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GUIDANCE

for

Entities Organizing Games of Chance and Lotteries and Casinos, Including Entities Organizing Online Games of Chance,

on

Minimal Requirements for Assessing and Preventing Money Laundering and Terrorism Financing Risks

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Introduction

1. This Guidance is presented based on Part 2, Article 11 of the Republic of Armenia Law on Combating Money Laundering and Terrorism Financing (hereinafter referred to as the Law) and is applicable to reporting entities such as Entities Organizing Games of Chance and Lotteries and Casinos, Including Entities Organizing Online Games of Chance (hereinafter referred to as reporting entities) as defined by Article 3 of the Law. The Guidance presents specific criteria of money laundering and terrorism financing (hereinafter also referred to as ML/TF) risks inherent to reporting entities, and the prevention mechanisms thereof.
2. The purposes of identifying and assessing ML/TF inherent risks and taking commensurate preventive measures by reporting entities are the following:
1) The mechanisms prescribed by the Guidance would enable reporting entities to discern their higher risk clients and to take actions which would not impede their own activities aimed at making profit on one hand and would prevent possible risks arising from such clients on the other hand.
2) Reporting entities would not impose unnecessarily restrictive rules upon all their clients while providing for those rules for higher risk clients and services only.
3) Reporting entities would use their resources more efficiently for the purpose of deterring the entrance of criminal persons and preventing the turnover of criminal proceeds.
4) Reporting entities would be safeguarded from possible future allegations of being involved in or facilitating different money laundering schemes, with the reasoning that they have effective systems in place for assessing and preventing ML/TF risks.
3. The Guidance also defines a comprehensive set of measures for reporting entities, which, when realized, would ensure compliance of their practices with requirements of the Law.
4. Concepts referred to in the Guidance are used in accordance with the concepts and formulations defined by the Law.

Section 1: Risks

Chapter 1: Importance of Categorizing and Managing Risks

5. ML/TF risks faced by reporting entities vary depending on many factors including the types of gambling offered, location and volumes of business, size of premises that are place for organizing games, payment methods accepted from clients, types of clients (regular clients, passing trade such as casual tourists or casino tours, etc.). The minimal comprehensive set of risks and their prevention mechanisms are defined by the Law.
6. Reporting entities should precisely identify the ML/TF risks and their prevention measures, which may be relevant in the course of their activities. Concurrently, every practical case or situation may give rise to new risks; therefore, the prevention measures must be dynamically developing ones.
7. ML/TF risks faced by reporting entities are classified into country or geographic, client, and service risk categories (for the purposes of this Guidance, the concept of service corresponds to that of business relationship as defined by the Law). These risk categories should not be considered separately, in isolation from one another, as for a certain category of risk can lead to the emergence of another category of risk, while, besides that, several categories of possible risks may simultaneously be present as well.

8. Based on own knowledge and experience, reporting entities should be able to identify existent ML/TF risks, assess each one of them and aggregate a comprehensive risk assessment for the same client or service.
9. Different categories of risks are presented under this Guidance with the following purposes:
1) To illustrate a minimal set of risks and, based on that, propose a model package of risk prevention measures;
2) To precisely identify ML/TF risks inherent to reporting entities by means of evaluating risks specified under the Guidance from the standpoint of their own practices.

Chapter 2: Country or Geographic Risk

10. There is no research conducted by any international organization that would designate a particular country or geographic area as undoubtedly and unconditionally presenting higher ML/TF risk for reporting entities. Nevertheless, the following countries and territories are considered to pose higher risk in terms of ML/TF:
1) Countries and territories subject to sanctions, embargoes, or similar restrictive measures issued by the UN[1];
2) Countries and territories publicized by the FATF and FATF-style regional bodies as lacking or having inefficient AML/CFT systems[2].
3) Countries and territories publicized by international structures as having significant levels of corruption[3].
4) Countries and territories included in the list of off-shore jurisdictions as approved by the Central Bank of the Republic of Armenia[4].
11. Reporting entities should consider the above-listed countries and territories as posing higher risk if clients or beneficial owners are residing or located therein.
12. The factual location (where transactions are carried out) of clients may also pose higher risk for entities organizing online games of chance.
13. Besides the above, reporting entities may, based on own experience and practices, classify/consider any country or geographic area as posing higher risk, even if it is not listed under the above-specified criteria.

Chapter 3: Client Risk

14. Every reporting entity should have a clear understanding of which category of clients or which particular client poses higher ML/TF risk. In this sense, clients posing higher risk include:
1) Politically exposed persons[5];

[1] The FMC official web-site contains links to documents issued by the UN Security Council Sanctions Committee (www.cba.am/Financial Monitoring Center). Documents are available at www.un.org/sc/committees.
[2] The FMC official web-site contains links to FATF and MONEYVAL publications (www.cba.am/Financial Monitoring Center). The publications are available at www.fatf-gafi.org, www.coe.int/moneyval.
[3] See, for example, at www.transparency.org. The FMC official web-site contains links to data issued by Transparency International (www.cba.am/Financial Monitoring Center).
[4] See Republic of Armenia Central Bank Board Decision No 28, of July 28, 2009.
[5] The definition of politically exposed persons is stipulated by the Law, while relevant information can be found from various public sources, such as the search engine of www.google.am, the official web-site of the US Central Intelligence Agency (www.cia.gov/library/publications/the-world-factbook), web-sites of relevant governmental bodies of different countries, etc. Besides these, there are also different paid information databases (e.g. World-Check, Factiva, Accuity),

2) High spenders that purchase tokens, make stakes and take winnings (for an amount exceeding 1 million drams)[6];
3) Disproportionate spenders[7];
4) Clients that spend unequally larger amounts on secondary services (refreshments, food, show tickets, entertainment) provided by reporting entities as compared to spending on lotteries or games of chance;
5) Casual clients[8];
6) Clients convicted for willfully committed crimes, if this circumstance becomes known to the reporting entity in the course of conducting professional activities;
7) Clients acting for the benefit or on behalf of other parties[9].

Chapter 4: Service Risk

15. Services posing higher risk are:
1) Online games of chance and lotteries;
2) Live games of chance.

Chapter 5: Lower Risk Criteria

16. Reporting entities can consider only the following circumstances as characterized by lower risk criteria (except for the clients residing or located in countries and territories lacking or having inefficient AML/CFT systems):
1) Regular clients with proportionate and legitimate sources of income (wealth) and positive business reputation;
2) Games of chance on automated slot machines that accept stakes of not more than 10000 drams, and provide for one-time winnings of not more than 20000 drams.
3) Lotteries with low-value winnings (not more than 10000 drams),

Chapter 6: Variables That May Impact Risk Criteria

17. ML/TF risks inherent to practices of reporting entities and the resources required for their mitigation are all dependant on the volumes, sphere, experience and other conditions of their activities. Therefore, every reporting entity should precisely identify the circumstances having impact on the formation of ML/TF risk criteria in the course of its practices. Typical examples of such circumstances are:

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which provide most comprehensive information on politically exposed persons. The FMC official web-site contains links to the stated information resources (www.cba.am/Financial Monitoring Center).

[6] The amount of tokens (lotteries), gambling and winning is relative and is derived from the average amount of turnover in Armenia or the current institution.

[7] As a result of client due diligence conducted by reporting entities, the information obtained on the business profile of the customer (including the sources of income and wealth) may provide grounds for assessing the proportionality of client spending.

[8] This group (e.g. tourists) includes casual clients of the current institution.

[9] e.g. when it is apparent that stakes are made on behalf or for the benefit of a person but the actual gambler is a different person.

1) Nature (one-time or recurrent), duration, regularity, and periodicity of services offered or provided;
2) Rating and business reputation of the client;
3) Client residency and, in case of foreign clients, the nature of their relation with the Republic of Armenia;
4) Circumstances related to introducing the client (whether the client has been recommended to the reporting entity by another reputable or familiar party, or has applied without prior appointment);
5) Clients acting in concert or in separate;
6) Presence of more than one higher or lower risk criterion within the service provided to the client;
7) Payment methods accepted from clients and offered to clients (cash or non-cash);
8) Reporting entity is part of a network company or operates by its own;
9) Reporting entity casino or an entity organizing games of chance is providing services (e.g. hotels, entertainment) other than gambling services;
10) Management bodies or technical equipments of reporting entities are located in the Republic of Armenia or abroad (e.g. servers of internet operators are located in countries other than the business location of the reporting entity);
11) Turnover volumes, number of employees of reporting entities and their experience levels;
12) Size of premises where the reporting entity is located/operates;
13) Provision of "VIP" services and their conditions.

Section 2: Risk Prevention Measures

Chapter 7: Internal Monitoring Function for Prevention of Risk and "Fit and Proper" Rules

18. For the purpose of effective prevention of ML/TF risks specified under Section 1 of this Guidance, reporting entities should introduce an internal monitoring function. At that, in order to appropriately realize this function, in accordance with Article 22 of the Law, reporting entities shall be obligated to have an internal monitoring unit or an employee responsible for dealing with the prevention of ML/TF, or otherwise outsource this function to relevant specialized entities (hereinafter referred to as internal monitoring unit).

19. The unit performing internal monitoring functions of a reporting entity should at least undertake the following measures:

1) Develop AML/CFT internal legal acts (in case of having more than 10 employees); present proposals on enhancing effectiveness of such acts;
2) Categorize clients and services provided to them in terms of ML/TF risk exposure in accordance with the Law, this Guidance, and internal legal acts of the reporting entity; build up awareness among employees of the reporting entity about specific categories of risks, and higher risk clients and services;
3) Provide for regulation and effectiveness of client due diligence processes, including enhanced and simplified due diligence, as well as for the ongoing monitoring of clients and of the business profile thereof, information recording, maintenance, and updating processes;
4) Conduct analysis in relation to recognizing a transaction or business relationship (purchase of tokens or lotteries, stakes and winnings) as suspicious;

5) Make the final decision with regard to recognizing a transaction or business relationship as suspicious, to rejecting or suspending them, as well as to freezing of funds or other assets associated to terrorism;
6) Ensure the filing of suspicious transaction or business relationship reports with the Financial Monitoring Center of the Central Bank of the Republic of Armenia (hereinafter referred to as the Financial Monitoring Center);
7) Undertake other measures of risk prevention as prescribed under this Section.

20. The structural unit of reporting entities performing the functions of internal monitoring should have direct and timely access to any document or information in relation to services provided by reporting entities.

21. Reporting entities should strictly follow the "Fit and Proper" rules and, for this purpose, should:

1) Verify the biography of its owners that are natural persons, senior managers and beneficial owners.

2) Deter (prohibit) any formation of ownership, management connections with persons that have conviction records in biographic data or when their possible connections of criminal nature are revealed.

Chapter 8: Risk Assessment Methods

22. Before providing services to clients and during the entire duration of regular services, reporting entities should assess the aggregate ML/TF risk exposure in relation to them. In the course of assessing client and service risk, the following matrix is recommended as a guide in order to consider risk criteria and circumstances having impact on them, as specified under Section 1 of this Guidance.

	Negative Set of Circumstances Having Impact on Risk	*Positive Set of Circumstances Having Impact on Risk*
Higher Risk Criteria Stance	**1**	**2**
Lower Risk Criteria Stance	**3**	**4**

1) Situation 1 suggests that the service offered or provided poses higher risk. For the purpose of determining risk exposure, it is also important to consider what the higher risk criteria are and how many of such criteria are present. In this case, the question of filing a suspicious transaction or business relationship report with the Financial Monitoring Center should also be considered and, regardless of the decision made, the outcomes of such consideration should be documented and maintained.

2) Situation 2 suggests that the service offered or provided may pose a higher risk, although circumstances having impact on it are of positive nature within the given set of risks. In this case, again, for the purpose of determining risk exposure both the number and nature of higher risk criteria and the impact of the positive set of circumstances should be considered.
3) Situation 3 suggests that the service offered or provided poses medium risk, although certain circumstances are present, which may in future transform it into higher risk. In this case, it is important to establish enhanced ongoing monitoring over the service, as well as to conduct enhanced due diligence with the purpose of effectively controlling possible fluctuations in risk exposure.
4) Situation 4 suggests that the service offered or provided poses lower risk, and there is no material circumstance implying the possible presence of high risk criteria.

23. At that, if the service offered or provided comprises both higher and lower risk criteria, the aggregate risk exposure should be determined through assessing the nature and materiality of each risk criterion involved, as well as of the set of circumstances having impact on risk.

Chapter 9: General Rules for Client Due Diligence

24. Client due diligence or the principle "Know Your Client" is intended to ensure that reporting entities have adequate and comprehensive awareness of the real identity of their clients.

25. Client due diligence should be conducted in each and every case of offering or providing a service, whether such service involves higher, medium, or lower risk. Client due diligence shall be required for both new and existing clients within the scope of services provided to them.

26. Article 15 of the Law defines the cases, the procedures, and the required minimum documentation for conducting client due diligence by reporting entities. Client due diligence shall comprise the following measures (Articles 15, 16 and 20 specify the requirements within the scope of each measure):

1) In accordance with Article 15 of the Law, obtain information on the identity (identification) of clients (including beneficial owner) and verifying the accuracy of the information obtained;
2) In accordance with Article 16 of the Law and Chapter 10 of this Guidance, perform ongoing monitoring of the business relationship (service);
3) In accordance with Article 15 of the Law and Chapters 11 and 12 of this Guidance, undertake measures based on risk-based approach for client due diligence.

27. At that, measures specified by Sub-Clause 1, Clause 26 of this Guidance shall be undertaken by reporting entities before providing services to clients. In exceptional circumstances, when the ML/TF risk is effectively prevented, and where it is essential not to impair the normal course of services provided to clients, measures towards obtaining information on the identity of the client and verification of such information may be undertaken after the service is actually provided, within a reasonable timeframe of not more than seven days.

Chapter 10: Ongoing Monitoring of Business Relationship (Service)

28. An essential constituent of client due diligence is the ongoing monitoring of clients and their business profile in the whole course of business relationships (services) provided by reporting entities, so as to form a complete and clear understanding of the purpose and the expected nature of the services provided. For this purpose, depending on the ML/TF risk exposure of the service

provided by reporting entities, the following measures shall be undertaken by them during the whole course of providing the service:

1) Verify the interconnection between transactions carried out within the scope of the service provided, detect possible schemes for these connections, as well as determine the objective of the transactions;
2) Check the categories, periodicity, and chronology of transactions carried out in a standard unit of time;
3) Verify possible interrelations between the clients and beneficial owners;
4) Verify the existence of transactions by means of which clients pursue to avoid being reported to the Financial Monitoring Center by reporting entities;
5) Obtain possibly complete information, as necessary, on the sources of income and (or) wealth of clients, and on the changes thereof;
6) Compare the sources, turnover, and amounts of funds of the client subject to different transactions;
7) Assess possible ML/TF risks in services offered or provided, by means of comparison with the criteria and typologies of suspicious transactions and business relationships.

29. Information obtained within the scope of conducted client due diligence (including enhanced and simplified due diligence) should be updated by reporting entities at a periodicity set by them, but not less than once a year, to ensure that it is up-to-date and relevant.

Chapter 11: Enhanced Client Due Diligence

30. In case the service offered or provided poses higher risk, reporting entities should, in addition to client due diligence measures prescribed under Chapter 9 of this Guidance, conduct enhanced client due diligence.

1) Enhanced client due diligence should include the following measures:
   a. Obtain senior management approval before establishing and for continuing business relationships with such clients, as well as in cases when later on it is found out that clients and (or) the beneficial owners pose higher risk, or that the transactions or business relationships comprise such criteria;
   b. Undertake necessary actions for verifying the source of income and (or) wealth of clients;
   c. Scrutinize, record in writing, and maintain the grounds and conditions for the following transactions, so as to permit reconstruction of transaction details in future and, of necessary, dissemination of those to authorized bodies. Such transactions include:
      - All complex and unusually large transactions, as well as unusual patterns of transactions with no apparent economic or legitimate purpose;
      - Transactions involving persons residing (located) in foreign countries or territories, where international requirements for combating money laundering and terrorism financing are absent or ineffectively implemented;
   d. Conduct enhanced ongoing monitoring of business relationships.
2) Enhanced client due diligence may include the following measures:
   a. Scrutinize the required documents (information), stipulated in case of offering and providing services, in a more comprehensive and thorough manner;
   b. Make requests to authorized government bodies with the purpose of verifying the accuracy of information on clients, transactions with and services provided to them.

31. By means of enhanced client due diligence, reporting entities should obtain reasonable clarifications and explanations, so as to form a complete and clear understanding of the clients and the services offered or provided in relation to them.

Chapter 12: Simplified Client Due Diligence

32. In case of lower risk criteria, reporting entities may perform simplified client due diligence.
33. Simplified client due diligence shall be the limited implementation of client due diligence measures performed by reporting entities, whereby the following information shall be obtained as part of the identification and verification of identity:
1) Forename and surname;
2) Identification document information.

Chapter 13: Minimal Requirements for Recording and Maintaining Information

34. Reporting entities should record and maintain the information specified under Chapters 9-12 of this Guidance in a manner sufficient to permit reconstruction of individual transactions so as to provide, if necessary, procedural evidence.
35. Information may be maintained in documentary form, on computers, or other electronic means.
36. Reporting entities should ensure the security and secrecy of the information recorded and maintained, and should prevent it from unauthorized use or control.
37. Reporting entities should maintain the information specified under Article 20 of the Law, including the process of review (conducted analysis) for recognizing a transaction or business relationship as suspicious as specified under Clause 42 of this Guidance.

Chapter 14: Obligation in Relation to Suspicious Transaction or Business Relationship

38. From the moment of recognizing a transaction or business relationship as suspicious, reporting entities shall be obligated to file a suspicious transaction or business relationship report with the Financial Monitoring Center.
39. To recognize a transaction or a business relationship as suspicious, reporting entities should consider the criteria and (or) typologies of suspicious transactions or business relationships.
40. Legislative requirements in relation to suspicious transaction or business relationship reports are specified:
1) Under Articles 4-7 of the Law establishing that reporting entities shall be obligated to file a report with the Financial Monitoring Center in case of a suspicious transaction or business relationship;
2) Under Decisions No 234-N, 235-N of July 31, 2008 of the Board of the Central Bank of the Republic of Armenia establishing the Forms No 004 and 005 for reporting suspicious transaction or business relationship by reporting entities, the rules and deadlines for their submission, as well as the rules for the registration of reporting entities.
3) Under Decision No1/886A, of September 3, 2008 of the Chairman of the Central Bank of the Republic of Armenia defining suspicious transaction criteria for all reporting entities, including reporting entities.

41. Reporting entities may also recognize a transaction or business relationship as suspicious, when such suspicion does not arise from any specific criteria and (or) typology of a suspicious transaction or business relationship, but its logic or pattern (dynamics) of implementation give the grounds to suspect that it is being carried out or established for the purpose of money laundering or terrorism financing.

42. In the presence of a criteria or typology of suspicious transaction or business relationship, as well as in the cases specified under Clause 41 of this Guidance, reporting entities should consider recognizing the transaction or business relationship as suspicious. If, due to such consideration, the transaction or business relationship is not recognized as suspicious, the process of review (conducted analysis) and the findings shall be documented and maintained in the manner and timeframe established by the Law and this Guidance.

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