sup> The ADQR is an approved form under an Office Order.

	handling ETMG-ADS personnel.			
2. No action from client.	<p>2.1 The handling ETMG-ADS officer assesses the requirement on where to extract the data from the analytics platform.</p> <p>2.2 The handling ETMG-ADS officer extracts the required data and saves it in a centralized repository.</p> <p>In cases where the data requested is voluminous or where there is a change in the parameters requested, the ETMG-ADS Officer notifies the requesting group/unit of the extension of the service.</p>	None		Bank Officer
3. AMLC Group/Unit receives the information requested in the ADQR through e-mail.	3. Handling ETMG-ADS officer closes the request.	None		Bank Officer
	Total:		20 working days	

## 2. End-User Support Services

The ETMG – Information Technology Support Staff (ITSS) handles support and technical assistance for the end-users of the AMLC. Some of the queries of the ETMG-ITSS clients involve hardware, software, network, and information and communication technologies (ICT) assistance.

<b>Office or Division:</b>	ETMG – Information Technology Support Staff (ITSS)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	Office of the Executive Director (OED) Core; Commitments and Policy Group, OED; Administrative and Financial Services Group, OED; Enterprise Technology and Management Group, OED; Asset Management Group, OED; Counseling, Adjudication, and Mutual Legal Assistance Unit, OED; Litigation and Evaluation Group, Investigation and Enforcement Department (IED); Financial Crimes Investigation Group, IED; Financial Intelligence and Analysis Group, Detection and Prevention Department (DPD); and Compliance and Supervision Group, DPD.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Concerned AMLC Group/Unit requests for IT support by creating a ticket <sup>81</sup> .	1. ETMG-ITSS personnel receives the request.	None	2 minutes	Bank Officer

<sup>81</sup> The ETMG-ITSS uses Service Desk Plus System (SDP) in creating tickets and to log all requests.

2. No action from client.	2.1 The handling ETMG-ITSS officer assesses the issue, inquiry, or request for assistance.  2.2 The handling ETMG-ADS officer resolved the issue.	None	4 hours <sup>82</sup>	Bank Officer
3. AMLC Group/Unit is apprised of the resolution of the issue, inquiry, or request for assistance.	3. Handling ETMG-ITSS Officer confirms the resolution of the issue, inquiry, or request for assistance.	None	10 minutes	Bank Officer
	Total:		4 hours and 12 minutes	

### 3. Whitelisting of Websites and Softwares

The ETMG – Security Operations Center Staff (SOCS) offers whitelisting of websites and softwares. Whitelisting involves creating a list of permitted websites and softwares and blocking all the others in a system. Thus, the concerned AMLC group/unit may request for whitelisting in order to have access to a specific website or software for a certain period of time. After using the website or software, the ETMG-SOCS reverts the website or software to the original blacklisted status.

<b>Office or Division:</b>	ETMG – Security Operations Center Staff (SOCS)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G
<b>Who may avail:</b>	Office of the Executive Director (OED) Core; Commitments and Policy Group, OED; Administrative and Financial Services Group, OED;

<sup>82</sup> Time may be lesser, depending on the complexity of the issue.

	Enterprise Technology and Management Group, OED; Asset Management Group, OED; Counseling, Adjudication, and Mutual Legal Assistance Unit, OED; Litigation and Evaluation Group, Investigation and Enforcement Department (IED); Financial Crimes Investigation Group, IED; Financial Intelligence and Analysis Group, Detection and Prevention Department (DPD); and Compliance and Supervision Group, DPD.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
SOC Whitelisting Form <sup>83</sup>		Requested from any ETMG-SOCS personnel		
	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Concerned AMLC Group/Unit fills out the SOC Whitelisting Form.	1. ETMG-SOCS personnel receives the SOC Whitelisting Form.	None	2 minutes	Bank Officer
2. No action from client.	2. The handling ETMG-SOCS checks and verifies the validity of the requested whitelisting website/software.  If found to have no malicious content and is clear from threats, the ETMG-SOCS whitelists the website/software.	None	4 hours <sup>84</sup>	Bank Officer

<sup>83</sup> The SOC Whitelisting Form contains details such as Website URL, Website Category, Duration of Use, and Purpose of Whitelisting.

<sup>84</sup> Time may be lesser, depending on the complexity of the issue.

3. AMLC Group/Unit is apprised of the whitelisted website/software.	3. Handling ETMG-SOCS Officer verifies <sup>85</sup> if the requestor can access whitelisted website/software.	None	10 minutes <sup>86</sup>	Bank Officer
	Total:		4 hours and 12 minutes	

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<sup>85</sup> Verification may be done through messaging, calling the requestor or physically checking if the requestor has access to the requested whitelisted website.

<sup>86</sup> Time may be lesser depending on the mode of verification.

## Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISM	
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>            8478 5093</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>

### 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
Joel D. De Mesa	Acting Deputy Director, Asset Management Group, OED	5306-2185	2185
Jacqueline Q. Borja	Acting Deputy Director, Commitments and Policy Group, OED	8708-7050	2745



Ronaldo C. Velasco	Acting Deputy Director, Enterprise Technology Management Group,OED	8988-4886	4886/4536
Anthony Lawrence M. Morales	Acting Head, Counseling, Adjudication and Mutual Legal Assistance Unit, OED	8708-7921	-

### **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	Acting Head, 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