

## **Effective KYC**

### **UYC (Understand Your Customer) Vs KYC (Know Your Customer)**

Date/Time: 2<sup>nd</sup> December 2019, 08:15 – 16:45

Duration: 7 hours

Venue: HILTON Hotel Nicosia

### **Seminar Objectives**

- Key Elements of KYC
- Legal and Regulatory requirements
- UYC Vs KYC  
Understand Your Customer Vs Know Your Customer
- Identifying your behavior and communication style
- Understanding Your Customer profile and personality type
- Improve your communication skills so as to:
  - Fulfill KYC requirements
  - Satisfy your customers and keep them happy
- Role playing so as to:
  - Understand communication techniques and methods to approach the customers
  - Apply these techniques so as to align with the customer and achieve an effective KYC

**Who will benefit:** Professionals that work in the financial services sector – Compliance Officers and Compliance office staff, General Managers, Branch Managers, Bankers, Transaction Monitoring Experts, Investigative Analysts, Internal Audit staff, Auditors, Accountants, Lawyers.

**Maximum no of participants (28):** Strict order of registration and payment will be kept

### **Seminar pricing**

Original Cost: €330 per person plus VAT 19% €62,70

Offer for Non HRDA eligible participants: Cost is €280 per person plus VAT 19% €53,20

**HRDA eligible participants: Cost is €211 per person plus VAT 19% of original cost €62,70**

Price includes welcome coffee, two coffee breaks with savories and buffet lunch.

## **Instructors: Demetris Loucaides and Elie Wakil**

**Mr Loucaides** is a graduate of the London School of Economics and Political Sciences in London and has 33 years of experience of which 28 in the financial services industry.

Worked in the Information Technology for many years and was the Manager of Organisation & Methods Departments of a large Bank. Furthermore, he has setup the Alternative Delivery Channels (Internet Banking, Call Centre, IVR, Mobile Banking) of the same bank.

Mr Loucaides has setup the Compliance Function of the Bank of Cyprus and was the Chief Group Compliance Officer of the Bank for 7 years.

In the last 5 years he offered a range of Compliance services to Supervisory Authorities, Financial Organisations and other businesses. These services include, among others, Risk Based Approach implementations, Trainings, Audits and System applications. Training has been provided to staff of Supervisory Authorities, Banks, Insurance Companies, Accountants, Lawyers, Forex Companies, Payment Companies and many more.

**Mr. Elie G. Wakil** is a trainer and coach with multicultural experience spanning a period of 32 years.

His business experiences have been within a multicultural context across the globe (Eastern Europe, Russia, Africa, Near and Middle East, and Asia).

As a knowledge enthusiast, Mr. Wakil is constantly in pursuit of learning, frequently attending various seminars in intercultural contexts as a means to add to his repertoire. He has enrolled in courses in management schools such as Ashridge, the London Business School in the UK, INSEAD in France as well as programmes on psychometrics (16PF-Institute of Personality and Ability Testing).

As a result of his extensive experience, Mr Wakil has written and facilitated numerous workshops based on developing relational fluency in the workplace in the fields of Human Relations, Leadership and Communications. The participants are mainly individuals who hold Managerial positions in their companies in an attempt to influence the work group culture from a top down approach.

He is also a certified practitioner in behavioural style analysis related to the International Ensize Dynamic Centre, an approved expert in Interpersonal Communication by the ETF (European Training Foundation, an EU agency based in Torino) and an approved Trainer-facilitator by The Cyprus Chamber of Commerce and Industry.

**REGISTRATION FORM**

***Effective KYC***

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**HILTON Hotel Nicosia**

Please confirm your attendance, by completing and sending the registration form by email to [info@euthor.eu](mailto:info@euthor.eu) or by fax to 222 55 312.

**Cancellations and Substitutions**

- Registration for the seminar is subject to the following terms and conditions. For further clarification please call 222 55 311 or email [info@euthor.eu](mailto:info@euthor.eu). Written cancellations through fax or email (from the person who has registered for this conference) received at least 10 calendar days prior to the start date of the event will receive a refund – less €50 administration fee (per attendee).
- No cancellations will be accepted – nor refunds issued – within 10 calendar days from the start date of the event. Substitutions are possible at any time.
- No-shows will be charged the full amount.
- In the event euTHOR Ltd cancels the seminar, euTHOR Ltd will refund payments in full but is not responsible for any cost or losses incurred by registrants (eg for travelling, accommodation arrangements etc).
- Attendees will receive an Attendance Certificate.

**COMPANY NAME:**.....

**EMAIL:**..... **TEL:**..... **FAX:**.....

	Name	Position
<b>Attendee 1</b>		
<b>Seminars Attended &amp; Experience:</b>		
<b>Attendee 2</b>		
<b>Seminars Attended &amp; Experience:</b>		
<b>Attendee 3</b>		
<b>Seminars Attended &amp; Experience:</b>		

**Motivation for attendance to the seminar:**

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**NAME:**..... **SIGNATURE:**..... **DATE:** / /