### TSC Category
Risk Management, Governance and Regulatory Compliance

### TSC
Customer Acceptance Checking and Onboarding

### TSC Description
Assess customer acceptance suitability by conducting Know Your Customer, Anti-Money Laundering, Customer Due Diligence (KYC/AML/CDD) checks and fraud assessments

### TSC Proficiency Description

<table>
<thead>
<tr>
<th>TSC Proficiency Description</th>
<th>Level 1</th>
<th>Level 2</th>
<th>Level 3</th>
<th>Level 4</th>
<th>Level 5</th>
<th>Level 6</th>
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</thead>
<tbody>
<tr>
<td><strong>Gather and evaluate adequacy of information required from customers to conduct Know Your Customer, Anti-Money Laundering, Customer Due Diligence (KYC/AML/CDD) checks and fraud assessments as part of customer acceptance checking and on-boarding procedures</strong></td>
<td>FSE-AUD-2016-1.1</td>
<td>FSE-AUD-3016-1.1</td>
<td>FSE-AUD-4016-1.1</td>
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<td><strong>Conduct Know Your Customer, Anti-Money Laundering, Customer Due Diligence (KYC/AML/CDD) and fraud assessments on incoming customers before acceptance as part of compliance checks and on-boarding procedures</strong></td>
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<tr>
<td><strong>Review and validate customer integrity and acceptance suitability through review of Know Your Customer, Anti-Money Laundering, Customer Due Diligence (KYC/AML/CDD) checks and fraud assessment findings</strong></td>
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### Knowledge

- Organisation fraud risk management processes
- KYC/CDD/AML and Business Partner Analysis procedures
- Common cases of customer fraud scenarios
- Customer onboarding procedures
- Self-assessed checklists for acceptance and onboarding
- Organisation risk management and compliance requirements for fraud, AML, Countering the Financing of Terrorism (CFT), and Proliferation Financing
- CFT and Proliferation Financing methodologies
- Customer fraud practices and trends
- Customer onboarding procedures
- Customer servicing techniques
- Key indicators of compliance breaches or irregular activities
- Fraud risk assessment approaches
- Customer monitoring approaches
- KYC/CDD/AML regulations relating to organisation and sub-sector
- Fraud and AML detection procedures
- Trends about mitigation of CFT and Proliferation Financing scenarios
- Financial Services industry CFT and Proliferation Financing best practices

### Abilities

- Explain information and documentation requirements to customers as part of on-boarding
- Obtain background, financial information and supporting
- Review documented evidence for accuracy and against self-assessed KYC/AML/CDD checklists for customer approvals
- Guide team on customer acceptance checking and on-boarding procedures
- Roll out on-boarding steps as part of risk management activities
<table>
<thead>
<tr>
<th>Documentary evidence from customers</th>
<th>Coordinate acquisition of supporting information for account opening and financial situation documentation</th>
<th>Develop guidelines for customer acceptance checking and customer onboarding procedures</th>
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<tbody>
<tr>
<td>Check documents for validity, relevance and ensure it is sufficient for needs of situation</td>
<td>Verify documents and customer identities</td>
<td>Review and verify accuracy of customer acceptance checks and onboarding procedures</td>
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<td>Perform KYC/CDD/AML and Business Partner Analysis checks</td>
<td>Conduct onboarding interviews and assessments in line with pre-determined policies</td>
<td>Identify improvement opportunities for processes and procedures</td>
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<td>Perform fraud risk assessment using established fraud detection procedures</td>
<td>Execute acceptance checks and assessments of customers’ suitability</td>
<td>Review highlighted potential fraud, AML, CFT and Proliferation Financing cases and escalate to appropriate senior team members accordingly</td>
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<tr>
<td>Follow standard set of steps for onboarding procedures</td>
<td>Conduct periodic review of onboarded customer accounts for money laundering, CFT and Proliferation Financing warning signs</td>
<td>Oversee implementation of periodic monitoring and review of customer base to determine risks and impact on customer retention.</td>
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<td>Conduct monitoring of customer accounts for irregular or fraudulent activities using automated systems</td>
<td>Determine overall process for adherence to AML, CFT, and Proliferation Financing requirements at a local and global level</td>
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