

PALMEX GROUP INC
ANTI-MONEY LAUNDERING &
COUNTER TERRORIST FINANCING
PROCEDURES FOR COMPLIANCE STAFF

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Table of Contents

Table of Contents	2
1 Compliance Officer	4
2 Staff.....	4
3 AML Compliance Program Updates	4
4 AML Compliance Training & Training Plan	4
5 AML Compliance Effectiveness Reviews	5
6 FINTRAC Registration & Communication	6
7 Ministerial Directives	6
7.1 Ministerial Directive on the Democratic People’s Republic of Korea (DPRK), Also Known as North Korea	7
7.2 Ministerial Directive on the Islamic Republic of Iran	9
8 Reporting.....	10
8.1 Suspicious Transactions & Attempted Suspicious Transactions	11
8.1.1 Reasonable Grounds to Suspect	11
8.1.2 Measures for Establishing Reasonable Grounds to Suspect	13
8.1.3 Submitting STRs & ASTRs to FINTRAC	14
8.2 Large Virtual Currency Transactions	16
8.2.1 Third-Party Determinations	16
8.2.2 Travel Rule (LVCTR).....	17
8.3 Terrorist Property	17
8.4 Multiple Reports.....	18
9 Responding to Law Enforcement Requests.....	19
10 Voluntary Self-Declaration of Non-Compliance.....	20
11 Customer & Business Relationship Risk Ranking	21
12 Customer & Business Relationship Information Updates	21
12.1 Information Updates.....	21
12.1.1 Inactive Status	21
12.1.2 Low and Medium risk Customers & Business Relationships	21
12.1.3 High-risk Customers & Business Relationships	22
13 Transaction Monitoring.....	22
13.1 Enhanced Due Diligence & Enhanced Transaction Monitoring	23
14 PEP & HIO Checks	24
14.1 Senior Management Sign-Off.....	26
15 List Screening.....	26
16 Record Keeping.....	27
17 Compliance Program Monitoring & Testing.....	28

18	Appendix: Sample Compliance Officer Quick Reference.....	29
18.1	AML & CTF Program Maintenance	29
18.2	Training	30
18.3	Reporting.....	30
18.4	Record Keeping.....	32
19	Appendix: Sample Compliance Remediation & Update Log.....	34
20	Appendix: Sample AML Compliance Effectiveness Review Form For Management Sign-Off	35
21	Appendix: Sample Compliance Program Monitoring & Testing Log	36

1 Compliance Officer

This document provides procedural guidance for PALMEX GROUP INC(PALMEX)'s Compliance Officer and any delegates performing tasks on the Compliance Officer's behalf.

2 Staff

For the purposes of this document, references to staff and employees include any other third-party companies that perform relevant functions including customer interactions, customer identification, and transaction related functions.

3 AML Compliance Program Updates

The Compliance Officer will update the anti-money laundering (AML) and counter terrorist financing (CTF) compliance program:

- Annually in the fourth quarter of every calendar year;
- Where there are changes to PALMEX' business model;
- Where there are changes to Canadian AML or CTF legislation;
- Following AML Compliance Effectiveness Reviews, which are required every two years in order to address any deficiencies identified by the reviewer;
- Following regulatory reviews to address any deficiencies identified by the regulator; and
- In the event of internal process or performance issues that have been identified by PALMEX as requiring remediation.

All program updates will be logged and tracked by the Compliance Officer. Records of program updates will be maintained for a minimum of five years.

The Compliance Officer will communicate relevant changes to staff members in a manner that ensures that all staff are aware of changes and able to perform their roles effectively.

4 AML Compliance Training & Training Plan

The Compliance Officer will ensure that all staff have received sufficient training to be effective in their roles. Minimum standards for training are set out in the AML & CTF Compliance Policy. In instances where staff are performing specialized roles, or where the Compliance Officer has observed performance issues relating to compliance tasks, additional training will be provided.

The Compliance Officer or a delegate, will maintain a training plan and records of all training sessions conducted, including training sessions outside of new hire and annual employee training for a minimum of five years. The Compliance Officer will also maintain records of all external training sessions attended by the Compliance Officer and/or

designates for the purpose of maintaining up to date knowledge of Canadian AML and CTF legislation and best practices.

5 AML Compliance Effectiveness Reviews

The Compliance Officer will ensure that an AML Compliance Effectiveness Review is conducted at least every two years. The resulting report will be signed-off by Senior Management within 30 days of issue. The minimum standards are defined in the AML & CTF Compliance Policy. At a minimum the following must be completed:

- A review of our AML policy and procedure;
- A review and testing the effectiveness of our risk assessment;
- Interviews with the front desk staff to determine their knowledge of the legislative requirements and company's policies and procedures;
- A review of the criteria and process for identifying and reporting attempted suspicious transactions and suspicious transactions;
- A sampling of large virtual currency transactions followed by a review of the reporting of such transactions;
- A test of the record keeping system for compliance with the legislation; and
- A test of the customer/client identification procedures for compliance with the legislation.

In addition to ensuring that these standards are met, the Compliance Officer will ensure that all reviewers are sufficiently qualified by requesting a copy of the curriculum vitae (CV) for all reviewers prior to selecting a third-party reviewer.

At minimum, each reviewer must:

- Demonstrate sufficient understanding of the Canadian regulatory context;
- Have sufficient experience in conducting AML Compliance Effectiveness Reviews in Canada; and
- Have maintained up to date training and professional qualifications; including, but not limited to, the Certified Anti-Money Laundering Specialist designation.

Records maintained by the Compliance Officer will include:

- A copy of the final report;
- A record of senior management sign-off on the final report;
- A copy of the agreement between PALMEX and the reviewer;
- Copies of the CVs for all reviewers to ensure that each reviewer is sufficiently qualified to perform the review; and
- A record of any updates made to PALMEX' compliance program to address deficiencies identified by the reviewer.

All records relating to AML Compliance Effectiveness Reviews are maintained for a minimum of five years.

6 FINTRAC Registration & Communication

The Compliance Officer will maintain PALMEX's registration with the Financial Transactions and Reports Analysis Centre of Canada (FINTRAC) by:

- Ensuring that the renewal of the registration is completed in the time and manner specified by FINTRAC (generally every two years);
- Updating relevant information, including business activity information and key employee information within 30 days following any changes to PALMEX' business activities or key personnel;
- Responding to any FINTRAC requests for clarification regarding our FMSB registration within the required timeframes (generally 30 business days); and
- Cancelling our FMSB registration with FINTRAC if PALMEX ceases to offer MSB services to Canadians. This must occur within 30 days after the date PALMEX stops offering services.

Updates and renewals of PALMEX's FINTRAC registration are completed using the online money services business (MSB) registry. The Compliance Officer will maintain records of all updates and renewals for five years.

Additional communication with FINTRAC via our representative for service may include examinations, compliance assessment reports, and other information requests. In all cases, the Compliance Officer, or a designate, will act as the liaison with FINTRAC. Records of all FINTRAC communication, including PALMEX's responses, will be maintained for a minimum of five years.

The Compliance Officer will ensure that records that may be required by FINTRAC are stored in a manner that they can be retrieved, and communicated to, the regulator in a timely manner. Generally, PALMEX will have 30 calendar days from the date that a request is sent by FINTRAC to assemble and submit information. Where PALMEX receives a confirmation from FINTRAC that information has been received, this confirmation will be maintained as part of PALMEX's records of correspondence with FINTRAC.

The Compliance Officer receives regular email updates from FINTRAC, including news releases. Calendar entries are used to track regulatory tasks including updates and renewals.

7 Ministerial Directives

Under Part 1.1 of the Proceeds of Crime (Money Laundering) and Terrorist Financing Act (PCMLTFA), which came into force on June 19, 2014, the Minister of Finance may:

- Issue directives that require reporting entities to apply countermeasures to transactions coming from or going to designated foreign jurisdictions or entities; and

- Recommend the introduction of regulations to restrict reporting entities from entering into a financial transaction coming from or going to designated foreign jurisdictions or entities.

These authorities allow the Minister of Finance to take steps to protect Canada's financial system from foreign jurisdictions and foreign entities that are considered to present high-risks for facilitating money laundering and terrorist financing.

The Compliance Officer will maintain an awareness of such directives by regularly reviewing FINTRAC's website¹ and subscribing to FINTRAC's mailing list².

7.1 Ministerial Directive on the Democratic People's Republic of Korea (DPRK), Also Known as North Korea

This Ministerial Directive requires that all transactions to and from North Korea be treated as high-risk, regardless of the amounts of the transactions. In addition, FINTRAC's expectation is that PALMEX implements specific measures to mitigate the risk posed by these transactions and document the measures taken.

When conducting these transactions, regardless of the transaction amounts, the measures that are taken to mitigate the risk may include:

- Keeping a record of all transactions to and from North Korea, regardless of the amount.
 - This record must include details such as the customer's name and address, the amount, currency, date and type of transaction.
 - If the customer is a person, their date of birth and the nature of their principal business or their occupation, as applicable; and if the customer is an entity, the nature of their principal business.
 - If the transaction is an electronic funds transfer, recording the ordering customer and the beneficiary, as well as their addresses, the amount, currency and date of transaction.
 - If the ordering customer is a person, their date of birth and the nature of their principal business or their occupation, as applicable; and if the ordering customer is an entity, the nature of their principal business.
- These details must specify whether funds are coming from, or destined to North Korea;
- Ensuring that the information about the identity of these customers is up to date;
- Exercising customer due diligence, including asking for the:
 - Source of the funds;
 - Purpose of transactions; and
 - Beneficial ownership (if the client is an entity);

¹ <http://www.fintrac.gc.ca/obligations/directives-eng.asp>

² <http://www.fintrac.gc.ca/contact-contactez/list-liste-eng.asp>

- Conducting enhanced ongoing monitoring of the customer and/or the business relationship and/or the account involved in the transaction;
- Keeping records related to all of the above actions; and
- Reporting suspicious transactions (if applicable).

In the case that we suspect, but do not know that a transaction is related to North Korea, the transaction will be treated as high-risk. In its Operational Brief³ on the subject, FINTRAC provides several relevant indicators:

- **Transactions Involving Front or Shell Companies:** North Korean entities and individuals have made use of front and shell companies in various jurisdictions to mask their involvement in the international financial system. Such companies may have the following characteristics:
 - The lack of their own online presence, such as a company website indicating normal business-related information such as products and services, contact information, and physical geographic location.
 - A corporate name which is overly generic, non-descriptive, or easily mistaken with that of another better-known corporate entity. Additionally, the corporate name may be regularly misspelled in different ways.
 - A pattern of sending or receiving international EFTs to or from Canadian businesses that operate in sectors or industries unrelated to each other.
 - Transactional patterns which are exclusively one-directional; e.g., the company only sends but never receives EFTs, or vice versa.
 - Transactional patterns in which the same observed activity (e.g., sending EFTs) and the Canadian recipients remain consistent, but the foreign ordering company changes over time, particularly if the sending companies are from the same jurisdiction or geographic area.
- **Transactions Involving Particular Jurisdictions:** North Korean entities and individuals have been observed using particular jurisdictions from which to access the international financial system. While the jurisdictions discussed below are not an exhaustive list, transactions to or from these areas, in combination with other indicators, should be considered when deciding to report a suspicious transaction report to FINTRAC:
 - Liaoning Province, China shares a land border with North Korea, and both companies and financial institutions in this jurisdiction have been reported to engage in financial activity and other business dealings with North Korean companies and China-based front companies. FINTRAC also notes that there is a substantial amount of Canada-linked EFT reporting to a number of these cities, in particular Dalian, China and Shenyang, China.
 - Jilin Province, China also shares a land border with North Korea, and has been associated with companies employing North Korean guest workers in the food processing and manufacturing sectors. FINTRAC notes that there

³ <http://www.fintrac.gc.ca/intel/sintel-eng.asp>

is also a substantial amount of EFT reporting to Changchun, the capital of Jilin province.

- Hong Kong has also been associated with North Korean financial activity. While this is not unexpected given Hong Kong's role as a major centre of global finance, transactions to or from Hong Kong that display other indicators, particularly those indicating possible use of shell companies, may warrant additional scrutiny.

While we do not conduct transactions with North Korea, or any touchpoints connecting a transaction to North Korea, where the facts, context, and indicators lead the Compliance Officer to believe that a transaction may be related to North Korea, an STR will be submitted to FINTRAC, and the reasons will be noted in the freeform section of the report.

7.2 Ministerial Directive on the Islamic Republic of Iran

This Ministerial Directive requires that all transactions to and from Iran be treated as high-risk, regardless of the amounts of the transactions. In addition, FINTRAC's expectation is that PALMEX implements specific measures to mitigate the risk posed by these transactions and document the measures taken.

When conducting these transactions, regardless of the transaction amounts, the measures that are taken to mitigate the risk may include:

- Treat every financial transaction originating from or bound for Iran, regardless of its amount, as a high-risk transaction;
- Verify the identity of any customer (person or entity) requesting or benefiting from such a transaction;
- Exercise customer due diligence, including ascertaining the source of funds in any such transaction, the purpose of the transaction and, where appropriate, the beneficial ownership or control of any entity requesting or benefiting from the transaction;
- Keep and retain a record of any such transaction;
- Determine whether there are reasonable grounds to suspect the commission or attempted commission of a money laundering or terrorist financing offence and report all suspicious transactions to FINTRAC;
- Reporting all other reportable transactions⁴ (if applicable).

In the case that we suspect, but do not know that a transaction is related to Iran, the transaction will be treated as high-risk. In its Guidance⁵ on the subject, FINTRAC provides several relevant indicators:

⁴ <https://www.fintrac-canafe.gc.ca/guidance-directives/transaction-operation/1-eng>

⁵ <https://www.fintrac-canafe.gc.ca/obligations/dir-iri-eng>

- Payment for products by electronic funds transfers (EFTs) that include an Iranian originating or destination address;
- Receiving Iranian rial as part of a transaction; or
- Accepting bank drafts or other negotiable instruments that include an Iranian rial component.

To be clear, this MD does not apply to transactions where there is no suspicion or explicit connection with Iran and there is no evidence of the transaction originating from or being bound for Iran. A couple of examples were provided in the FINTRAC Guidance:

- A client who has previously sent funds to Iran requests an outgoing EFT, where the transaction details do not suggest that this transaction is bound for Iran, and you are unable to obtain further details about the transaction destination; or
- The client's identification information is the only suggestion of a connection to Iran (for example, a transaction where the conductor's identification document is an Iranian passport).

While we do not conduct transactions with Iran or any touchpoints connecting a transaction to Iran, where the facts, context, and indicators lead the Compliance Officer to believe that a transaction may be related to Iran, an investigation will be conducted and an STR will be submitted to FINTRAC with the reasons as to why being noted in the freeform section of the report.

8 Reporting

Certain types of transactions must be reported to FINTRAC. Reporting to FINTRAC should always be completed by the Compliance Officer, or a designate, which is a person that has been trained to submit reports in the Compliance Officer's absence. All other employees should use the internal forms included in this program to submit reports to the Compliance Officer. All reports have specific timelines in which they must be submitted to FINTRAC. All internal reports should be submitted to the Compliance Officer on the same day that the incident or transaction takes place.

Reportable transactions are detected by:

- PALMEX' electronic platforms; and/or
- PALMEX employees.

Reports submitted by staff members are reviewed as soon as possible. Where there are issues with the reports, such as missing or incomplete information, the Compliance Officer will conduct follow up coaching sessions. The Compliance Officer will also work with the staff member to contact the customer (where possible) in order to obtain any missing or incomplete information.

Reports are submitted to FINTRAC electronically using FINTRAC's web reporting system where possible. In all reports with optional fields, these fields should be considered to be mandatory if PALMEX has the information on file. Failure to include the information in a

report will be considered a deficiency during an effectiveness review or a regulatory examination. This includes the following information related to transactions conducted through our website:

- every reference number that is connected to the transaction;
- type of device used by person who makes request online;
- number that identifies device;
- internet protocol address (IP address) used by device;
- person's or entity's username; and
- date and time of person's online session in which request is made.

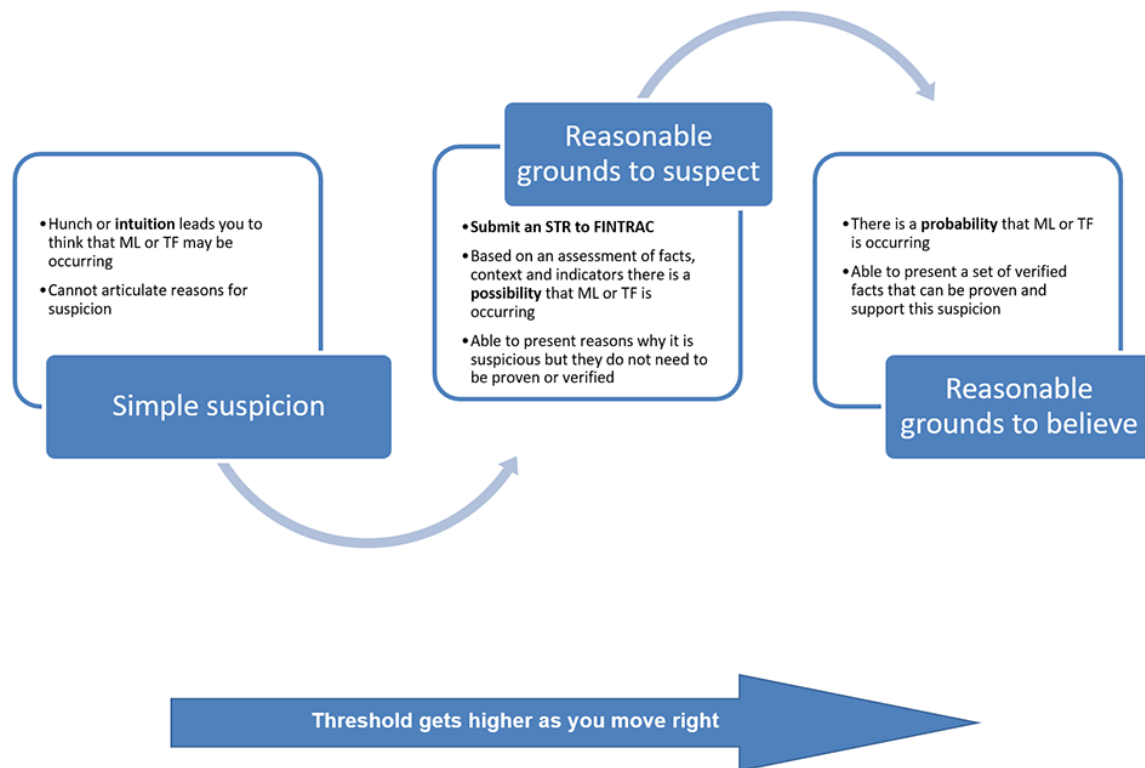
8.1 Suspicious Transactions & Attempted Suspicious Transactions

Suspicious Transaction Reports (STRs) and Attempted Suspicious Transaction Reports (ASTRs) are submitted to FINTRAC where there are reasonable grounds to suspect that an activity is related to money laundering or terrorist financing. These reports must be submitted whether or not the transaction or activity is completed. ASTRs are used for transactions that are not completed (whether the transaction is declined by PALMEX or cancelled by the customer). These reports must be submitted to FINTRAC as soon as practicable after completing the measures required to establish reasonable grounds to suspect it may be related to money laundering or terrorist financing.

As soon as practicable is a time period that falls in-between immediately and as soon as possible within which a suspicious transaction report (STR) be submitted to FINTRAC. In this context, the report must be completed promptly, taking into account the facts and circumstances of the situation. While some amount of delay is permitted, it must have a reasonable explanation. The completion and submission of the report should take priority over other tasks.

8.1.1 Reasonable Grounds to Suspect

Understanding the differences between the thresholds can help clarify what reasonable grounds to suspect means and how it can be operationalized within your compliance program. See the diagram below for an overview of the different thresholds.



Simple suspicion is a lower threshold than reasonable grounds to suspect and is synonymous with a "gut feeling" or "hunch". In other words, simple suspicion means that we have a feeling that something is unusual or suspicious, but do not have any facts, context or indicators to support that feeling or to reasonably conclude that an ML/TF offence has occurred. Simple suspicion could prompt us to assess related transactions to see if there is any additional information that would support or confirm your suspicion.

Reasonable grounds to suspect is the required threshold to submit an STR to FINTRAC and is a step above simple suspicion, meaning that there is a possibility that an ML/TF offence has occurred. We do not have to verify the facts, context or ML/TF indicators that led to our suspicion, nor do we have to prove that an ML/TF offence has occurred in order to reach reasonable grounds to suspect. Our suspicion must be reasonable and therefore, not biased or prejudiced.

Reaching reasonable grounds to suspect means that we consider the facts, context and ML/TF indicators related to a financial transaction and, after having reviewed this information, we conclude that there are reasonable grounds to suspect that this particular financial transaction is related to ML/TF. We must be able to demonstrate and articulate our suspicion of ML/TF in such a way that another individual reviewing the same material with similar knowledge, experience, or training would likely reach the same conclusion.

The explanation of our assessment should be included in the narrative portion, Part G, of the STR. Many factors will support our assessment and conclusion that an ML/TF offence has possibly occurred; they should be included in our report to FINTRAC.

Reasonable grounds to believe is a higher threshold than reasonable grounds to suspect and is beyond what is required to submit an STR. Reasonable grounds to believe means that there are verified facts that support the probability that an ML/TF offence has occurred. In other words, there is enough evidence to support a reasonable and trained person to believe, not just suspect, that ML/TF has occurred. For example, law enforcement must reach reasonable grounds to believe that criminal activity has occurred before they can obtain judicial authorizations, such as a production order.

If we are in receipt of a production order, by law enforcement, we must perform an assessment of the facts, context, and ML/TF indicators to determine whether we have reasonable grounds to suspect that a particular transaction is related to the commission of ML/TF.

8.1.2 Measures for Establishing Reasonable Grounds to Suspect

In order to submit an STR to FINTRAC, we will need to ensure that we have completed the measures that enable us to reach the reasonable grounds to suspect threshold, meaning that there is a possibility that an ML/TF offence has occurred.

These measures include:

- screening for and identifying suspicious transactions via our IT system;
- assessing the facts and context surrounding the suspicious transaction;
- linking ML/TF indicators to our assessment of the facts and context; and
- explaining our grounds for suspicion in an STR, where we articulate how the facts, context and ML/TF indicators allowed us to reach our grounds for suspicion.

A fact, for the purpose of completing an STR, is defined as an event, action, occurrence or element that exists or is known to have happened or existed — it cannot be an opinion. Facts known to PALMEX could also include account details, particular business lines, the client's financial history or information about the individual or entity (for example, that the individual has been convicted of a designated offence or is the subject of a production order, or that an entity is being investigated for fraud or any other indictable offence).

Context, for the purpose of completing an STR, is defined as information that clarifies the circumstances or explains a situation or transaction. This type of information is essential to differentiate between what may be suspicious and what may be reasonable in a given scenario.

Indicators are potential red flags that can initiate suspicion and indicate that something may be unusual without a reasonable explanation. Red flags typically stem from one or more facts, behaviours, patterns or other factors that identify irregularities related to a

client's transactions. These transactions often present inconsistencies with what is expected or considered normal based on the facts and context you know about your client's transactional activities.

8.1.3 Submitting STRs & ASTRs to FINTRAC

When the Compliance Officer has decided that reasonable grounds to suspect have been established, an STR or ASTR must be submitted to FINTRAC as soon as practicable.

PALMEX has translated this to mean without delay. The STR or ASTR to be submitted will include the following information (if available):

- Who are the parties to the transaction?
 - List the conductor, beneficiary and holders of all accounts involved in the transaction.
 - Take reasonable measures to identify the conductor of the transaction. This means that you are expected to ask the client for this information unless you think doing so will tip them off to your suspicion.
 - Provide identifying information on the parties involved in the transaction. This could include the information you recorded to identify the conductor, as well as any information you have on the other parties to the transaction or its recipients.
 - List owners, directors, officers and those with signing authority, when possible. If the transaction involves a business, you could include information on the ownership, control and structure of the business in the STR.
 - Provide clear information about each individual or entity's role in each of the financial transactions described. It is important to know who is sending and receiving the funds and this may be relevant in Part G of the STR.
 - Explain the relationships among the individuals or entities (if known). This is very helpful to FINTRAC when trying to establish networks of individuals or entities suspected of being involved in the commission or attempted commission of a money laundering (ML) or terrorist financing (TF) offence.
- When was the transaction(s) completed/attempted? If it was not completed, why not?
 - Provide the facts, context and ML or TF indicators regarding the transaction.
- What are the financial instruments or mechanisms used to conduct the transaction?
- Where did this transaction take place?
- Why the transaction(s) or attempted transaction(s) are related to the commission or attempted commission of an ML or TF offence?
 - State the ML or TF indicators used to support your suspicion.
 - State the suspected criminal offence related to ML or TF, if known.
- How did the transaction take place?

Suspicious or attempted suspicious transactions do not have a minimum dollar threshold and may relate to any of PALMEX's business activities. Reports are not limited to the business activities that define PALMEX as a regulated entity in Canada.

For example, if a prospective customer calls and asks whether or not PALMEX would be willing to send virtual currency to another country without them going through the identification requirements associated with the platform, this should be reported as an attempted suspicious transaction.

Employees are to report this type of transaction using the Unusual Transaction Form (Internal), which is submitted to the Compliance Officer on the same day that the transaction takes place.

The Compliance Officer will emphasize the following to all staff:

- It is important not to let the customer know that they are suspicious. It is against the law to deliberately "tip off" a customer about a potential investigation. PALMEX and all staff are, however, protected under Canadian law from any action when we submit a report "in good faith." In most cases, even when a case goes to court, the customer will not know that this report has been filed.
- It is important to try to identify customers that conduct or attempt suspicious transactions. The customer may ask why we need their identification information. In such cases, let the customer know that it is company policy to collect this information. If this information is not used for additional marketing activities, let the customer know that as well (often customers are more concerned about privacy and security issues, and reassuring them may be helpful).

These transactions are detected automatically by the IT system. The Compliance Officer reviews transaction related alerts on a daily basis. At the time that these alerts are reviewed, the Compliance Officer will consider whether any additional reporting (LCTR, LVCTR) is required.

The Compliance Officer will maintain records of:

- All STRs and ASTRs filed with FINTRAC;
- All internal unusual transaction reports, including reports filed for transactions that were not reported to FINTRAC;
- All technology-based transaction monitoring alerts related to unusual transactions;
- A record of the reason that transactions escalated (via staff or via a transaction monitoring system) were not reported to FINTRAC, including the analysis that was conducted and the basis for each decision; and
- Records of any follow-up activity, including but not limited to updates to customer risk scores, additional transaction monitoring and the closing of customer accounts.

These records are currently maintained in electronic format and include the original transaction information and Compliance Officer decisions related to reporting.

Where an STR or ASTR is reported, the customer's risk rating will be manually changed to high-risk. Where a customer is not considered high-risk subsequent to the filing of an STR or ASTR, the rationale must be documented.

All records relating to STRs and ASTRs will be maintained for a minimum of five years.

8.2 Large Virtual Currency Transactions

Large Virtual Currency Transaction Reports have to be submitted to FINTRAC when a customer conducts transactions, in virtual currency, valued at CAD 10,000 or more in the same 24-hour period. This may be in a single transaction or several separate transactions.

The Compliance Officer will emphasize with all staff that third-party determinations must be conducted in the case of large virtual currency transactions. This involves asking the customer whether they are completing the transaction on their own behalf, or on behalf of another person or organization. If the transaction is being conducted on someone else's behalf, staff members will collect additional information about the person or organization on whose behalf the transaction is being conducted and their relationship to the person conducting the transaction.

If the person completing the transaction states that there is no third-party, but they appear to be taking directions from another person, staff are encouraged to report to the Compliance Officer. A suspicious transaction report may also be considered in these cases.

These transactions will be detected automatically via native kiosk or third-party software, as well as internal reports and manual screening. The Compliance Officer, or a designate, reviews transaction related alerts daily. At the time that these alerts are reviewed, the Compliance Officer will consider whether any additional reporting (i.e., STR) is required. The Compliance Officer will maintain records of:

- All Large Virtual Currency Transactions Reports filed with FINTRAC;
- All third-party determinations for such transactions; and
- Any suspicion of third-party involvement where the customer has stated that there is no third-party involvement.

Large Virtual Currency Transaction Reports must be submitted to FINTRAC within five working days after the day on which the person or entity transfers or receives the amount.

All records relating to Large Virtual Currency Transaction Reports will be maintained for a minimum of five years.

8.2.1 Third-Party Determinations

A third-party determination must be completed any time a LVCTR or LCTR is required. This means that we ask the customer if the transaction is being conducted on behalf of any other individual or organization.

If so, we must collect and record information about the individual or organization on behalf of which the transaction is being conducted. This includes:

- The third-party's name, address, and occupation or nature of principal business;
- Their date of birth, if the third-party is a person;
- The incorporation number and its jurisdiction of issue, if the third-party is a corporation; and
- The nature of the relationship between the individual and the third-party.

We must keep records in relation to third-party determination for at least five years following the date they were created. If there is no third-party, we must still record in the system that a third-party determination was completed.

8.2.2 Travel Rule (LVCTR)

The travel rule refers to specific information that should be included with the information sent or received for certain transactions. The travel rule information for virtual currency transfers includes the following:

- the name, address and, if any, the account number or other reference number of the person or entity who requested the transfer; and
- the name, address and, if any, the account number or other reference number of the beneficiary.

In the absence of mature global technology solutions, we will accept all transactions based on the client-provided information. Where there are additional red flags compliance will investigate and take appropriate action, which may include returning (rejecting) the transaction, or suspending the transaction until additional information and/or documentation has been received.

8.3 Terrorist Property

Terrorist Property Reports (TPRs) are completed if PALMEX is in possession of funds or property that belong to a terrorist (either an individual or an organization). Generally, PALMEX would become aware of terrorist property via list screening that is conducted. This process involves matching our customer information against publicly a list published by the United Nations Security Council (UNSC)⁶, which is a consolidated list of known terrorists and sanctioned individuals and organizations. This process is described under list screening.

It is also possible for staff to become aware through conversations with our customers that illegal activity may be taking place. In these cases, staff are instructed to escalate these reports to the Compliance Officer immediately. The Compliance Officer conducts

⁶ <https://www.un.org/securitycouncil/content/un-sc-consolidated-list>

an investigation to determine whether or not reports or the freezing of property is required. Staff use the Unusual Transaction Report (Internal) for this purpose.

TPRs are submitted immediately to FINTRAC as well as to the Royal Canadian Mounted Police (RCMP) and the Canadian Security Intelligence Service (CSIS)⁷. All TPRs are submitted via fax and copies of the faxed confirmations are maintained. TPRs are submitted to:

- FINTRAC, fax: 866-226-2346
- RCMP, Anti-Terrorist Financing Team, unclassified fax: 613-825-7030
- CSIS Financing Unit, unclassified fax: 613-369-2303

The Compliance Officer will maintain records of:

- All TPRs filed;
- Fax confirmations for all TPRs sent to FINTRAC, CSIS and/or RCMP;
- All internal unusual transaction reports related to TPRs, including reports filed for transactions that were not reported;
- A record of the reason that transactions escalated (via staff or via a transaction monitoring system) were not reported, including the analysis that was conducted and the basis for each decision; and
- Records of any follow-up activity, including but not limited to updates to customer risk scores, additional transaction monitoring and the closing of customer accounts.

In the case that terrorist property is suspected, but the customer does not match any lists, an ASTR or STR will be submitted to FINTRAC.

All records relating to TPRs will be maintained for a minimum of five years.

8.4 Multiple Reports

More than one report may be required for a single transaction. The Compliance Officer will ensure that all applicable report types are filed.

For example: If a customer conducts a transaction where we received CAD 15,000 in virtual currency and the transaction is considered to be suspicious (for instance, if the customer provides identification documentation that appears false) then multiple reports would be required, including the following:

- EFTR,
- LVCTR, and

⁷ Under [subsection 83.1\(1\)](#) of the Criminal Code, we must disclose without delay to the RCMP or CSIS the existence of property in our possession or control. PALMEX has elected to submit TPRs to both law enforcement agencies.

- STR/ASTR.

All reports must be completed in full and filed on time. The completion of one report does not negate or change the requirement to complete any other report type.

9 Responding to Law Enforcement Requests

There may be exceptional times when PALMEX is required to disclose personal information, without an individual's consent, in order to comply with a subpoena, warrant, court order or other law enforcement request as it related to our Canadian customers. Similarly, PALMEX may disclose personal information without consent to a government institution or an investigative body for a purpose such as national security, national defence or the deterrence of terrorism, law enforcement, or in relation to a suspected money-laundering offence.⁸

If PALMEX receives a request from law enforcement the Compliance Officer must be notified immediately. The Compliance Officer will comply with such request where the below criterial is met⁹.

A request has to be in writing: In order to understand the request, the Compliance Officer will request a subpoena, Court Order, or other evidence, if it has not been provided. This documentation protects the company and Compliance Officer in the request for information and the release of information under Canadian privacy law.

The person requesting information should be identified and the date of the request should be recorded. The request should be analyzed, and clarification should be sought from the law enforcement officer if necessary before any information is disclosed. Exemptions under PIPEDA should also be analyzed by the Privacy Officer if applicable to the request¹⁰.

Once the supporting evidence of received and information request is understood, PALMEX will comply with the information request in a format reasonable to the request such as having the individual review records in the office or providing paper copies of information. PALMEX will retain copies of any and all information disclosed during this process for a minimum of five years.

⁸ https://www.priv.gc.ca/en/privacy-topics/accessing-personal-information/obligations-for-organizations/02_05_d_54_ati_02/

⁹ There may be circumstances that prevent sharing of information even when such criteria are met (i.e., when information is protected by solicitor-client privilege.)

¹⁰ https://www.priv.gc.ca/en/privacy-topics/accessing-personal-information/obligations-for-organizations/02_05_d_54_ati_02/

It is possible that the individual concerned may request access to information related to this disclosure. If this happens, PALMEX must notify the institution to which the information was disclosed. The institution has 30 days to respond.

PALMEX may not respond to the individual's access request before either hearing back from the institution or until 30 days has passed since PALMEX notified it; whichever occurs first.

If the institution objects to the release of the information to the individual based on permissible grounds, PALMEX must withhold it. PALMEX may not reveal that we communicated with the institution, or that it objected to the disclosure.

If we are in receipt of a production order, by law enforcement, we will perform an assessment of the facts, context, and ML/TF indicators to determine whether there is reasonable grounds to suspect that a particular transaction is related to the commission of ML/TF."

10 Voluntary Self-Declaration of Non-Compliance

If PALMEX becomes aware of a non-compliance event, that leads to an issue in relation to reporting, client identification, record keeping, or effectively implementing an area of our compliance program, a voluntary self-declaration of non-compliance will be made to FINTRAC in writing, by the Compliance Officer.

The voluntary self-declaration of non-compliance must include the following:

- Our company name and the Compliance Officer's contact information;
- What is the issue and how was it discovered;
- For reporting issues, what type of report, the number of reports impacted or missed, and the time period during which the issue occurred;
- For reporting issues, the reason why the reports were not submitted, were late, or incorrect;
- For other issues: the period of time during which the issues occurred, the reason for their occurrence; and how the issue will be resolved and when it will be resolved.

The voluntary self-declaration of non-compliance is sent directly to: VSDONC.ADVNC@fintrac-canafe.gc.ca. A record will be retained by the Compliance Officer.

In cases where there are missing reports, the Compliance Officer (or delegate) will submit them without further delay.

11 Customer & Business Relationship Risk Ranking

All of our customers are required to provide Know Your Customer (KYC) information and identification information in order to complete transactions.

We divide our customers into low, medium and high risk buckets based on their activities. The parameters for customer risk ranking are described in the PALMEX Money Laundering and Terrorist Financing Risk Assessment document.

Customer and business relationship risk ranking is conducted on an ongoing basis, taking into consideration the customer's characteristics, the products, services, and delivery channels used by the customer, the customer's geography (including the destination of funds), and any other relevant factors.

Records related to customer and business relationship risk ranking, monitoring, due diligence, enhanced monitoring, and enhanced due diligence are maintained in electronically.

12 Customer & Business Relationship Information Updates

For customers who we have a business relationship with (customers who have conducted two or more transactions that require identification within the past five years, or a business with which we have an ongoing service agreement with), verification information is updated on a regular schedule, based on customer risk and triggering events.

Risk ranking of these customers are conducted on an ongoing basis, taking into consideration the customer's characteristics, the products, the services and delivery channels used by the customer, the customer's geography (including the destination of funds), and any other relevant factors.

12.1 Information Updates

Customer information updates refer to the customer's:

- Name;
- Address (where applicable);
- Email address;
- Telephone number;
- Occupation or principal business (where applicable); and
- The nature and purpose of the business relationship.

12.1.1 Inactive Status

Inactive customers (any customer that has not completed a transaction within the past year) are required to update their customer information in order to complete any prescribed transactions.

12.1.2 Low and Medium risk Customers & Business Relationships

Low and Medium risk customers are required to update their customer information at the point that the identification document has expired.

12.1.3 High-risk Customers & Business Relationships

High-risk customers are required to update their customer information every two years.

If the reason that a customer has been considered high-risk relates to doubts about the veracity of any of the information or identification provided to PALMEX, additional identification or confirmation of customer identification may be required at the Compliance Officer's discretion.

High-risk customers are subject to enhanced transaction monitoring and enhanced due diligence. The Compliance Officer or a designate completes these activities. Transaction monitoring involves the review of customer transaction patterns to look for suspicious indicators. Enhanced due diligence involves additional investigation, and in some cases, the Compliance Officer may ask you to collect additional information from the customer, such as details about a specific transaction.

13 Transaction Monitoring

Transactions are monitored to ensure that they are consistent with the customers' initial declared scope and purpose for the establishment of the business relationship, the customers' risk profile and their transactional history. Transactions are monitored for activities that may indicate that money laundering or terrorist financing could be taking place. Where an alert is generated either through a technological solution or via staff, the Compliance Officer or a delegate will conduct an investigation and document the results. These records will be maintained for a minimum of five years, regardless of whether or not a report is filed.

Unusual activity is escalated to the Compliance Officer via electronic transaction monitoring alerts in the IT system and manually escalated by staff based on their interaction with customers.

Transaction monitoring alerts are resolved by the Compliance Officer or a designate. Where there is insufficient information present to determine whether or not a transaction is suspicious, additional investigations are conducted. These may include follow-up with PALMEX's customers via phone, email or social media. All investigations are logged electronically within our IT systems. Detailed notes are used to ensure that all process steps are clear. Detailed notes are completed for each alert, whether or not the transaction is deemed to be suspicious.

Where transactions are deemed to be suspicious, the Compliance Officer or a delegate will file a STR or ASTR with FINTRAC as soon as practicable. Adjustments will also be made to the customer's risk level where required (if the customer has not already been designated as a high-risk customer).

In some cases, the transaction may be suspended while PALMEX contacts the customer to obtain additional information. Where the transaction is considered to be outside of PALMEX's risk tolerance (as defined by the Compliance Officer) and mitigating documents or information cannot be obtained, the transaction may be rejected by PALMEX.

Regardless of whether or not a transaction that has been escalated to the Compliance Officer is deemed to be suspicious and reported to FINTRAC, a record of the investigation steps and rationale for the reporting decision will be maintained for a minimum of five years.

13.1 Enhanced Due Diligence & Enhanced Transaction Monitoring

For high-risk customers and business relationships, the Compliance Officer or a delegate will conduct a full review of account activities. Where there is activity that is not consistent with the information on file about the customer and/or the stated purpose of the business relationship, the customer may be contacted for additional information.

Internet-based searches may also be performed at the time that enhanced due diligence is conducted. Specifically, the Compliance Officer or a delegate will make note of any findings related to:

- Money laundering or terrorist financing;
- Financial crime or serious crime;
- Discrepancies between publicly available information and information listed in the customer's profile; and/or
- Any other information that could affect PALMEX' assessment of the customer's risk profile.

PALMEX may request additional clarification or information from a customer where there are discrepancies between the customer profile and publicly available information.

All follow up activities are documented, including customer responses for additional information.

All records are maintained electronically, for a minimum of five years.

Where there is a high-risk of money laundering offence or terrorist financing activity the customer will be assessed as high-risk and we will conduct EDD. We will consider all the activity and accounts associated with a customer and we will review quarterly customer's activity over a reasonable threshold dollar amount that is in line with the customer's source of income. We may also limit transactions to a specific threshold for high risk customers. Our organization will document the results of our findings.

14 PEP & HIO Checks

FMSBs and MSBs are required to determine whether or not the customer is a Politically Exposed Person (PEP) or Head of an International Organization (HIO), or the close associate or family member of a PEP or HIO in the following cases:

- When we enter into a business relationship with a customer;
- When conducting periodic monitoring of business relationships;
- Upon detection of a fact about an existing business relationship that indicates a PEP or HIO connection;
- When we receive CAD 100,000 or more; or
- When we transfer CAD 100,000 or more;

PEPs may be foreign or domestic. The standards that apply will be slightly different, depending on whether the position that the person holds, or has held was within Canada (domestic) or outside of Canada (foreign).

Politically Exposed Foreign Persons (PEFPs), include anyone who holds or has held any of the following offices or positions in or on behalf of a foreign state:

- Head of state or head of government;
- Member of the executive council of government or member of a legislature;
- Deputy minister or equivalent rank;
- Ambassador, or attaché or counsellor of an ambassador;
- Military officer with a rank of general or above;
- President of a state-owned company or a state-owned bank;
- Head of a government agency;
- Judge of a supreme court, constitutional court or other court of last resort;
- Leader or president of a political party represented in a legislature; or
- Holder of any other prescribed office or position.

A person determined to be a foreign PEP, is forever a foreign PEP (even after they no longer hold the position).

Domestic Politically Exposed Persons (PEPs) include anyone that holds or has held (in the last five years) one of the offices or positions on behalf of the federal government or a provincial government:

- Governor General, lieutenant governor or head of government;
- Member of the Senate or House of Commons or member of a legislature;
- Deputy minister or equivalent rank;
- Ambassador, or attaché or counsellor of an ambassador;
- Military officer with a rank of general or above;
- President of a corporation that is wholly owned directly by Her Majesty in right of Canada or a province;
- Head of a government agency;

- Judge of an appellate court in a province, the Federal Court of Appeal or the Supreme Court of Canada;
- Leader or president of a political party represented in a legislature; or
- Holder of any other prescribed office or position.

It also includes anyone that holds or has held one of the following offices or positions in a municipal government:

- Mayor.

A person ceases to be a domestic PEP 5 years after they have left office.

The head of an international organization is a person who is either:

- the head of an international organization established by the governments of states; or
- the head of an institution established by an international organization.

If the organization was established by means of a formally signed agreement between the governments of more than one country, then the head of that organization is a HIO. The head of an international organization or the head of an institution established by an international organization is the primary person who leads that organization, (i.e., a president or CEO).

In addition to PEFPs, PEPs and HIO, we consider prescribed family members of such persons that we know are closely associated, for personal or business reasons, with a politically exposed person or HIO as high-risk customers.

Prescribed family members include:

- mother or father;
- child;
- spouse or common-law partner;
- spouse's or common-law partner's mother or father;
- brother;
- sister; and
- half-brother or half-sister (that is, any other child of the individual's mother or father).

Persons that are closely connected include:

- business partners with, or who beneficially owns or controls a business with, a PEP or HIO;
- in a romantic relationship with a PEP or HIO, such as a boyfriend, girlfriend or mistress;
- involved in financial transactions with a PEP or a HIO;
- a prominent member of the same political party or union as a PEP or HIO;
- serving as a member of the same board as a PEP or HIO; or
- closely carrying out charitable works with a PEP or HIO.

When a PALMEX employee is aware that our customer is a PEFP, PEP, or HIO they will notify the Compliance Officer immediately, so that they can perform a risk assessment and adjust the customer's risk ranking accordingly. Foreign PEPs, their family members and close associates are automatically considered a high-risk customer.

When a risk assessment is required for a domestic PEP or HIO, the Compliance Officer will conduct a negative media search to determine if the domestic PEP should be considered low or high-risk. Record of the risk assessment should be stored electronically.

In the event that a customer is determined to be a PEP or HIO, the Compliance Officer will ensure that Senior Management is aware of the account and has approved the customer or business relationship within 30 days of the PEP or HIO determination.

The Compliance Officer must keep a record after we have determined that a person is a PEFP, a high-risk HIO, PEP, family member or close associate of one of these. The record must include:

- the office or position of the PEP or HIO;
- the name of the organization or institution of the PEP or HIO;
- the source of the funds;
- the source of wealth;
- the date of determination;
- the name of the member of senior management who reviewed the transaction or approved keeping the account open; and
- the date the transaction was reviewed.

As a best practice we should also record the nature of the relationship between your customer and the PEP or HIO, as applicable

14.1 Senior Management Sign-Off

In the case that a PEFP or a high-risk PEP or HIO, Senior Management must be notified, and sign-off documented within 30 days.

In order to document the decision and related rationale, the Compliance Officer sends email to Senior Officer and the Senior Officer responds. The Compliance Officer maintain a record of all such communication.

15 List Screening

We screen all customers against publicly available lists of known terrorist individuals, such as the OFAC list, UNSC consolidated lists, and the Consolidated Canadian Autonomous Sanctions List, the Public Safety Canada list.

Screening is conducted via a third-party service provider Trulioo¹¹ and is conducted at onboard and periodically thereafter. Where there is a pending alert (possible match), the transaction cannot be completed.

Potential matches are resolved by the Compliance Officer or a delegate. The investigation of a potential match may require us to obtain additional information or documentation from the customer.

In the event that a list match is deemed to be a true match, the Compliance Officer will freeze the account and send reports to FINTRAC, CSIS and the RCMP.

The Compliance Officer will develop messaging for staff in dealing with the customer to explain the freezing of the accounts and conduct an investigation to determine whether there are any other customers affiliated with the listed person or entity.

If our customer is not a listed person or entity, or we are not in possession of property belonging to the customer, an STR or ASTR should still be filed if there are reasonable grounds to suspect terrorist financing and/or terrorist activity.

Records of all investigations, including the rationale for match/no match decisions must be maintained for at least five years.

16 Record Keeping

PALMEX must maintain specific records in order to meet legislative obligations. These records may be maintained either on paper or electronically. The Compliance Officer will ensure that records retention policies and processes are sufficient in:

- Maintaining records required under the Proceeds of Crime (Money Laundering) and Terrorist Financing Act (PCMLTFA) and its enacted regulations for at least five years¹²; and
- Storing all official records in a form and manner that allows these records to be retrieved in a timely manner.

A full listing of the records that must be maintained as it pertains to our business is contained within an appendix to this procedure document.

Generally, if FINTRAC makes a request for any of such records, the information must be delivered to them within 30 calendar days.

¹¹ <https://www.trulioo.com/product/aml-watchlist-services>

¹² As per Palmex's retention policy, AML and CTF records are kept for a period of ten years.

17 Compliance Program Monitoring & Testing

PALMEX should ensure the adequacy, adherence, and effectiveness of day-to-day AML & CTF compliance procedures, using a risk-based approach. Testing should identify any patterns, themes or trends in compliance controls that may indicate weaknesses. Compliance control processes should include verification of key information (including any significant remediation activities stemming from regulatory exams and effectiveness reviews).

This validation should be on a rotational basis and should be undertaken using a risk-based approach. This includes testing of both operational and independent oversight AML & CTF compliance controls.

The Compliance Officer (or designate) will plan and execute testing considering risk and business model changes using different business intelligence tools and testing methods. If possible, the testing should be conducted by someone outside of the Compliance department or someone not involved in the task that is being tested.

Where deficiencies are observed, the Compliance Officer (or designate) will ensure remediation action plans are created and tracked. Depending on the nature of the deficiencies observed, the Compliance Officer may report findings to Senior Management.

18 Appendix: Sample Compliance Officer Quick Reference

This chart has been developed to assist the Compliance Officer in meeting time sensitive requirements. It is not intended to be a full listing of all AML and CTF Compliance Responsibilities.

18.1 AML & CTF Program Maintenance

There are 5 key elements that must all be documented:

1. **Compliance Officer:** a person that is responsible for your compliance program, including communication with your regulators.
2. **Policies & Procedures:** documents that explain what you must do, and how you are meeting these obligations.
3. **Risk Assessment:** a document that describes and quantifies the risk that your business could be used to launder money or finance terrorism, as well as the controls that you have in place to prevent this from happening.
4. **Training & Training Plan:** for all staff that handle customers and/or transactions, this must be delivered regularly (at least annually, and more often if there are changes to Canadian legislation or your business model).
5. **AML Compliance Effectiveness Review:** a review is like an audit for compliance. The review must test all elements of your compliance program, as well as your operations (what you are actually doing). All reviews should include a formal report that describes the methodology and results.

The AML Compliance program should be updated at regular intervals. This chart can be used to help you keep track of upcoming deadlines.

What?	When?	Last Completed	Next Due Date
PALMEX GROUP INC Anti-Money Laundering and Counter Terrorist Financing Policy	Annual	November 2021	November 2022
PALMEX GROUP INC Anti-Money Laundering and Counter Terrorist Financing Procedures for Compliance Staff	Annual	November 2021	November 2022
PALMEX GROUP INC Anti-Money Laundering and Counter Terrorist Financing Procedures for All Staff	Annual	November 2021	November 2022
PALMEX GROUP INC Risk Assessment	Annual	November 2021	November 2022
Training Program	Annual	Q4 2021	Q4 2022
Compliance Testing and Monitoring	TBD	TBD	TBD

What?	When?	Last Completed	Next Due Date
AML Compliance Effectiveness Review	Every Two Years	November 2023	November 2025
Management Sign Off on Review	Within 30 days of the review's issue	TBC – based on issue date of first review report.	

18.2 Training

You should keep a log of all AML and CTF Compliance Training (including training sessions that you take to keep your knowledge sharp). This format can be used to keep track of the training that took place within our organization. The content section should include how the training was delivered and what was covered. This can be a brief bullet point summary.

The category section should include the type of training (Annual Staff Training, New Hire Training, Compliance Officer Training, etc.) that was provided.

These records may be shared with reviewers, financial service partners and FINTRAC. They should be kept up to date at all times and go back at least two years.

Content	Delivered by (Person, Role & Organization)	Delivery Method (In person, webinar, phone, etc.)	Plan Date	Completed Date	Date Persons Trained	Type of Training	Next Planed Training Date	Type of Training

18.3 Reporting

The reports that you submit to FINTRAC, and other agencies must be submitted within certain timeframes. Reports submitted to FINTRAC, with the exception of Terrorist

Property Reports (TPRs) can be submitted via FINTRAC's electronic web reporting system¹³. The below are reports that apply to PALMEX.

Report Type	Applicability	Timing	Reported To	How is it submitted?
Electronic Funds Transfer Report (EFTR)	This requirement does not apply to PALMEX based on our business model.	5 working days from the transaction date	FINTRAC	Electronically via FINTRAC's web reporting system
Large Cash Transaction Report (LCTR)	This requirement does not apply to PALMEX based on our business model.	15 calendar days from the transaction date	FINTRAC	Electronically via FINTRAC's web reporting system
Large Virtual Currency Transaction Report (LVCTR)	This requirement applies to PALMEX.	5 working days after the day on which the person or entity transfers or receives the amount	FINTRAC	Electronically via FINTRAC's web reporting system
Suspicious Transaction Report (STR)	This requirement applies to PALMEX	As soon as practicable after completing the measures that enabled a determination that there are reasonable grounds to suspect that the activity could be related to money laundering and/or terrorist financing	FINTRAC	Electronically via FINTRAC's web reporting system
Attempted Suspicious Transaction Report (ASTR)	This requirement applies to PALMEX	As soon as practicable after completing the measures that enabled a determination that there are reasonable grounds to suspect that the activity could be related to money laundering and/or terrorist financing	FINTRAC	Electronically via FINTRAC's web reporting system
Terrorist Property Report (TPR)	This requirement applies to PALMEX	Immediately	FINTRAC, RCMP, CSIS	On paper (via fax)

¹³ <http://www.fintrac.gc.ca/reporting-declaration/Info/f2r-eng.asp>

If reports are submitted to FINTRAC via their web reporting system, you will receive an electronic confirmation that the report has been received. Keep a copy (either paper or electronic) for your records.

There are two ways to send a paper report to FINTRAC in such a way as to obtain an acknowledgment of receipt:

- 1) Fax: 1-866-226-2346; or
- 2) Registered mail to the following address: Financial Transactions and Reports Analysis Centre of Canada, Section A, 234 Laurier Avenue West, 24th floor, Ottawa ON, K1P 1H7, Canada

You may send your report by regular mail to the FINTRAC address above. However, FINTRAC will not send you any acknowledgement when your paper report has been received¹⁴.

Terrorist Property Reports must also be sent to the Royal Canadian Mounted Police (RCMP) and the Canadian Security Intelligence Service (CSIS) by fax¹⁵:

- RCMP, Anti-Terrorist Financing Team, unclassified fax: 613-825-7030
- CSIS Financing Unit, unclassified fax: 613-369-2303

18.4 Record Keeping

It is important to keep records of everything that you are doing to meet your compliance requirements. Certain records are called out specifically within the Proceeds of Crime (Money Laundering) and Terrorist Financing Act (PCMLTFR) and its enacted regulations. These include:

- Certain records created in the normal course of business:
 - Records of virtual currency transactions of CAD 1,000 or more, including the virtual currency exchange transaction ticket details:
 - The date of the transaction;
 - The name and address of the person or entity that requests the exchange;
 - The nature of their principal business or their occupation;
 - The date of birth;
 - The type and amount of each type of funds and each of the virtual currencies involved in the payment made and received by the person or entity that requests the exchange;
 - The method by which the payment is made and received;
 - The exchange rates used and their source;

¹⁴ <https://www.fintrac-canafe.gc.ca/guidance-directives/transaction-operation/Guide5/5-eng>

¹⁵ <https://www.fintrac-canafe.gc.ca/guidance-directives/transaction-operation/Guide5/5-eng>

- The number of every account that is affected by the transaction, the type of account and the name of each account holder;
 - Every reference number that is connected to the transaction and has a function equivalent to that of an account number; and
 - Every transaction identifier, including the sending and receiving addresses;
- Complete customer identification information;
- Complete records for Politically Exposed Persons (PEPs) and related information;
- A copy of every report sent to FINTRAC:
 - Suspicious Transaction Reports;
 - Terrorist Property Reports;
 - Large Cash Transaction Reports;
 - Large Virtual Currency Transaction Reports;
 - Electronic Funds Transfer Reports;
- Internal unusual transaction forms (whether or not they were reported to FINTRAC by the Compliance Officer) and a record of the Compliance Officer's investigation process, including a rationale that describes why the transaction or attempted transaction was or was not reported to FINTRAC;
- A record of the content, date and completion/attendance of any AML or CTF related training sessions, including internal staff training sessions and any quiz score results;
- AML Compliance Effectiveness Review reports, including a record of Senior Management sign-off on the final report;
- All FINTRAC correspondence and reporting;
- All AML and CTF compliance program documents, including policies, procedures and our Risk Assessment;
- All customer risk ranking documentation;
- All records of enhanced due diligence for higher risk customers;
- All records of transaction monitoring for higher risk customers;
- Records related to business relationships;
- Copies of signed agreements with our service providers; and

19 Appendix: Sample Compliance Remediation & Update Log

This sample log format can be used to track the remediation of any AML or CTF compliance issues. Issues are generally discovered in five ways:

- 1) Annual program review;
- 2) Self-discovery;
- 3) AML Compliance Effectiveness Review;
- 4) FINTRAC Examination; or
- 5) Other (Include all details of compliance issue discovery).

The issues that pose the greatest risk to our company should be considered the highest priority for remediation. Any issues that form part of a formal findings letter from FINTRAC will also be considered the highest priority.

This log is maintained by the Compliance Officer or a designate and can be used to provide updates to Senior Management and the Board of Directors (if applicable).

Reason for Update	Date of Update	Description of the Update	Documents Updated	Compliance Officer Approval	Updated Documents Shared with All Staff	Additional Notes (If Applicable)

The content in this log may be in point form, but should be detailed enough that the issue and the steps taken to fix it are clear to someone that was not involved in the process. The cause of the issue should be included in the description if the cause is known.

This log can also be used by the Compliance Officer to track the updates to the AML Compliance program documents. If the program is reviewed and no significant changes are made to a document, then there should still be a line item that states that the program was reviewed, and no significant changes were made.

This document may be used to evidence to reviewers and regulators that regular program updates have occurred.

20 Appendix: Sample AML Compliance Effectiveness Review Form For Management Sign-Off

The AML Compliance Effectiveness Review Report conducted by (name of the person or company that conducted the review) _____

_____ on (date the final report was issued) _____

has been reviewed by the management team and discussed with the Compliance Officer.

On behalf of the Senior Management Team:

Senior Management Name & Title: _____

Date: _____

Signature: _____

Compliance Officer Name: _____

Date: _____

Signature: _____

The Compliance Officer maintains this document in our official records related to AML Compliance Effectiveness Reviews.

21 Appendix: Sample Compliance Program Monitoring & Testing Log

Category	Subcategory	Testing Performed	Results	Date	Testing Conducted By	Results Reviewed By/Reported To	Follow Up (If Applicable)
AML/CTF Program	Compliance Officer Appointment						
AML/CTF Program	Policy & Procedures						
AML/CTF Program	Risk Assessment						
AML/CTF Program	Training						
AML/CTF Program	AML Compliance Effectiveness Review / Audit						
Operations	Customer Identification, KYC and Recordkeeping (Including Business Relationships)						
Operations	Name Screening						
Operations	Transaction Monitoring						
Operations	Enhanced Transaction Monitoring (High-risk Customers & Business Relationships)						
Operations	Enhanced Due Diligence ((High-risk Customers & Business Relationships)						
Operations	Reporting: Suspicious and Attempted Suspicious Transactions						
Operations	Reporting: Terrorist Property						

Category	Subcategory	Testing Performed	Results	Date	Testing Conducted By	Results Reviewed By/Reported To	Follow Up (If Applicable)
Operations	Unusual Transactions (Flagged But Not Reported to FINTRAC)						