

Policy: Know your Customer

1. PURPOSE

Ipswich Jets recognises the objectives of the *Anti-Money Laundering and Counter-Terrorism Financing (AML/CTF) Act 2006*, and its obligations under it. Ipswich Jets has implemented a know your customer (KYC) policy to mitigate the risks associated with customer acceptance, customer identification and verification, transaction monitoring and overall risk management.

Ipswich Jets has put into practice the AML/CTF Know Your Customer (KYC) policy to educate and inform management, employees, members, their guests, and the local community about the Club's responsibilities and obligations under the *AML/CTF Act 2006*, regarding customer identification. Documentation referred to within this policy and Ipswich Jets AML/CTF Program, sets out the approach that the Club will undertake to implement and manage the KYC procedure, and associated systems.

The KYC Policy key objectives are to:

- Ensure that customers with which the Club deals, are legitimate
- Ensure that customers are properly identified, and they understand the associated risks to Ipswich Jets
- Collect customer KYC information
- Verify and identify customers using reliable and independent documentation that is defined and acceptable under AML/CTF legislation
- Monitor customer transactions to prevent or detect illegal activities
- Implement procedures to manage the risks posed by customers who may attempt to misuse the Club's facilities.

2. SCOPE

This policy applies to the Clubs Board, employees and management including AML/CTF Compliance Officer.

This policy describes the Club's objectives and policies regarding AML/CTF customer identification obligations.



LEAGUES CLUB

Ipswich Jets must collect and verify information about a customer before paying out winning and or accumulated credits or the awarding of a prize on a gaming machine involving an amount of \$10,000 or more. This must be done whether the payment is in cash, EFTPOS, by cheque or other means. The Club has a Office of Liquor Gaming Regulation (QLD) cash approved limit of \$5,000 and will require patrons to provide proof of identification for payment processing and the collection of cheques. Ipswich Jets will collect at a minimum the following know your customer information from patrons who win gaming machine payments of \$10,000 or more:

- Full name (first, middle and surname),
- Full residential address, and
- Date of birth.

The Club must verify at a minimum:

- The customers full name (includes first, middle and surname), and
- Either the customer's date of birth, or the customer's residential address.

The Club will check details provided by the customer against customer identification documents. The identification documentation will be required to be an original document. Where original documents cannot be provided, certified copies of the originals must be provided. Copies of this documentation will be made and kept on file at the Club as the 'AML/CTF Transaction Records'. A list of acceptable identification is captured in the AML/CTF Procedure's:

- PROCEDURE: \$10,000 PAYOUT; and
- PROCEDURE: AML/CTF \$10K CUSTOMER PAYMENT FORM.

If a customer cannot provide acceptable identification, the AMLCTF Compliance Officer will be notified. Payment will not be made until one of the identification verification methods has been met, additionally payment will only be made to the person who is the legitimate prize-winner.

Any distinguishable difference between a claimed identity and the documentation provided will be recorded and will be subject to further enquiry of the customer. In this event the AMLCTF Compliance Officer must be notified. Procedures for dealing with discrepancies are covered in the AML/CTF Procedures:

- PROCEDURE: \$10,000 PAYOUT; and
- PROCEDURE: AML/CTF \$10K CUSTOMER PAYMENT FORM
- PROCEDURE: UNUSUAL MATTER
- FORM: UNUSUAL MATTER.



LEAGUES CLUB

3. RELATED DOCUMENTS:

PROCEDURE: \$10,000 PAYOUT; and

PROCEDURE: AML/CTF \$10K CUSTOMER PAYMENT FORM

PROCEDURE: UNUSUAL MATTER

FORM: UNUSUAL MATTER

POLICY: SUSPICIOUS MATTERS
