

AGENT TRAINING ACKNOWLEDGEMENT

AGENT NAME: _____ AGENT NO. _____

BUSINESS NAME: _____ DATE: _____

I confirm that the following subjects have been explained to me and that I understand how to use the Hafiz Bros Travel & Money Transfer Ltd. system.

How to do a money transfer:

1. How to register and save new customers ☐
2. How to search for existing customers ☐
3. How to enter required beneficiary details (including telephone number) ☐
4. Different payment services (pick up, bank deposit, Pardes card) ☐
5. How to select a payment location ☐
6. Two different ways to enter the transfer amount: ☐

GBP and others

1. Register a new computer with customer service and or when access has been deleted ☐
2. Cancelling recent orders ☐
3. Filling and tracking complainants (file complaint & open complaint) ☐
4. Checking the status of an order ☐
5. Using the current balance report and how to work out the amount to be banked ☐
6. Changing the logon password ☐
7. Finding and using important documents (e.g. compliance manual ,refund form, Euro 10,000/- or more form) ☐
8. How to deal with complaints according to FSA requirements and role of financial ombudsman ☐
9. Conduct and business requirements and obligations as a money transfer agent of payment institute ☐
10. Role of HMRC, FSA and SOCA ☐

Sending orders equal or over Euro 1,000/- compliance regulations

1. Sending a single order equal or over Euro 1,000/- will require id ☐
2. The accumulation of several orders above the threshold of Euro 1,000/- ☐
3. When declaration form is needed and proof of funds for Euro 10,000/- or more ☐
4. How to report a suspicious transaction using the option unusual order ☐
5. Which types of id are accepted by hafiz bros for CDD(customer due diligence) ☐
6. How to send the id /forms/proof of funds to the compliance department ☐
7. Banking procedures explained and understood ☐
8. I understand that management and safeguarding of trust funds placed by customers and accept my responsibility in banking such funds accordingly. ☐
9. I accept responsibility for the use and safety of the system password and the control of access to the Hafiz Bros Travel & Money Transfer Limited system. ☐