



Customer Investigation

Demonstrable expertise of the Wwft and Sanctions Act is a requirement for employees of a financial institution. However, following a Wwft training only makes sense if it is in line with the daily activities.

A certain degree of knowledge of the legal requirements and regulations is important for the proper execution of a customer investigation. But a client investigation is sometimes also detective work and requires a good dose of analytical ability. How do you analyse and assess the information you have about a customer? How do you come to conclusions? And also important, how do you record your conclusions?

This training serves to deepen the knowledge you already have about compliance with the Wwft and Sanctions Act, for example by following our **Wwft Awareness** e-learning. During the course we help you in a practical way to go through the steps of customer research: analyse, assess, conclude and record.

Target audience

This in-depth training is intended for employees who are directly involved in the execution of the Customer Due Diligence process.

The e-learning is also of interest to Compliance Officers.

Objective

Upon successful completion of the program, your understanding of the legal requirements in the area of customer due diligence under the Wwft, and the background to it, has been enhanced. You will also have been able to practice the skills you need in customer investigation.

The training:

- Tailors to your specific work activities
- Offers demonstrable results
- Is not larger than necessary, but relevant

Course content

The e-learning starts with an overview of the legal framework. Subsequently, we make the translation into practice. When possible, we make use of concrete examples and cases.

The following topics will be covered during the training:

- The legal framework of CDD
- The risks that financial institutions face when it comes to doing business with clients of low integrity
- The purpose of customer due diligence, the different forms of customer due diligence and their application



Wwft

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- The risk indicators that play a role in customer due diligence
- The review of the purpose and nature of the relationship
- How to deal with a Politically Exposed Person (PEP)
- Explaining the difference between origin of funds and origin of assets

Study load

The e-learning takes an average of four hours to complete, depending on your prior knowledge of the subject.

Costs

The costs per participant are €185,-

More information

You can find more information about the **Wwft Customer Investigation** e-learning on our website.

Want to know more? Request a free demo of the training or get in touch with our learning specialists.

→ Get in touch

→ Request a demo

Register →

What our participants say

"Interesting course that was easy to follow. Good to revisit regularly."

"The material was described thoroughly, and the examples made it easier to understand the theory. The practice questions in between were very useful as well."

