

These guidelines were intended to provide a non-binding reference for the effective implementation of the risk-based approach for Anti-Money Laundering, Countering the Financing of Terrorism and Proliferation of Weapons of Mass Destruction (AML/CFT/WMD) methodology for Money Service Businesses in the Republic of Panama.

The implementation of the Risk-Based Approach (RBA) model by the Reporting Entity (RE) must be developed through the analysis, implementation, and authorization of the Board of Directors or Top Management, or legal representative (hereinafter referred to as TM). This should always be done on the proposal of the Compliance Officer (CO) or the individuals appointed by the TM. Therefore, the entire development and implementation mechanism must be conducted collaboratively within the RE.

To implement the RBA for AML/CFT/WMD within the RE, at least the following elements of the model should be considered (see Figure 1).

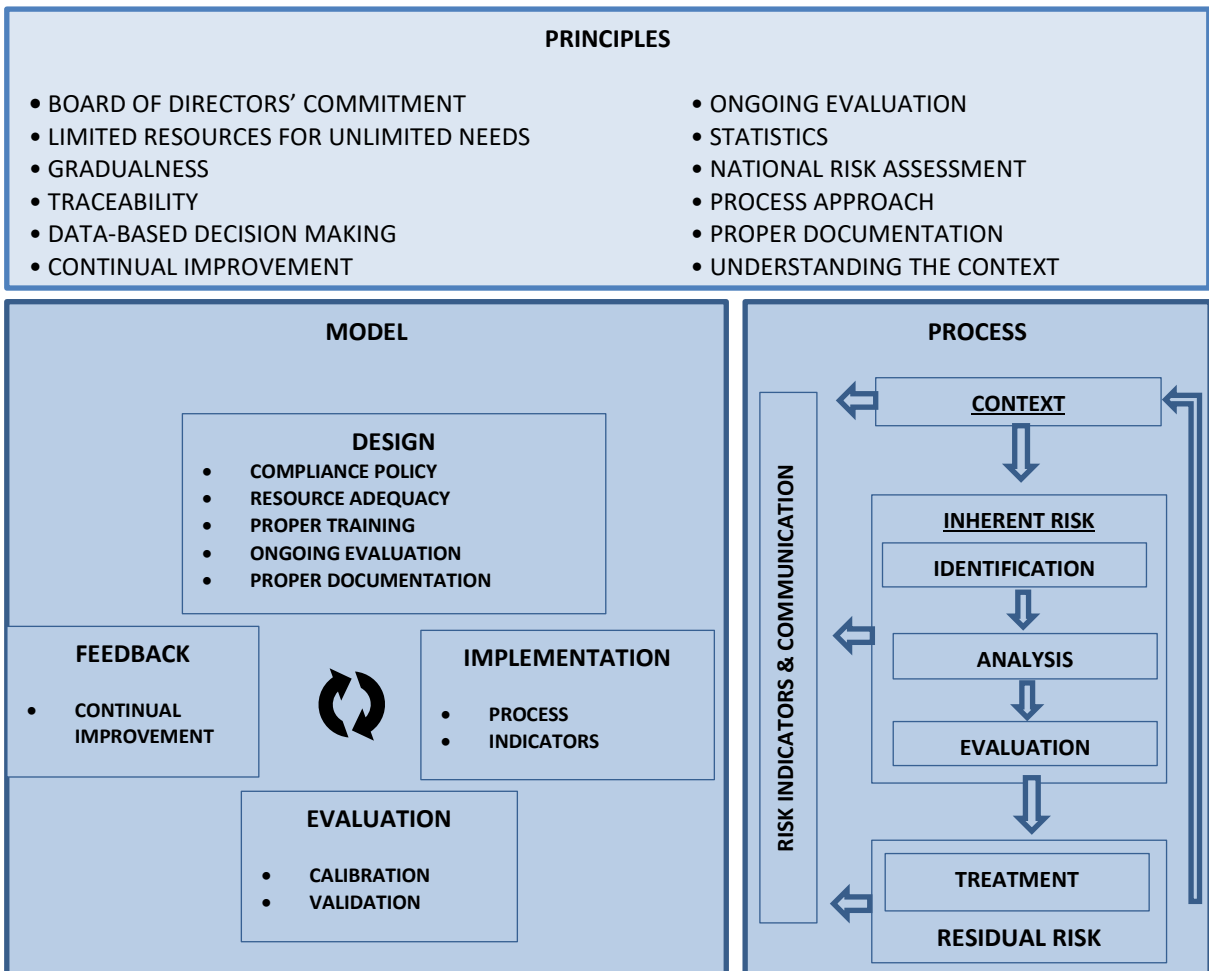


Figure 1

RBA FOR AML/CFT/WMD PRINCIPLES

PRINCIPLES

- | | |
|---|-----------------------------|
| • BOARD OF DIRECTORS' COMMITMENT | • ONGOING EVALUATION |
| • LIMITED RESOURCES FOR UNLIMITED NEEDS | • STATISTICS |
| • GRADUALNESS | • NATIONAL RISK ASSESSMENT |
| • TRACEABILITY | • PROCESS APPROACH |
| • DATA-BASED DECISION MAKING | • PROPER DOCUMENTATION |
| • CONTINUAL IMPROVEMENT | • UNDERSTANDING THE CONTEXT |

To better understand the RBA for AML/CFT/WMD, we will begin by defining the risk of Money Laundering, Terrorist Financing, and Financing the Proliferation of Weapons of Mass Destruction (**MLR** or **Money Laundering Risk**). The **Money Laundering Risk** is, in the first instance, the possibility and, in the second instance, the probability that a criminal group uses the RE to conduct active or passive processes intended to commit crimes or to conceal, disguise, or hide the source of income, or its use thereof, for criminal activities included in Panamanian legislation as predicate offenses to ML/TF/WMD.

The **MLR** is also defined as the likelihood of loss or damage that a RE may suffer due to its exposure or propensity to be directly or indirectly used as an instrument for money laundering and/or channeling resources toward terrorist activities, or when concealing assets originated or destined for those activities is intended.

The **MLR** materializes in REs through various associated risks, such as operational risk, reputational risk, legal risk, and more. The handling and processing of these risks are the responsibility of the entire organization. The principles that REs should consider when designing, evaluating, and implementing [the RBA] are listed below:

- **Board of Directors' Commitment.** The TM should clearly and objectively establish their unconditional support for compliance with and understanding of the risks related to **MLR**. This commitment is demonstrated by implementing effective measures to ensure the functioning of the **Risk Management Model** and **Process**. All actions and measures should be documented to demonstrate their ongoing commitment to fulfilling any requests from the Superintendency of Banks of Panama (SBP) or the competent authority in this matter.
- **Limited Resources for Unlimited Needs.** Managing and addressing various requirements and needs for risk management becomes a challenge due to limited resources. To effectively tackle this issue, it is essential to identify the level of risk to which the RE is exposed, or the level of **MLR** posed by a customer or a customer segment to the RE. The effective allocation of the RE's or customer's risk rating demonstrates the principle of **Limited Resources for Unlimited Needs**. Therefore, the **TM** should demonstrate the maintenance of validated methodologies and calibrated tools for

effectively rating the risk of both customers and the RE. The statistics and results of ongoing evaluations must be familiar to the TM and should be presented by the CO.

- **Gradualness.** Gradualness can be exemplified as follows: **the greater the risk, the greater the due diligence.** The gradual nature posed by the commercial relationship with a customer or potential customer is key to effectiveness. One cannot speak of the effectiveness of the RBA when the risk rating model is not effective. Therefore, the RE should adequately establish a model for rating the customer's and RE's risk (with prior authorization from the TM based on the CO's proposal). This model should be based on statistical models tailored to their needs and reflecting expected statistical behavior.
- **Traceability.** The ongoing and timely monitoring of operations, information, data, transactions, channels, products, activities, and other relevant information of a customer or potential customer is key to the RBA. The RE should comprehensively monitor all data, operations, movements [conducted by the customer], and other information [provided by] the customer. This monitoring should go beyond considering only the number of agreements, service, internal control, or follow-up model conducted by the entity for controlling, prudential, or accounting purposes. The **traceability** of operations should always be linked to the customer. Any other practice by the RE would not be effective for the purposes of a proper RBA.
- **Data-Based Decision Making.** Evidence is the foundation for certainty and proper risk management. The RE should consider permanently documenting the decisions made within the RE, whether by the TM or through the legal authority of the CO, as best practices. Model effectiveness is based on demonstrating to the SBP or the competent authority, why it assigned a specific risk rating to a customer, detailing the considerations the CO documented regarding whether to report an operation with prior authorization from the TM. The RE should have a clear narrative explaining why it made a decision over another or why it took a certain action or refrained from doing something at a specific time, always following the principle that **"if there is no evidence, it did not happen."**
- **Continual Improvement.** Self-assessment and enhancing risk assessment models represent a vital commitment of the TM in the context of AML/CFT/WMD. The context is changing, and the models are seasonal, making it imperative for the RE to maintain documentary evidence of the revisions and enhancements applied to the **RBA model** for a minimum of 5 years. This evidence should encompass statistics and the outcomes of their implementation.
- **Ongoing Evaluation.** The context and risks for the RE are dynamic. The RE should regularly adapt its risk assessment tools to both the entity and its customers. This adjustment should take place at least once every six months

or whenever a new branch, new product, or new channel is introduced, or when there is a substantial change in the customer's transactional behavior. When operating conditions change and the review reveals that the customer's expected statistical behavior is not present, the RE should adjust its risk assessment models. If the model fails to effectively distinguish and evaluate customers who were assigned high-risk ratings from those with different risk ratings, the RE should have a testing model in place to perform effective calibration of the customer risk assessment tool. Additionally, the RE should possess evidence of these tests to demonstrate their efficacy.

- **Statistics.** The customers of the RE constitute a target audience from a statistical perspective. The RE should establish effective models to categorize its customers based on their characteristics, such as activity, transactional level, place of birth, products they engage with, or any other characteristic or combination of characteristics that enable clear and effective differentiation among various groups within the risk ratings established by the RE. The TM should define the statistics, with the proposal of the CO, and they should remain consistent across each fiscal year. This consistency is important for valid comparisons between different months of the year or under comparable criteria during the year.

The statistics should enable the RE to demonstrate that there is mobility among customers with the assigned risk rating and that proper customer segmentation is consistently achieved. It is recommended to consider the following statistical models within the RE's Risk-Based Approach (RBA):

1. **Statistical Correlation.** A statistical correlation must exist between the risk rating assigned by the RE and customer transactions. Here, transactions refer to the actual inflow and outflow of customers' resources to or from the RE without considering inter-account operations or axis account operations. Refer to Figure 2.

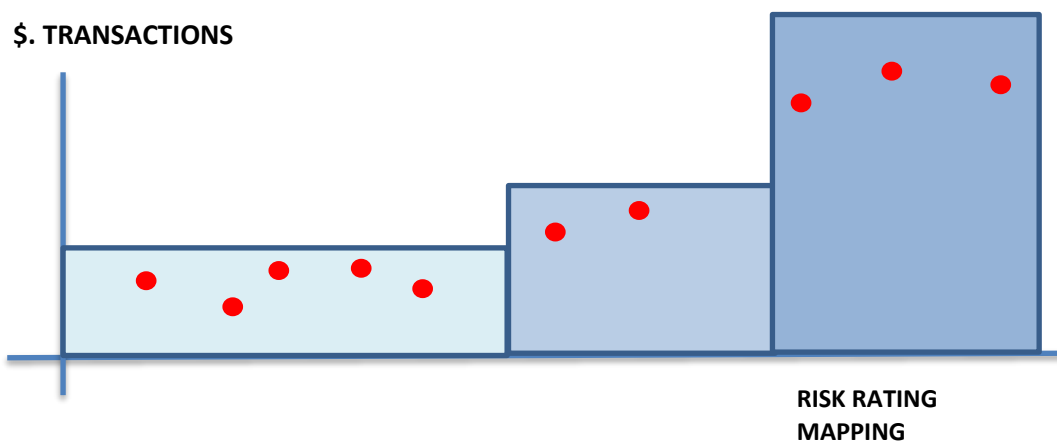


Figure 2

2. **Pareto Principle and/or Standard Normal Table.** The RE should demonstrate the effectiveness of its customer risk rating mapping through a statistical analysis. The RE must have distinct high, medium, and low risk ratings as applicable. It should also show that its target audience exhibits an expected statistical behavior, supported by relevant documentation. The statistical demonstration must effectively differentiate those with the highest risk from those with the lowest risk. Please refer to Table 1.

<i>Statistics Model</i>	Risk Level	Percentage of the Target Audience Included
<i>PARETO</i>	HIGH (customers rated with the highest risk rating)	4.00%
	MEDIUM (customers rated with a medium risk rating)	16.00%
	LOW (customers rated with the lowest risk rating)	80.00%
<i>STANDARD NORMAL TABLE</i>	HIGH (more than 2 standard deviations)	2.28%
	MEDIUM (target audience between 1 and 2 standard deviations)	13.59%
	LOW (less than 1 standard deviation)	84.13%

Table 1

The RE must demonstrate that the application of the customer risk rating tool is operational and validated through a statistical technique. The risk matrix is a tool for assessing a target audience; the RE could employ the Z-table, standard normal table, Pareto, or another model that facilitates the calibration of measurement or evaluation instruments. The choice of tool or model should be contingent on factors such as the size of the target audience, integrated variables, and weightages. For consistency, a model can only be changed when the methodology itself is being validated.

- **National Risk Assessment.** Panama periodically conducts a National Risk Assessment (NRA). In the NRA, REs become informed about areas with vulnerabilities that pose specific concerns for the country on a given date. The RE should effectively demonstrate that it has taken the criteria and findings of the NRA into account while designing its risk assessment tools. Under no circumstances should the risk rating assigned by the RE for a variable or criterion be lower than the rating assigned by the NRA to the event or indicator at a national level. The TM is responsible for ensuring coherence between the risk ratings assigned in the NRA and those assigned within the RE. These evaluations and verifications should be documented in the TM meeting minutes.
- **Process Approach.** The RE should comprehensively document all its processes to ensure operational certainty. For example, there may be information generated by the Operational or Commercial department where

the Compliance Area (CA) acts as a user. If the information input into the database is incomplete or inaccurate, it will lead to errors in risk rating. An effective customer risk rating cannot be achieved if the source of information fed into the tool is incomplete, inaccurate, contains visibly erroneous data, or lacks temporary validity.

The effectiveness of customer risk rating directly depends on the quality of the data. Therefore, the RE should clearly define the responsibilities and commitment of the TM to providing accurate information to the CA for effective customer risk rating. The RE should comprehensively document and understand the impact of the compliance processes that generate information and ensure its effective utilization, as depicted in Figure 3.

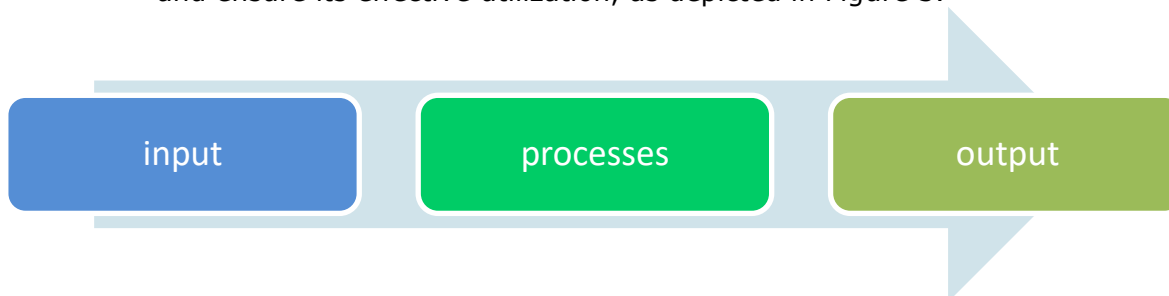
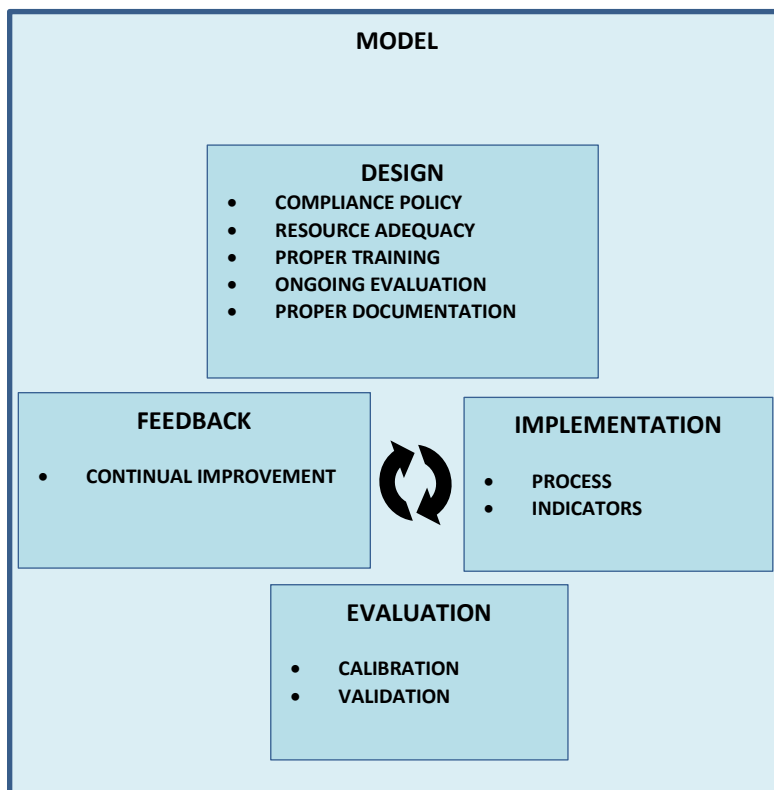


Figure 3

- **Proper Documentation.** The RE should thoroughly document its processes to demonstrate the effectiveness of the model. Documentation within the CA can be developed across various areas or departments of the RE. Therefore, the CO should maintain a list of documents, processes, procedures, models, files, and other evidence to clearly identify their roles in the RE's regulatory compliance. The RE can retain both digital and hardcopy documents, images, and other forms of evidence, provided they are accessible for evaluation by the SBP to assess their effectiveness and relevance in ensuring compliance with the applicable regulations.
- **Understanding the Context.** The RE should document the rationale behind assigning a high-risk rating to a particular risk, criterion, factor, or indicator. If the RE decides to include a criterion due to its unique characteristics or to exclude one that is not deemed significant for specific reasons, the RE must thoroughly document these decisions. The document should be self-descriptive and made available to the SBP to facilitate effective offsite and onsite examinations. The '**Understanding the Context**' document must serve as the methodological support and explanation of the **RBA model and process**. Its creation is the sole responsibility of the CO, under the supervision of the TM, and evidence of its submission and authorization by the **Top Management** should be present.

RBA FOR AML/CFT/WMD MODEL



The RBA for AML/CFT/WMD model consists of four phases, which are described as follows:

DESIGN

Within the **Design** phase, the RE should have the following documented elements to clearly demonstrate its methodology for implementing the RBA:

- **Compliance Policy.** The RE should effectively communicate the AML/CFT/WMD Compliance Policy to all its employees. The Compliance Policy should be defined in internal documents, expressed clearly, and subject to ongoing evaluation to assess its alignment with the established objectives. The **Compliance Policy** is an integral part of the methodology and must be internally disclosed. The **Top Management** should explicitly define and unmistakably declare its commitment to adherence. The RE should document its approach to maintaining the **Compliance Policy** up to date, including review periods and grounds for potential updates.
- **Allocation of Resources.** The RE should demonstrate the compliance of the **Top Management** with the **Compliance Policy** by effectively allocating

relevant resources for the CA activities. Requests for resources from the CO to the TM should be documented, whether authorized or not. When designing the **Model**, the RE should document how it will ensure coverage of resource needs, identifying those to be met during the fiscal year and those deferred to other fiscal periods due to budgetary constraints.

- **Proper Training.** The RE should demonstrate that the personnel from different areas with direct responsibility for AML/CFT/WMD compliance have received effective training for performing their duties. The RE should provide documentary evidence that all personnel in the Compliance area have received the necessary training for the proper execution of their tasks. When designing, the RE should outline how it will ensure the suitability of involved personnel for their roles and how it will maintain their efficiency in the face of new technological challenges, platforms, operating environments, or markets exposed to **MLR**.
- **Ongoing Evaluation.** The RE should demonstrate the presence of measurement mechanisms or techniques that enable continuous monitoring of **MLR**. The RE should establish performance indicators for issues responsible for effectiveness, such as the percentage of incomplete high-risk customer files, the number of customers with incomplete nationality data, update time of high-risk customer files, percentage of customers rated as high-risk, percentage of customers rated as low risk, among others. The RE should clearly define its approach to measurement and frequency to maintain a perpetual evaluation model enabling immediate corrective actions upon detection indicators falling outside acceptable parameters.
- **Proper Documentation.** The RE should physically or digitally document, as per responsibility, manual type, hierarchy, position, function, or user type, whichever is deemed pertinent. This documentation is necessary to ensure effective performance of responsibilities and functions. It is important that the RE maintains a printed compilation of all in-force documents and monitors various versions of documentation used or previously used for AML/CFT/WMD compliance. The RE should refer to this documentation compilation as the **Compliance Manual (CM)**. It should encompass all documents, formats, writings, and other references necessary to comply with applicable legal obligations, regardless of the performer. The scope, objective, reference standards, process or use assigned to them should be permanently and clearly established. Furthermore, issuance date, revision number, and any pertinent control information as deemed necessary by the RE should be included.

IMPLEMENTATION

To achieve an effective implementation of the **model**, the RE must possess a suitable and effective **process** (refer to **Process**) to comply with the **Compliance Policy**, in accordance with the following aspects:

- **Process.** The RE must develop an RBA methodology (refer to **Process**), which should include the following elements, as a minimum:
 1. **Context** analysis,
 2. **Inherent Risk** identification,
 3. **Risk Identification, Analysis, and Evaluation,**
 4. **Risk Treatment,**
 5. Calculation of **Residual Risk,**
 6. **Risk Indicators** and **Evaluation.**

The RE should clearly establish, in conjunction with its **Compliance Policy** and Top Management's Commitment, mechanisms for effectively designing the **Process**. The CO, initially, and subsequently the TM, are the key parties directly involved in the design. However, the application and development are the responsibility of the entire RE.

- **Indicators.** The RE should establish risk indicators. In all cases, it should clearly define the risk rating at the time of evaluation, determine the ideal risk rating, its tolerated risk, its **Inherent Risk** indicators, and the result after treatment as **Residual Risk**. The RE should demonstrate its commitment to first address the most critical **Inherent Risks**, considering both the likelihood of the risk event and the expected economic impact. The **Residual Risk** must be determined and the model effectiveness must be identified. The indicators can be determined using the **LIKERT** scale, absolute terms, or indicators established by the RE itself. It is recommended to create **Inherent Risks** and **Residual Risks** heatmaps to graphically illustrate the existing risk exposure and expected improvements to the RBA.

EVALUATION

To demonstrate the effectiveness of the model, the RE must conduct ongoing evaluations of the model. Therefore, it is crucial to undertake two evaluation phases:

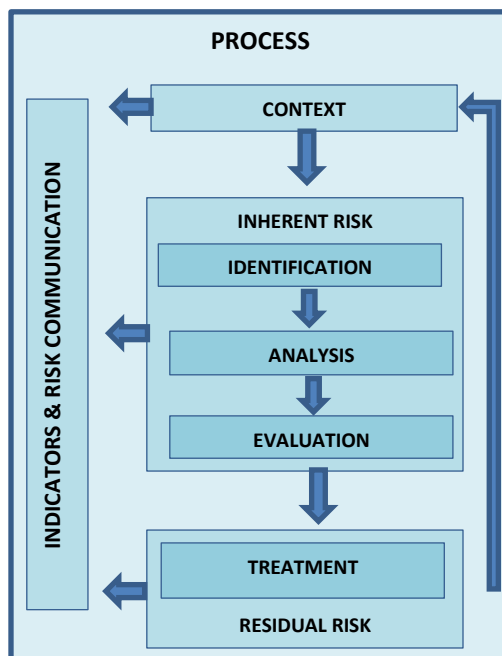
- **Validation.** The RE should conduct validation of the **RBA model** at least once every twelve months, which is equivalent to at least once a year. The BOD, upon the proposal of the CO, must authorize to continue using the implemented methodology or, if necessary, propose improvements that effectively demonstrate the adequacy of the **model** based on the RE's characteristics. The RE must maintain evidence of the review conducted for each aspect, including the rationale behind changes and both quantitative and qualitative demonstrations of their effectiveness. In all cases, the RE should establish that the **RBA model** can be adjusted as needed due to operational conditions.
- **Calibration.** The RE should establish a **Calibration** process for the risk rating tools used within the organization, both for the Entity's risk evaluation as well as the customer risk rating tool. The RE should incorporate the **Statistics** principle into its reference documents. Furthermore, the RE should

demonstrate the effectiveness of the tools it employs in accurately discerning and evaluating the **Statistical Correlation**, as well as the outcomes derived from the evaluation of the **Pareto Principle** and/or **Standard Normal Table**.

FEEDBACK

Continual Improvement. The continuous application and evaluation of the **RBA model** by the RE result in **Continual Improvement**. The RE should clearly define the frequency and responsible parties for conducting independent evaluations of the model's effectiveness. These independent evaluations should be performed by individuals possessing the necessary training to comprehend the applied methodologies and accurately interpret evaluation results. It is recommended that evaluations cover periods of one year or less. Independence in this context means that there must be no conflict of interest between the evaluator and the entity being evaluated. Any form of pressure to withhold or disclose information must be documented in the report by the independent auditor or communicated to the SBP through written documentation.

RBA FOR AML/CFT/WMD PROCESS



To properly develop the **process**, the RE should establish mechanisms for maintaining continuous monitoring across various aspects, which include:

CONTEXT

Context. Within the **process**, the RE should clearly define who will be responsible for and how frequently the operational conditions, upon which the **model** and **process**

were **designed**, will be verified. This encompasses examining changes and ensuring that reference standards or laws, market-offered products, distribution channel conditions, customer transaction amounts, or any other factors that may undergo modification over time have remained consistent. The RE should document the assigned responsibilities and the mechanisms it intends to employ to ensure the effectiveness of the **context** monitoring model.

Within the **context**, the RE should establish mechanisms to both incorporate and exclude variables as necessary and subsequently recalibrate the **statistics**.

INHERENT RISK

Inherent Risk is the evaluation of the likelihood and economic impact at the time of assessing risk events. Within the **process**, the RE shall establish criteria for determining the value of likelihood or economic impact of the **risk**. The RE should determine the **Inherent Risk** using either statistical analysis or expert judgment (both approaches must be validated by the TM). These approaches should consider the current values for determining the **Inherent Risk**, encompassing at least the following topics:

Identification. The RE should establish at least four risk categories for the RBA for AML/CFT/WMD (in the case of other risks, they may be more), which are, as a minimum:

- 1. Customer**
- 2. Geography**
- 3. Product**
- 4. Transactional Level and Distribution Channel**

In all cases, the RE should consider these four **Risk Categories** as a minimum. Once the **risk categories** are determined, the RE should establish the relevant **Risk Factors** for their evaluation. For example:

- 1. Customer**
 - a. Activity or source of income.
 - b. Age.
 - c. Civil status.
 - d. Telephone number.
 - e. E-mail address.
 - f. And others.
- 2. Geography**
 - a. Nationality.
 - b. Origin of resources.
 - c. Destination of resources.
 - d. Place of birth.
 - e. Domicile.
 - f. And others.

3. Product

- a. Comparison between various products to determine which is more prone to **Money Laundering Risk**.
- b. Other criteria.

4. Transactional Level and Distribution Channel

- a. Comparison between channels to determine which is more prone to **Money Laundering Risk**.
- b. Transactional amount.
- c. Monetary instrument.
- d. Transactional frequency.
- e. And others.

ANALYSIS

The RE should assign a weight to each **category** and assign relative importance to each **factor** within the **category**. This is why the RE should establish within its methodology and **process** the mechanism it will use for risk rating, including the various weights and specific factors, and what the expected result of the application is.

The RE should clearly establish the criteria for allocating weights and ensure that the methodology review exercise is analyzed and authorized by the TM. The TM must be informed of the results and conformity of the models applied to its customers and must evaluate the efficiency of the **process** applied to the target audience.

The sum of the allocated or weighting scores must always add up to 100%. If the RE determines that some variables are not applicable to it due to substantiated considerations, it may assign a minimum value to the **risk category** or to some specific **factor**. The result of applying a value to a **factor** or **category**, for customers or for a target audience, should be variable, i.e., dependent on customer characteristics. The value assigned to a variable must be sensitive to differences. If the value obtained by all customers is the same, it will be justified as a constant in the target audience. For that **factor** or **category** (as appropriate), a minimum value may be assigned to ensure it does not disproportionately affect other factors. The RE must always have, at least, the four **categories** identified: **Product**, **Customer**, **Geography**, and **Transactional Level/Distribution Channels**.

The rationale for the inclusion and value of the **categories** and **factors** is the analysis process, the tool design, and other topics that are included or minimized for statistical reasons. This documentation should be prepared by the CO and communicated to the TM.

EVALUATION

The RE should have properly documented the application of the criteria for impact and likelihood in the calculation of **Inherent Risk**. In all cases, the TM and the CO are responsible for implementing the model, presenting the rationale, and raising awareness among personnel or employees in **First Line of Defense** about the importance of having

accurate, timely, clear, and data-based information. The CO must ensure that when information is input into the risk assessment tool, it results in a value within a range agreed upon and known by the TM and the CO. The evaluation and its result could be represented in a heatmap.

The RE should clearly establish the criteria for prioritizing risks based on the calculation of **Inherent Risk**. In all cases, the treatment and priority should have a reasonable justification, and the determination of the evaluation criteria should be documented clearly, objectively, and precisely.

RESIDUAL RISK

TREATMENT

The **RBA models** address two important aspects: **Risk Mitigators** and the **Decision-Making process**. In both cases, the TM and the CO are personally responsible for making decisions about the risk and the development of **mitigators**. As examples, the following are introduced, in an illustrative but not limiting manner, as **Money Laundering Risk Mitigators**.

- **Processes.** The RE should properly establish the design, development, and implementation of relevant processes to maintain an acceptable risk level, both due to customer risk evaluation and the risk associated with AML/CFT/WMD. These processes include documents, formats, documented procedures, and any other document, data, hardcopies, or digital information that are established to control the way specific activities are performed.
- **Training.** The RE should establish relevant **training** processes for the Commercial and Control areas, as well as all those areas in which important activities are to be performed within the AML/CFT/WMD process. **Training** is intended to provide the necessary skills to the personnel responsible for the **processes**, enabling them to have the necessary mechanisms, criteria, experience, and sensitivity to identify the importance of their activities within the AML/CFT/WMD [measures]. In all cases, it is recommended that staff receive not only training but also skill development.
- **Monitoring/Technology.** The RE should establish appropriate mechanisms to effectively monitor **Money Laundering Risks**. Monitoring includes continuous database measurement, model evaluation, operational monitoring, customer transactions, the technological infrastructure necessary for monitoring, effective computer systems, parametrization of red flag systems, follow-up and treatment of red flags, and other indicators.
- **Supervision/Audit.** The RE should establish mechanisms to verify the correct performance of **processes, training, monitoring/technology**. The establishment of adequate performance indicators in the **monitoring/technology** area is important for effective supervision. The **Audit** function should be independent from the area that manages

commercial relationships. Internal or external **Audit** must be independent to oversee the models. The RE should ensure the relevance of the audit model, as well as the skills and experience that the audit team must possess to effectively perform its duties. It is the responsibility of the TM to ensure that the internal or external **Audit** functions comply with the characteristics of independence, experience, and timeliness for correct performance and valid feedback on RBA development. It is recommended that an independent audit be conducted at least once a year, and the Internal Audit area or those performing the function within the RE should continuously monitor the plans and programs established in the area to identify gaps promptly and make adjustments or corrections within a reasonable timeframe, rather than waiting until the annual review is conducted.

The RE should establish appropriate mechanisms for the effective implementation of the designed mitigators. These mitigators could be either individual or a set of mitigators necessary for effective risk mitigation. Within the mitigators, the RE should designate responsible individuals for their implementation, specify the implementation date, and, when feasible, include the cost of implementation.

The RE should effectively manage all **decision-making processes**, considering the **Residual Risk Evaluation** and comparing the impact and cost of mitigators. The decisions that the RE could make based on the obtained results are:

- 1. Risk acceptance**
- 2. Risk treatment**
- 3. Risk transfer**

The RE should clearly establish the criteria under which it will make each of the decisions, and these powers cannot be delegated from the TM.

INDICATORS AND RISK COMMUNICATION

As a result of the **RBA process**, the RE should establish models to keep all its personnel informed about the risks to which they are exposed. The TM will ensure and be responsible for implementing appropriate measures to disseminate these risks, including informing about the risk indicators and other key facts in the **RBA** and the AML/CFT/WMD program.

GENERAL CONSIDERATIONS OF THE RBA FOR AML/CFT/WMD

When the RE documents its **processes**, it should do so effectively, considering the characteristics of its users, the geographical areas where it operates, the customers it has, the products it offers, technological limitations, etc. When documenting the RBA, the RE should recognize that one of the fundamentals of the model is **Limited Resources for Unlimited Needs**. The **optimization** of resources is an important indicator of the model. The RE could develop compensatory processes for other

mitigators when, due to budgetary constraints, it cannot implement the ideal model for mitigating **Money Laundering Risk**.

The RE should have at least three risk assessment tools:

- **Entity Risk Assessment Tool**
- **Operational Risk Assessment Tool for AML/CFT/WMD**
- **Customer Risk Assessment Tool**

The RE should apply these guidelines to all the tools, according to the model used. The SBP could request, at any time within its supervisory powers, the validation, calibration, and other documents to demonstrate the conformity and effectiveness of the **RBA model** implemented by the RE.

The RE should have developed a computer system that enables comprehensive operational testing through a model that is the same as the one being programmed, with the same database and identical operating characteristics.

The SBP will require access, capturing, and running of various tests to demonstrate the effectiveness of the computer system, the red flags model, accumulation, customer identification, operations follow-up and, in general, to demonstrate that the automated system performs the functions for which it was designed. The parameterization of the computer system is the responsibility of the CO, and the TM will ensure that the minimum operational characteristics are in place to be effective in **identifying, analyzing, evaluating, and mitigating Money Laundering Risks**.

The RE should understand the term “**transactional level**,” as the actual inflow and outflow of money conducted by the customer with the RE. In other words, the **Transactional Level** only considers the accumulated number of resources incoming or outgoing through any means and in any monetary instrument from or to the RE, globally for a determined period. It is important to clarify this because the RE could conduct monitoring by type of currency, purchase, sale, instruction, or collection, and this is not considered an effective process for managing RE’s risks.

The RE should consider that the **AML/CFT/WMD risk** is assigned to the **customer** and not to the transaction. Therefore, this determination necessitates the establishment of accumulation controls for monitoring, red flagging, and rating the transactional profile. This profile should always be accumulated per customer. It should be established that conducting AML/CFT/WMD processes by **transaction** is inappropriate.

If you have any questions about the application and technical support for these guidelines, please refer to:

- ISO 31000:2018, Risk Management System
- ISO 9001:2018, Quality Management System
- Gaussian Distribution (also known as Gaussian Curve or Bell Curve)

**SUPERINTENDENCY OF BANKS OF PANAMA
PREVENTION & CONTROL OF ILLICIT OPERATIONS DIVISION
GUIDELINES FOR THE IMPLEMENTATION OF THE RISK-BASED
APPROACH
SECTOR: MONEY SERVICE BUSINESSES • VERSION: 1 • OCTOBER 2019**



- Standard Deviation
- Standard Normal Table (Z-table)
- Pareto Principle
- Calibration of Measuring Instruments for a Specific Target Audience
- Segmentation of a Target Audience or Set Theory