QUEST Professional Center

PROFESSIONAL TRAINING COURSE

Course No. 1039

Know Your Customer & Customer Due Diligence

COMPLIANCE, AML & FINANCIAL CRIME
FINANCE, INVESTMENT & BANKING

DURATION
5 Days

DELIVERY
Classroom

LOCATION
Istanbul, Türkiye

DATES
19 – 23 Oct 2026

Scheduled Event Details

CITY	Istanbul, Türkiye
DATE	19 – 23 Oct 2026
DELIVERY TYPE	Classroom
COURSE FEE	€4,700

Course Overview

Know Your Customer & Customer Due Diligence is a comprehensive professional training course designed to equip compliance professionals, financial institutions, government agencies, and regulated organizations with the knowledge and practical skills required to establish robust customer identification, verification, and risk assessment processes. As financial crime continues to evolve through increasingly sophisticated methods of money laundering, terrorist financing, fraud, sanctions evasion, and identity-related crimes, organizations must implement effective Know Your Customer (KYC) and Customer Due Diligence (CDD) programs that comply with regulatory requirements while supporting operational efficiency and customer trust.

This course provides participants with an advanced understanding of the regulatory principles, governance frameworks, and risk-based methodologies that underpin modern KYC and CDD programs. Participants will explore customer onboarding procedures, beneficial ownership identification, customer risk profiling, enhanced due diligence, ongoing monitoring, sanctions screening, politically exposed persons (PEP) management, and adverse media reviews. The program emphasizes practical implementation strategies that enable organizations to identify and manage financial crime risks while maintaining a customer-focused approach.

Throughout the program, participants will examine international best practices for customer due diligence, understand the relationship between KYC controls and Anti-Money Laundering (AML) compliance, and learn how effective customer risk management supports enterprise risk management, corporate governance, regulatory compliance, and operational resilience. Practical case studies and real-world scenarios enable participants to apply regulatory expectations within diverse organizational environments, including banking, insurance, capital markets, fintech, government entities, and multinational corporations.

By combining regulatory knowledge with operational best practices, this Know Your Customer &

Customer Due Diligence course enables organizations to strengthen compliance programs, improve customer onboarding quality, enhance financial crime prevention capabilities, reduce regulatory risk, and support sustainable business growth through effective customer risk management.

Objectives

- Analyze the principles and regulatory requirements of Know Your Customer (KYC) and Customer Due Diligence (CDD) by the end of the course.
- Develop risk-based customer onboarding procedures that align with organizational compliance policies and regulatory expectations.
- Evaluate customer risk profiles using measurable risk assessment criteria throughout practical workshop exercises.
- Apply customer identification, verification, and beneficial ownership requirements to diverse customer types and business structures.
- Design enhanced due diligence procedures for high-risk customers, complex ownership structures, and higher-risk jurisdictions.
- Assess sanctions screening, politically exposed persons (PEP) reviews, and adverse media monitoring processes using practical case studies.
- Improve ongoing customer monitoring procedures to identify material changes in customer risk throughout the customer lifecycle.
- Strengthen governance, documentation, and record-keeping practices to support regulatory examinations and internal audits.
- Implement effective KYC and CDD controls that contribute to AML compliance and enterprise risk management by the conclusion of the course.
- Align customer due diligence practices with organizational risk appetite, compliance frameworks, and financial crime prevention objectives.

Who Should Attend

This course is designed for compliance officers, AML professionals, Know Your Customer (KYC) analysts, Customer Due Diligence (CDD) specialists, financial crime investigators, compliance managers, regulatory reporting professionals, sanctions specialists, internal auditors, governance professionals, operational risk managers, fraud prevention specialists, and legal and regulatory affairs personnel responsible for customer onboarding and compliance oversight.

The program is also highly beneficial for relationship managers, branch managers, customer onboarding teams, account opening specialists, client service managers, private banking professionals, corporate banking teams, wealth management specialists, investment services professionals, insurance compliance personnel, fintech compliance teams, payment services professionals, and government officials involved in financial supervision, regulatory compliance, licensing, or financial crime prevention. Executives, department heads, and decision makers responsible for compliance strategy, operational excellence, customer governance, and enterprise risk management will also gain valuable insights into strengthening customer due diligence frameworks across their organizations.

Learning Outcomes

- By the end of this course, participants will be able to:
- Conduct comprehensive customer due diligence using risk-based methodologies that align with regulatory expectations.
- Classify customers according to measurable risk factors and apply appropriate due diligence requirements.
- Verify customer identities, beneficial ownership information, and source of funds using structured compliance procedures.
- Apply enhanced due diligence measures to high-risk customers, politically exposed persons, and complex business relationships.
- Evaluate customer onboarding documentation to ensure completeness, accuracy, and regulatory compliance.
- Perform sanctions screening and adverse media reviews as part of an effective KYC framework.
- Monitor customer relationships continuously and identify events requiring updated due diligence.
- Maintain accurate customer records and documentation that support regulatory reporting and audit readiness.
- Contribute to stronger AML compliance by integrating KYC and CDD controls into organizational risk management frameworks.
- Develop practical recommendations to improve customer onboarding efficiency while maintaining robust compliance standards.

Course Outline

DAY 01

Foundations of Know Your Customer and Customer Due Diligence

- The strategic importance of Know Your Customer (KYC) and Customer Due Diligence (CDD)
- International regulatory frameworks, compliance obligations, and financial crime risks
- The relationship between KYC, CDD, AML, Counter-Terrorist Financing (CTF), and sanctions compliance
- Governance, organizational responsibilities, and the three lines of defense

> **PRACTICAL DISCUSSION**
>
> Assessing the effectiveness of an organization's current KYC and CDD framework

DAY 02

Customer Identification, Verification, and Risk Assessment

- Customer identification and identity verification requirements
- Beneficial ownership identification and complex ownership structures
- Customer Risk Rating methodologies and risk-based due diligence
- Risk indicators related to products, services, geography, delivery channels, and customer behavior

> **PRACTICAL WORKSHOP**
>
> Developing customer risk profiles and determining appropriate due diligence measures

DAY 03

Enhanced Due Diligence and Ongoing Customer Monitoring

- Standard Due Diligence (SDD), Customer Due Diligence (CDD), and Enhanced Due Diligence (EDD)
- Managing high-risk customers, politically exposed persons (PEPs), and high-risk jurisdictions

DAY 03 — CONTINUED

- Source of wealth and source of funds verification techniques
- Ongoing monitoring, trigger events, periodic reviews, and customer lifecycle management

CASE STUDY

Applying enhanced due diligence to complex customer relationships

DAY 04

KYC Controls, Screening, and Compliance Monitoring

- Sanctions screening processes and compliance considerations
- Adverse media screening and reputational risk assessment
- Documentation standards, record retention, and audit readiness
- Quality assurance, compliance testing, and internal control effectiveness

PRACTICAL EXERCISE

Reviewing customer files, identifying compliance gaps, and recommending corrective actions

DAY 05

Strengthening KYC and CDD Programs for Organizational Excellence

- Digital transformation, electronic KYC (eKYC), and technology-enabled customer due diligence
- Integrating KYC and CDD into enterprise-wide AML compliance and risk management frameworks
- Preparing for regulatory inspections, internal audits, and supervisory reviews
- Continuous improvement strategies, governance reporting, and performance measurement for KYC programs

DAY 05 — CONTINUED

FINAL WORKSHOP

Developing a practical Know Your Customer & Customer Due Diligence implementation roadmap and organizational action plan to strengthen compliance, customer risk management, and financial crime prevention.

Register or Request More Information

Course page: https://quest-training.com/courses/know-your-customer-customer-due-diligence
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