

Brussels, 13 March 2024

Annex 3 to Circular NBB_2024_05

Periodic questionnaires on the prevention of money laundering and terrorist financing

Questionnaire relating to payment, electronic money and money remittance services

Scope of application

Financial institutions falling within the scope of Circular NBB_2024_05 that carry out the payment services activities referred to in this questionnaire

Note:

- *All financial institutions carrying out payment services activities must answer the questions set out in Part 1.*
- *Financial institutions carrying out electronic money activities must also answer the questions set out in Part 2.*
- *Financial institutions carrying out money remittance activities must also answer the questions set out in Part 3.*

PART I - GENERAL QUESTIONS ON PAYMENT SERVICES

Payment services			
Please indicate which payment services were effectively performed by your institution as at 31 December of the reporting year (activities which your institution is authorised to perform but which it does not actually perform need not be mentioned).	1. Services enabling cash to be deposited in a payment account as well as all operations required to operate a payment account	R3370.	[Yes] / [No]
	2. Services enabling cash to be withdrawn from a payment account as well as all operations required for operating a payment account	R3380.	[Yes] / [No]
	3. Execution of payment transactions, including transfers of funds to a payment account with the user's payment service provider or with another payment service provider: <ul style="list-style-type: none"> • execution of direct debits, including one-off transactions: • execution of payment transactions through a payment card or similar device: • execution of transfers of funds, including standing orders: 	R3390.	[Yes] / [No]
	4. Execution of payment transactions where the funds are covered by a credit line extended to the payment service user: <ul style="list-style-type: none"> • execution of direct debits, including one-off transactions: • execution of payment transactions through a payment card or similar device: • execution of transfers of funds, including standing orders: 	R3400.	[Yes] / [No]
	5. Issuing and/or acquiring payment instruments	R3410.	[Yes] / [No]
	6. Money remittance ¹	R3420.	[Yes] / [No]
	7. Execution of payment transactions where the consent of the payer to the transaction is provided by means of a telecommunication, digital or IT device and the payment is made directly to the telecommunication service, IT system or network operator, which acts solely as an intermediary between the payment service user and the supplier of the goods or services	R3430.	[Yes] / [No]
	8. Payment Initiation Services (PIS)	R3440.	[Yes] / [No]
	9. Account Information Services (AIS)	R3450.	[Yes] / [No]

¹ A payment service where funds are received from a payer, without any payment accounts being created in the name of the payer or the payee, for the sole purpose of transferring a corresponding amount to a payee or to another payment service provider acting on behalf of the payee, and/or where such funds are received on behalf of and made available to the payee.

Transactions - Payment activities and services

Based on the numbering used above, please indicate for each payment activity (PA) the number of transactions carried out by your institution over the reporting year and the total corresponding amount. If your institution does not carry out certain activities, please enter the number "0" as your answer.

		<i>Number of Transactions</i>	<i>Corresponding Amount</i>
		C0010	C0020
▪ PA1	R3460.	[Not available] or [Number].	[Not available] or [Number]
▪ PA 2	R3470.	[Not available] or [Number].	[Not available] or [Number]
▪ PA 3	R3480.	[Not available] or [Number].	[Not available] or [Number]
▪ PA 4	R3490.	[Not available] or [Number].	[Not available] or [Number]
▪ PA 5	R3500.	[Not available] or [Number].	[Not available] or [Number]
▪ PA 6	R3510.	[Not available] or [Number].	[Not available] or [Number]
▪ PA 7	R3520.	[Not available] or [Number].	[Not available] or [Number]
▪ PA 8	R3530.	[Not available] or [Number].	[Not available] or [Number]

National and international payment volume

Please provide the information requested below concerning the volume of payments over the reporting year (the volume of inbound and outbound payments).

Note:

- The term "payments" refers solely to payment transactions from one payment account to another (credit transfers, SEPA direct debits, standing orders, etc.). This category does not include money remittances. If your institution does not carry out payment transactions as defined here, please enter the number "0" in answer to the questions below.
- National payments refer to payments within Belgium.
- International payments refer to payments from or to a country other than Belgium. For purposes of this questionnaire, payments between Belgium and an EU Member State should thus be considered international payments.
- These payments concern only customer-to-customer transactions. Interbank transactions should therefore be excluded. Please note that interbank transactions in the context of correspondent banking on behalf of customers should, however, be included in the figures.

▪ National payments	Number of inbound payments:	R3540.	[Not available] or [Number]
	Inbound volume (expressed in euros):	R3550.	[Not available] or [Number]
	Number of outbound payments:	R3560.	[Not available] or [Number]
	Outbound volume (expressed in euros):	R3570.	[Not available] or [Number]

<ul style="list-style-type: none"> International payments 	Number of inbound payments:	R3580.	[Not available] or [Number]
	Inbound volume (expressed in euros):	R3590.	[Not available] or [Number]
	Number of outbound payments:	R3600.	[Not available] or [Number]
	Outbound volume (expressed in euros):	R3610.	[Not available] or [Number]

Outbound payments to high-risk countries

Please indicate the number of payments (and the corresponding amount) made by your institution over the reporting year to bank (or other) accounts located in a country listed in Annex 6.

Note:

- The term "payments" refers only to payment transactions from one payment account to another. This term thus does not include money remittances. If your institution does not carry out payment transactions as defined here, please enter the number "0" in answer to the questions below.
- Outbound payments concern only customer-to-customer transactions. Interbank transactions should therefore be excluded. Please note that interbank transactions carried out in the context of correspondent banking on behalf of customers should, however, be included in these figures. These payments should include all transactions carried out from Belgium to any of the countries listed in Annex 6.

<ul style="list-style-type: none"> Number of payments: 	R3620.	[Not available] or [Number].
<ul style="list-style-type: none"> Corresponding amount (expressed in euros): 	R3630.	[Not available] or [Number].

In the table below, for each country listed in Annex 6, please indicate the total amount of outbound payments:

R3640.	[AFG][004]	[NUMBER]	R3650.	[AGO][024]	[NUMBER]	R3660.	[ARG][032]	[NUMBER]	R3670.	[BLR][112]	[NUMBER]
R3680.	[BEN][204]	[NUMBER]	R3690.	[BOL][068]	[NUMBER]	R3700.	[BIH][070]	[NUMBER]	R3710.	[BFA][854]	[NUMBER]
R3720.	[BDI][108]	[NUMBER]	R3730.	[KHM][116]	[NUMBER]	R3740.	[CAF][140]	[NUMBER]	R3750.	[CHN][156]	[NUMBER]
R3760.	[COD][180]	[NUMBER]	R3770.	[DOM][214]	[NUMBER]	R3780.	[EGY][818]	[NUMBER]	R3790.	[ERI][232]	[NUMBER]
R3800.	[ETH][231]	[NUMBER]	R3810.	[GMB][270]	[NUMBER]	R3820.	[GIN][324]	[NUMBER]	R3830.	[GNB][624]	[NUMBER]
R3840.	[HTI][332]	[NUMBER]	R3850.	[IRQ][368]	[NUMBER]	R3860.	[IRN][364]	[NUMBER]	R3870.	[CIV][384]	[NUMBER]
R3880.	[YEM][887]	[NUMBER]	R3890.	[CPV][132]	[NUMBER]	R3900.	[KEN][404]	[NUMBER]	R3910.	[LAO][418]	[NUMBER]
R3920.	[LSO][426]	[NUMBER]	R3930.	[LBN][422]	[NUMBER]	R3940.	[LBR][430]	[NUMBER]	R3950.	[LBY][434]	[NUMBER]
R3960.	[MLI][466]	[NUMBER]	R3970.	[MHL][584]	[NUMBER]	R3980.	[MRT][478]	[NUMBER]	R3990.	[MDA][498]	[NUMBER]
R4000.	[MOZ][508]	[NUMBER]	R4010.	[MMR][104]	[NUMBER]	R4020.	[NAM][516]	[NUMBER]	R4030.	[NPL][524]	[NUMBER]
R4040.	[NER][562]	[NUMBER]	R4050.	[NGA][566]	[NUMBER]	R4060.	[PRK][408]	[NUMBER]	R4070.	[UKR][804]	[NUMBER]

R4080.	[PAK][586]	[NUMBER]	R4090.	[PAN][591]	[NUMBER]	R4100.	[PRY][600]	[NUMBER]	R4110.	[RUS][643]	[NUMBER]
R4120.	[RWA][646]	[NUMBER]	R4130.	[STP][678]	[NUMBER]	R4140.	[SLE][694]	[NUMBER]	R4150.	[SDN][736]	[NUMBER]
R4160.	[SOM][706]	[NUMBER]	R4170.	[LKA][144]	[NUMBER]	R4180.	[SYR][760]	[NUMBER]	R4190.	[TJK][762]	[NUMBER]
R4200.	[TZA][834]	[NUMBER]	R4210.	[THA][764]	[NUMBER]	R4220.	[TUN][788]	[NUMBER]	R4230.	[TUR][792]	[NUMBER]
R4240.	[UGA][800]	[NUMBER]	R4250.	[STV][548]	[NUMBER]	R4260.	[VEN][862]	[NUMBER]	R4270.	[VNM][704]	[NUMBER]
R4280.	[ZMB][894]	[NUMBER]	R4290.	[ZWE][716]	[NUMBER]	R4300.	[SSD][728]	[NUMBER]	R4310.	[ARE][784]	[NUMBER]
R4320.	[AIA][660]	[NUMBER]	R4330.	[BHS][044]	[NUMBER]	R4340.	[BHR][048]	[NUMBER]	R4350.	[BMU][060]	[NUMBER]
R4360.	[VGB][092]	[NUMBER]	R4370.	[CYM][136]	[NUMBER]	R4380.	[GGY][831]	[NUMBER]	R4390.	[JEY][832]	[NUMBER]
R4400.	[IMN][833]	[NUMBER]	R4410.	[FSM][583]	[NUMBER]	R4420.	[MCO][492]	[NUMBER]	R4430.	[MNE][499]	[NUMBER]
R4440.	[NRU][520]	[NUMBER]	R4450.	[UZB][860]	[NUMBER]	R4460.	[PLW][585]	[NUMBER]	R4470.	[PCN][612]	[NUMBER]
R4480.	[BLM][652]	[NUMBER]	R4490.	[TKM][795]	[NUMBER]	R4500.	[TCA][796]	[NUMBER]	R4510.	[WLF][876]	[NUMBER]

Inbound payments from high-risk countries

Please indicate the number of payments (and the corresponding amount) received over the reporting year by your institution's customers from a bank (or other) account located in a country listed in Annex 6.

Note:

- The term "payments" refers only to payment transactions from one payment account to another. This term thus does not include money remittances. If your institution does not carry out payment transactions as defined here, please enter the number "0" in answer to the questions below.
- Inbound payments concern only customer-to-customer transactions. Interbank transactions should therefore be excluded. Please note that interbank transactions carried out in the context of correspondent banking on behalf of customers should, however, be included in these figures. These payments should include all transactions to Belgium from any country listed in Annex 6.

▪ Number of payments: R4520. [Not available] or [Number].

▪ Corresponding amount (expressed in euros): R4530. [Not available] or [Number].

In the table below, for each country listed in Annex 6, please indicate the total amount of inbound payments:

R4540.	[AFG][004]	[NUMBER]	R4550.	[AGO][024]	[NUMBER]	R4560.	[ARG][032]	[NUMBER]	R4570.	[BLR][112]	[NUMBER]
R4580.	[BEN][204]	[NUMBER]	R4590.	[BOL][068]	[NUMBER]	R4600.	[BIH][070]	[NUMBER]	R4610.	[BFA][854]	[NUMBER]
R4620.	[BDI][108]	[NUMBER]	R4630.	[KHM][116]	[NUMBER]	R4640.	[CAF][140]	[NUMBER]	R4650.	[CHN][156]	[NUMBER]
R4660.	[COD][180]	[NUMBER]	R4670.	[DOM][214]	[NUMBER]	R4680.	[EGY][818]	[NUMBER]	R4690.	[ERI][232]	[NUMBER]
R4700.	[ETH][231]	[NUMBER]	R4710.	[GMB][270]	[NUMBER]	R4720.	[GIN][324]	[NUMBER]	R4730.	[GNB][624]	[NUMBER]
R4740.	[HTI][332]	[NUMBER]	R4750.	[IRQ][368]	[NUMBER]	R4760.	[IRN][364]	[NUMBER]	R4770.	[CIV][384]	[NUMBER]

R4780.	[YEM][887]	[NUMBER]	R4790.	[CPV][132]	[NUMBER]	R4800.	[KEN][404]	[NUMBER]	R4810.	[LAO][418]	[NUMBER]
R4820.	[LSO][426]	[NUMBER]	R4830.	[LBN][422]	[NUMBER]	R4840.	[LBR][430]	[NUMBER]	R4850.	[LBY][434]	[NUMBER]
R4860.	[MLI][466]	[NUMBER]	R4870.	[MHL][584]	[NUMBER]	R4880.	[MRT][478]	[NUMBER]	R4890.	[MDA][498]	[NUMBER]
R4900.	[MOZ][508]	[NUMBER]	R4910.	[MMR][104]	[NUMBER]	R4920.	[NAM][516]	[NUMBER]	R4930.	[NPL][524]	[NUMBER]
R4940.	[NER][562]	[NUMBER]	R4950.	[NGA][566]	[NUMBER]	R4960.	[PRK][408]	[NUMBER]	R4970.	[UKR][804]	[NUMBER]
R4980.	[PAK][586]	[NUMBER]	R4990.	[PAN][591]	[NUMBER]	R5000.	[PRY][600]	[NUMBER]	R5010.	[RUS][643]	[NUMBER]
R5020.	[RWA][646]	[NUMBER]	R5030.	[STP][678]	[NUMBER]	R5040.	[SLE][694]	[NUMBER]	R5050.	[SDN][736]	[NUMBER]
R5060.	[SOM][706]	[NUMBER]	R5070.	[LKA][144]	[NUMBER]	R5080.	[SYR][760]	[NUMBER]	R5090.	[TJK][762]	[NUMBER]
R5100.	[TZA][834]	[NUMBER]	R5110.	[THA][764]	[NUMBER]	R5120.	[TUN][788]	[NUMBER]	R5130.	[TUR][792]	[NUMBER]
R5140.	[UGA][800]	[NUMBER]	R5150.	[STV][548]	[NUMBER]	R5160.	[VEN][862]	[NUMBER]	R5170.	[VNM][704]	[NUMBER]
R5180.	[ZMB][894]	[NUMBER]	R5190.	[ZWE][716]	[NUMBER]	R5200.	[SSD][728]	[NUMBER]	R5210.	[ARE][784]	[NUMBER]
R5220.	[AIA][660]	[NUMBER]	R5230.	[BHS][044]	[NUMBER]	R5240.	[BHR][048]	[NUMBER]	R5250.	[BMU][060]	[NUMBER]
R5260.	[VGB][092]	[NUMBER]	R5270.	[CYM][136]	[NUMBER]	R5280.	[GGY][831]	[NUMBER]	R5290.	[JEY][832]	[NUMBER]
R5300.	[IMN][833]	[NUMBER]	R5310.	[FSM][583]	[NUMBER]	R5320.	[MCO][492]	[NUMBER]	R5330.	[MNE][499]	[NUMBER]
R5340.	[NRU][520]	[NUMBER]	R5350.	[UZB][860]	[NUMBER]	R5360.	[PLW][585]	[NUMBER]	R5370.	[PCN][612]	[NUMBER]
R5380.	[BLM][652]	[NUMBER]	R5390.	[TKM][795]	[NUMBER]	R5400.	[TCA][796]	[NUMBER]	R5410.	[WLF][876]	[NUMBER]

Significant payments received by private customers

Please indicate how many inbound payments (transfers of funds) for an amount of €100,000 or more your institution received over the reporting year on behalf of or for the benefit of private customers.

Note:

- The term "payments" refers only to payment transactions from one payment account to another. This term thus does not include money remittances or transactions involving cash deposits (coins and banknotes).
- If your institution does not carry out payment transactions as defined here, please enter the number "0" in answer to the questions below.

▪ Number:	R5420.	[Not available] or [Number]
▪ Corresponding amount (expressed in euros):	R5430.	[Not available] or [Number]
Please indicate how many of the abovementioned payments were made from an account located in a country listed in Annex 6.		
▪ Number:	R5440.	[Not available] or [Number]
▪ Corresponding amount (expressed in euros):	R5450.	[Not available] or [Number]

Significant payments made by private customers

Please indicate how many outbound payment transactions (transfers of funds) for an amount of €100,000 or more your institution carried out on behalf of private customers over the reporting year.

Note:

- The term "payments" refers only to transactions from one payment account to another. This term thus does not include money remittances or transactions involving cash withdrawals (coins and banknotes).
- If your institution does not carry out payment transactions as defined here, please enter the number "0" in answer to the questions below.

▪ Number:	R5460.	[Not available] or [Number].
▪ Corresponding amount (expressed in euros):	R5470.	[Not available] or [Number].
Please indicate how many of the abovementioned payments were made to an account located in a country listed in Annex 6.		
▪ Number:	R5480.	[Not available] or [Number].
▪ Corresponding amount (expressed in euros):	R5490.	[Not available] or [Number].

Cash deposits

Please indicate how many cash deposits² (coins and/or banknotes) for an amount equal to or greater than €5,000 your institution received over the reporting year on behalf or for the benefit of all customers as well as for private customers only.

Note:

- Including cash deposits received indirectly through cashier service subcontractors, sealed bags, ATMs, cash counting centres and cash-in-transit companies.
- Not including outbound money remittances for which cash is used as a means of payment.

If your institution does not authorise the use of cash, please enter the number "0" in answer to these questions.

Number and corresponding amount (for all customers):

▪ Number:	R5500.	[Not available] or [Number]
▪ Corresponding amount (expressed in euros):	R5510.	[Not available] or [Number]

Number and corresponding amount (for private customers only):

² Excluding cash deposits as a means of payment in the context of money remittances.

▪ Number:	R5520.	[Not available] or [Number]
▪ Corresponding amount (expressed in euros):	R5530.	[Not available] or [Number]

Cash withdrawals

Please indicate how many cash withdrawals (coins and/or banknotes) of €5,000 or more your institution handled over the reporting year on behalf or for the benefit of all customers as well as for private customers only.

If your institution does not authorise the use of cash, please enter the number "0" in answer to these questions.

Number and corresponding amount (for all customers):

▪ Number:	R5540.	[Not available] or [Number]
▪ Corresponding amount (expressed in euros):	R5550.	[Not available] or [Number]

Number and corresponding amount (for private customers only):

▪ Number:	R5560.	[Not available] or [Number]
▪ Corresponding amount (expressed in euros):	R5570.	[Not available] or [Number]

Correspondent banking relationships³

How many correspondent relationships did your institution have with respondent financial institutions at 31 December of the reporting year?	R5580.	[Not available] or [Number]
How many correspondent relationships did your institution have at 31 December of the reporting year with respondent financial institutions established outside the EU?	R5590.	[Not available] or [Number]
How many correspondent relationships did your institution have at 31 December of the reporting year with respondent financial institutions established in the countries listed in Annex 6?	R5600.	[Not available] or [Number]

³ Only payment or electronic money institutions should answer this question. Information relating to correspondent banking services offered by credit institutions should be provided in questions R3290 to R3400 of the questionnaire in Annex 2 relating to banking and financing services. Credit institutions may therefore enter the number "0" in answer to questions R5600 to RR5670.

Cross-border correspondent relationships with respondent institutions in third countries⁴

If your institution provides correspondent banking services for respondent institutions in third countries, please indicate if it ensures the following enhanced due diligence measures:

- collecting information on the respondent institution (so as to have a complete view of the institution's business activity and reputation and the quality of the supervision to which it is subjected)	R5610.	[Yes] / [No] / [Not applicable]
- assessing the AML/CFT checks carried out by the respondent institution	R5620.	[Yes] / [No] / [Not applicable]
- obtaining an authorisation from senior management before entering into new correspondent relationships	R5630.	[Yes] / [No] / [Not applicable]
- documenting each institution's respective responsibilities	R5640.	[Yes] / [No] / [Not applicable]
- as regards payable-through accounts, verifying that the respondent institution has taken the measures necessary with regard to its own customers who have access to the correspondent institution's account	R5650.	[Yes] / [No] / [Not applicable]

Regulation (EU) 2015/847 on information accompanying transfers of funds

Note: This section applies to all institutions carrying out transfers of funds within the meaning of Regulation 2015/847. However, if your institution does not carry out transfers of funds, please answer "not applicable" to all questions concerned. The same applies to specific questions of this section that are not relevant for your institution.

If your institution acts as a payment service provider, please indicate if its internal procedures determine:

▪ the criteria used by your institution to determine whether its services and products fall within the scope of Regulation 2015/847.	R5660.	[Yes] / [No] / [Not applicable]
▪ which of the services and products offered by your institution fall within the scope of Regulation 2015/847.	R5670.	[Yes] / [No] / [Not applicable]

If your institution acts as payment service provider for the payer, please indicate if its procedures contain the following:

▪ for transfers of funds within the European Union or the European Economic Area, a definition of the information on the payer and on the beneficiary that should accompany the transfers.	R5680.	[Yes] / [No] / [Not applicable]
▪ for transfers of funds outside the European Union or the European Economic Area, a definition of the information on the payer and on the beneficiary that should accompany the transfers.	R5690.	[Yes] / [No] / [Not applicable]

If your institution acts as payment service provider for the beneficiary, please answer the following questions:

▪ Does your institution verify in real time whether the characters used to provide the information on the payer and the beneficiary are in accordance with the conventions and/or agreements of the payment system used or can it prove to the	R5700.	[Yes] / [No] / [Not applicable]
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⁴ Only payment or electronic money institutions should answer this question. Information relating to correspondent banking services offered by credit institutions should be provided in questions R3290 to R3400 of the questionnaire in Annex 2 relating to banking and financing services. Credit institutions may therefore indicate "not applicable" in answer to questions R5600 to RR5670.

supervisor that the payment system used automatically prevents the sending or receiving of transfers or funds with unauthorised characters?		
<ul style="list-style-type: none"> Does your institution have effective procedures (such as filters) to detect transfers of funds containing incomplete or clearly irrelevant information on the payer or the beneficiary (e.g. "xxxxx", "abcdefg", "my customer", "unknown", etc.)? 	R5710.	[Yes] / [No] / [Not applicable]
<ul style="list-style-type: none"> Do your institution's procedures determine, according to the risk, for which transfers of funds these checks should be carried out in real time and for which transfers of funds these checks can take place ex-post, and why? 	R5720.	[Yes] / [No] / [Not applicable]
<ul style="list-style-type: none"> Does your institution, in addition to the real-time and ex-post monitoring referred to in the previous question, periodically perform ex-post checks on a sample basis in order to verify whether the real-time and ex-post monitoring checks referred to in the previous question are adequate and efficient? 	R5730.	[Yes] / [No] / [Not applicable]
<ul style="list-style-type: none"> Do your institution's procedures determine the policy to be pursued in terms of refusing a transfer of funds, suspending a transfer of funds or requesting complete information from the payment service provider of the payers when, upon the receipt of this transfer of funds, the required information is found to be absent? 	R5740.	[Yes] / [No] / [Not applicable]
<ul style="list-style-type: none"> Do your institution's internal procedures determine the policy to be pursued with regard to payment service providers who regularly fail to provide the required information on the payers? 	R5750.	[Yes] / [No] / [Not applicable]
<ul style="list-style-type: none"> Do your institution's internal procedures and systems enable it to identify payment service providers who regularly fail to provide the required information on payers and beneficiaries? 	R5760.	[Yes] / [No] / [Not applicable]
<ul style="list-style-type: none"> Do your institution's procedures provide that the National Bank of Belgium should be notified no later than three months after your institution identifies a payment service provider that regularly fails to provide the information required? 	R5770.	[Yes] / [No] / [Not applicable]
<ul style="list-style-type: none"> Does your institution maintain a list of all transfers of funds which were found to contain incomplete or irrelevant information? 	R5780.	[Yes] / [No] / [Not applicable]

Incomplete transfers of funds		
Does your institution receive transfers of funds for its customers as referred to in Regulation 2015/847 on information accompanying transfers of funds?	R5790.	[Yes] / [No]
How many transfers of funds not containing the necessary (relevant) information did your institution receive over the reporting year? <i>If your institution does not receive transfers of funds within the meaning of Regulation 2015/847, please enter the number "0" in answer to these questions.</i>		
<ul style="list-style-type: none"> Number: 	R5800.	[Not available] or [Number]
<ul style="list-style-type: none"> Corresponding amount (expressed in euros): 	R5810.	[Not available] or [Number]
For how many of the transfers referred to in the previous question did your institution act as an intermediate payment service provider?	R5820.	[Not available] or [Number]

<i>If your institution does not receive transfers of funds within the meaning of Regulation 2015/847, please enter the number "0" in answer to these questions.</i>		
What percentage of the total number and amount of transfers received over the reporting year were incomplete (and/or contained irrelevant information)? <i>If your institution does not receive transfers of funds within the meaning of Regulation 2015/847, please enter the number "0" in answer to these questions.</i>		
▪ Percentage of the total number:	R5830.	[Not available] or [Number]
▪ Percentage of the total amount:	R5840.	[Not available] or [Number]

General remarks on the completion of questionnaires by institutions		
As indicated in the methodology established by the Bank for answering these questionnaires (see the circular), institutions should, for each question, choose the option that best reflects their internal organisation. The Bank recognises that the options provided may not fully capture the situation within an institution. Therefore, when selecting from among the available options, it is important to choose the one that most accurately corresponds to the situation within your institution, so as to be able to subsequently justify this choice. General comments on the answers submitted by your institution can be left in the free-text field below (limited to 2,000 characters). Please note that these comments will not be taken into account in the initial automated analysis of your institution's answers.		
General comments (limited to 2,000 characters)	R5850.	[FREE TEXT, LIMITED TO 2,000 CHARACTERS]

PART II - SPECIFIC QUESTIONS ON ELECTRONIC MONEY ACTIVITIES

Electronic money activities			
Please indicate if these activities were effectively performed by your institution on 31 December of the reporting year (activities which your institution has been authorised to perform but which it does not actually carry out should not be included):	A. Issuance of electronic money	R5860.	[Yes] / [No]
	B. Distribution/redemption of electronic money	R5870.	[Yes] / [No]

Acceptance of payments in the form of anonymous electronic money issued in third countries		
If your institution accepts payment transactions, does it accept those made using anonymous prepaid cards issued in third countries?	R5880.	[Yes] / [No] / [Not applicable]
If so, do your institution's procedures and systems enable it to verify whether the anonymous prepaid cards issued in third countries meet conditions equivalent to those laid down in Article 25(1) and (2) of the AML Act?	R5890.	[Yes] / [No] / [Not applicable]

Issuance of electronic money		
Please indicate the total amount of electronic money issued by your institution over the reporting year.	R5900.	[Not available] or [Number]
Please indicate the total amount of electronic money redeemed by your institution over the reporting year.	R5910.	[Not available] or [Number]

Characteristics of the electronic money products issued by your institution		
Please indicate whether the electronic money products issued by your institution over the reporting year meet the criteria set out below.		
<ul style="list-style-type: none"> The products issued by your institution can be charged with electronic money in an amount of €5,000 or more. 	R5920.	[Yes] / [No] / [Not applicable]
<ul style="list-style-type: none"> The products issued by your institution allow the customer to perform payments for an amount of €2,500 or more per transaction. 	R5930.	[Yes] / [No] / [Not applicable]
<ul style="list-style-type: none"> The electronic money products issued by your institution can be charged/recharged using cash (coins and notes). 	R5940.	[Yes] / [No] / [Not applicable]
<ul style="list-style-type: none"> Is there a limit to the amount of funds that can be stored on the electronic money product/account? 	R5950.	[Yes] / [No] / [Not applicable]

Use of the electronic money products issued by your institution		
Please indicate whether the electronic money products issued by your institution meet the following criteria.		
<ul style="list-style-type: none"> The product allows payments between persons. 	R5960.	[Yes] / [No] / [Not applicable]
<ul style="list-style-type: none"> The product is accepted as a means of payment by a large number of merchants or points of sale. 	R5970.	[Yes] / [No] / [Not applicable]
<ul style="list-style-type: none"> The product was designed to be used as a means of payment by merchants offering services or products presenting a high risk of money laundering and/or terrorist financing (e.g. online gambling). 	R5980.	[Yes] / [No] / [Not applicable]
<ul style="list-style-type: none"> The product can be used for cross-border transactions or can be used in different countries. 	R5990.	[Yes] / [No] / [Not applicable]
<ul style="list-style-type: none"> The product enables cash withdrawals (coins and notes). 	R6000.	[Yes] / [No] / [Not applicable]

Distribution channels for the electronic money products issued by your institution		
Please indicate whether the electronic money products issued by your institution are distributed through the following channels:		
<ul style="list-style-type: none"> The product is distributed online and remotely. 	R6010.	[Yes] / [No] / [Not applicable]
<ul style="list-style-type: none"> The product is distributed by intermediaries who are not themselves obliged entities under Directive (EU) 2015/849 or Belgian law. 	R6020.	[Yes] / [No] / [Not applicable]

Anonymity of the electronic money issued by your institution		
Does your institution issue electronic money anonymously (i.e. without identifying and verifying the identity of the customer to whom the electronic money is issued in accordance with the AML Act)?	R6030.	[Yes] / [No] / [Not applicable]
Has your institution adapted the characteristics of its electronic money products and its internal procedures in accordance with the Act of 20 July 2022?	R6040.	[Yes] / [No] / [Not applicable]
What is the total number of devices distributed anonymously by your institution over the reporting year and what is the total amount of electronic money issued on these devices? <i>If your institution does not issue anonymous electronic money, please enter the number "0" in answer to these questions.</i>		
▪ Number of electronic money devices distributed anonymously:	R6050.	[Not available] or [Number]
▪ Total amount of money issued anonymously:	R6060.	[Not available] or [Number]
Do your institution's procedures allow unidentified third parties to charge/recharge electronic money devices on behalf of your customers (e.g. recharging an electronic money device on behalf of a customer through a transfer of funds performed by a third party or through a deposit of cash (notes and coins) by a third party on the customer's device)?	R6070.	[Yes] / [No] / [Not applicable]

PART III - SPECIFIC QUESTIONS ON MONEY REMITTANCE ACTIVITIES⁵

Volume of money remittance activity			
Please provide the information requested below on the volume of money remittances over the reporting year.			
<i>Note:</i>			
<ul style="list-style-type: none"> - <i>"Transactions" refers to only money remittances.</i> - <i>National money remittances refer to remittances within Belgium.</i> - <i>International money remittances are defined as those originating in or destined for a country other than Belgium. For purposes of this questionnaire, remittances between Belgium and an EU member state should therefore be considered international remittances.</i> - <i>Only customer-to-customer transactions should be included in the figures.</i> 			
▪ National money remittances (total inbound and outbound remittances)	Number of inbound remittances:	R6080.	[Not available] or [Number]
	Inbound volume (expressed in euros):	R6090.	[Not available] or [Number]

⁵ Money remittance means a payment service where funds are received from a payer, without payment accounts being created in the name of the payer or the payee, for the sole purpose of transferring a corresponding amount to a payee or to another payment service provider acting on behalf of the payee, and/or where such funds are received on behalf of and made available to the payee.

	Number of outbound remittances:	R6100.	[Not available] or [Number]
	Outbound volume (expressed in euros):	R6110.	[Not available] or [Number]
<ul style="list-style-type: none"> International money remittances (total inbound and outbound remittances) 	Number of inbound remittances:	R6120.	[Not available] or [Number]
	Inbound volume (expressed in euros):	R6130.	[Not available] or [Number]
	Number of outbound remittances:	R6140.	[Not available] or [Number]
	Outbound volume (expressed in euros):	R6150.	[Not available] or [Number]

Main remittance corridors

In the following table, please indicate the volume and total amount of money remittances carried out by your institution over the reporting year (outbound remittances) for the top 10 countries (ranked by volume of outbound money remittances).

	Country	Number of outbound remittances (volume)	Total amount of outbound remittances (in euros)
	C0010	C0020	C0030
R6160.	1. [Country selection drop-down menu]	[NUMBER]	[NUMBER]
R6170.	2. [Country selection drop-down menu]	[NUMBER]	[NUMBER]
R6180.	3. [Country selection drop-down menu]	[NUMBER]	[NUMBER]
R6190.	4. [Country selection drop-down menu]	[NUMBER]	[NUMBER]
R6200.	5. [Country selection drop-down menu]	[NUMBER]	[NUMBER]
R6210.	6. [Country selection drop-down menu]	[NUMBER]	[NUMBER]
R6220.	7. [Country selection drop-down menu]	[NUMBER]	[NUMBER]
R6230.	8. [Country selection drop-down menu]	[NUMBER]	[NUMBER]
R6240.	9. [Country selection drop-down menu]	[NUMBER]	[NUMBER]
R6250.	10. [Country selection drop-down menu]	[NUMBER]	[NUMBER]

Please indicate in the table below the volume and total amount of money remittances received by your institution over the reporting year (inbound remittances) for the top 10 countries (ranked by volume of inbound money remittances).

	Country	Number of inbound remittances (volume)	Total amount of inbound remittances (in euros)
	C0010	C0020	C0030
R6260.	1. [Country selection drop-down menu]	[NUMBER]	[NUMBER]
R6270.	2. [Country selection drop-down menu]	[NUMBER]	[NUMBER]
R6280.	3. [Country selection drop-down menu]	[NUMBER]	[NUMBER]

R6290.	4. [Country selection drop-down menu]	[NUMBER]	[NUMBER]
R6300.	5. [Country selection drop-down menu]	[NUMBER]	[NUMBER]
R6310.	6. [Country selection drop-down menu]	[NUMBER]	[NUMBER]
R6320.	7. [Country selection drop-down menu]	[NUMBER]	[NUMBER]
R6330.	8. [Country selection drop-down menu]	[NUMBER]	[NUMBER]
R6340.	9. [Country selection drop-down menu]	[NUMBER]	[NUMBER]
R6350.	10. [Country selection drop-down menu]	[NUMBER]	[NUMBER]

Outbound remittances to high-risk countries

Please indicate the total number and corresponding amount of money remittances carried out (outbound transactions) on behalf of your customers over the reporting year to a country listed in Annex 6.

▪ Number:	R6360.	[Not available] or [Number]
▪ Amount:	R6370.	[Not available] or [Number]

In the table below, please indicate, for each country listed in Annex 6, the total amount of money remittances carried out (outbound transactions).

R6380.	[AFG][004]	[NUMBER]	R6390.	[AGO][024]	[NUMBER]	R6400.	[ARG][032]	[NUMBER]	R6410.	[BLR][112]	[NUMBER]
R6420.	[BEN][204]	[NUMBER]	R6430.	[BOL][068]	[NUMBER]	R6440.	[BIH][070]	[NUMBER]	R6450.	[BFA][854]	[NUMBER]
R6460.	[BDI][108]	[NUMBER]	R6470.	[KHM][116]	[NUMBER]	R6480.	[CAF][140]	[NUMBER]	R6490.	[CHN][156]	[NUMBER]
R6500.	[COD][180]	[NUMBER]	R6510.	[DOM][214]	[NUMBER]	R6520.	[EGY][818]	[NUMBER]	R6530.	[ERI][232]	[NUMBER]
R6540.	[ETH][231]	[NUMBER]	R6550.	[GMB][270]	[NUMBER]	R6560.	[GIN][324]	[NUMBER]	R6570.	[GNB][624]	[NUMBER]
R6580.	[HTI][332]	[NUMBER]	R6590.	[IRQ][368]	[NUMBER]	R6600.	[IRN][364]	[NUMBER]	R6610.	[CIV][384]	[NUMBER]
R6620.	[YEM][887]	[NUMBER]	R6630.	[CPV][132]	[NUMBER]	R6640.	[KEN][404]	[NUMBER]	R6650.	[LAO][418]	[NUMBER]
R6660.	[LSO][426]	[NUMBER]	R6670.	[LBN][422]	[NUMBER]	R6680.	[LBR][430]	[NUMBER]	R6690.	[LBY][434]	[NUMBER]
R6700.	[MLI][466]	[NUMBER]	R6710.	[MHL][584]	[NUMBER]	R6720.	[MRT][478]	[NUMBER]	R6730.	[MDA][498]	[NUMBER]
R6740.	[MOZ][508]	[NUMBER]	R6750.	[MMR][104]	[NUMBER]	R6760.	[NAM][516]	[NUMBER]	R6770.	[NPL][524]	[NUMBER]
R6780.	[NER][562]	[NUMBER]	R6790.	[NGA][566]	[NUMBER]	R6800.	[PRK][408]	[NUMBER]	R6810.	[UKR][804]	[NUMBER]
R6820.	[PAK][586]	[NUMBER]	R6830.	[PAN][591]	[NUMBER]	R6840.	[PRY][600]	[NUMBER]	R6850.	[RUS][643]	[NUMBER]
R6860.	[RWA][646]	[NUMBER]	R6870.	[STP][678]	[NUMBER]	R6880.	[SLE][694]	[NUMBER]	R6890.	[SDN][736]	[NUMBER]
R6900.	[SOM][706]	[NUMBER]	R6910.	[LKA][144]	[NUMBER]	R6920.	[SYR][760]	[NUMBER]	R6930.	[TJK][762]	[NUMBER]
R6940.	[TZA][834]	[NUMBER]	R6950.	[THA][764]	[NUMBER]	R6960.	[TUN][788]	[NUMBER]	R6970.	[TUR][792]	[NUMBER]
R6980.	[UGA][800]	[NUMBER]	R6990.	[STV][548]	[NUMBER]	R7000.	[VEN][862]	[NUMBER]	R7010.	[VNM][704]	[NUMBER]
R7020.	[ZMB][894]	[NUMBER]	R7030.	[ZWE][716]	[NUMBER]	R7040.	[SSD][728]	[NUMBER]	R7050.	[ARE][784]	[NUMBER]

R7060.	[AIA][660]	[NUMBER]	R7070.	[BHS][044]	[NUMBER]	R7080.	[BHR][048]	[NUMBER]	R7090.	[BMU][060]	[NUMBER]
R7100.	[VGB][092]	[NUMBER]	R7110.	[CYM][136]	[NUMBER]	R7120.	[GGY][831]	[NUMBER]	R7130.	[JEY][832]	[NUMBER]
R7140.	[IMN][833]	[NUMBER]	R7150.	[FSM][583]	[NUMBER]	R7160.	[MCO][492]	[NUMBER]	R7170.	[MNE][499]	[NUMBER]
R7180.	[NRU][520]	[NUMBER]	R7190.	[UZB][860]	[NUMBER]	R7200.	[PLW][585]	[NUMBER]	R7210.	[PCN][612]	[NUMBER]
R7220.	[BLM][652]	[NUMBER]	R7230.	[TKM][795]	[NUMBER]	R7240.	[TCA][796]	[NUMBER]	R7250.	[WLF][876]	[NUMBER]

Inbound remittances from high-risk countries

Please indicate the total number and corresponding amount of money remittances received (inbound transactions) on behalf of your customers over the reporting year from a country listed in Annex 6.

▪ Number:	R7260.	[Not available] or [Number]
▪ Amount:	R7270.	[Not available] or [Number]

In the table below, please indicate, for each country listed in Annex 6, the total amount of money remittances received (inbound transfers).

R7280.	[AFG][004]	[NUMBER]	R7290.	[AGO][024]	[NUMBER]	R7300.	[ARG][032]	[NUMBER]	R7310.	[BLR][112]	[NUMBER]
R7320.	[BEN][204]	[NUMBER]	R7330.	[BOL][068]	[NUMBER]	R7340.	[BIH][070]	[NUMBER]	R7350.	[BFA][854]	[NUMBER]
R7360.	[BDI][108]	[NUMBER]	R7370.	[KHM][116]	[NUMBER]	R7380.	[CAF][140]	[NUMBER]	R7390.	[CHN][156]	[NUMBER]
R7400.	[COD][180]	[NUMBER]	R7410.	[DOM][214]	[NUMBER]	R7420.	[EGY][818]	[NUMBER]	R7430.	[ERI][232]	[NUMBER]
R7440.	[ETH][231]	[NUMBER]	R7450.	[GMB][270]	[NUMBER]	R7460.	[GIN][324]	[NUMBER]	R7470.	[GNB][624]	[NUMBER]
R7480.	[HTI][332]	[NUMBER]	R7490.	[IRQ][368]	[NUMBER]	R7500.	[IRN][364]	[NUMBER]	R7510.	[CIV][384]	[NUMBER]
R7520.	[YEM][887]	[NUMBER]	R7530.	[CPV][132]	[NUMBER]	R7540.	[KEN][404]	[NUMBER]	R7550.	[LAO][418]	[NUMBER]
R7560.	[LSO][426]	[NUMBER]	R7570.	[LBN][422]	[NUMBER]	R7580.	[LBR][430]	[NUMBER]	R7590.	[LBY][434]	[NUMBER]
R7600.	[MLI][466]	[NUMBER]	R7610.	[MHL][584]	[NUMBER]	R7620.	[MRT][478]	[NUMBER]	R7630.	[MDA][498]	[NUMBER]
R7640.	[MOZ][508]	[NUMBER]	R7650.	[MMR][104]	[NUMBER]	R7660.	[NAM][516]	[NUMBER]	R7670.	[NPL][524]	[NUMBER]
R7680.	[NER][562]	[NUMBER]	R7690.	[NGA][566]	[NUMBER]	R7700.	[PRK][408]	[NUMBER]	R7710.	[UKR][804]	[NUMBER]
R7720.	[PAK][586]	[NUMBER]	R7730.	[PAN][591]	[NUMBER]	R7740.	[PRY][600]	[NUMBER]	R7750.	[RUS][643]	[NUMBER]
R7760.	[RWA][646]	[NUMBER]	R7770.	[STP][678]	[NUMBER]	R7780.	[SLE][694]	[NUMBER]	R7790.	[SDN][736]	[NUMBER]
R7800.	[SOM][706]	[NUMBER]	R7810.	[LKA][144]	[NUMBER]	R7820.	[SYR][760]	[NUMBER]	R7830.	[TJK][762]	[NUMBER]
R7840.	[TZA][834]	[NUMBER]	R7850.	[THA][764]	[NUMBER]	R7860.	[TUN][788]	[NUMBER]	R7870.	[TUR][792]	[NUMBER]
R7880.	[UGA][800]	[NUMBER]	R7890.	[STV][548]	[NUMBER]	R7900.	[VEN][862]	[NUMBER]	R7910.	[VNM][704]	[NUMBER]
R7920.	[ZMB][894]	[NUMBER]	R7930.	[ZWE][716]	[NUMBER]	R7940.	[SSD][728]	[NUMBER]	R7950.	[ARE][784]	[NUMBER]
R7960.	[AIA][660]	[NUMBER]	R7970.	[BHS][044]	[NUMBER]	R7980.	[BHR][048]	[NUMBER]	R7990.	[BMU][060]	[NUMBER]
R8000.	[VGB][092]	[NUMBER]	R8010.	[CYM][136]	[NUMBER]	R8020.	[GGY][831]	[NUMBER]	R8030.	[JEY][832]	[NUMBER]

R8040.	[IMN][833]	[NUMBER]	R8050.	[FSM][583]	[NUMBER]	R8060.	[MCO][492]	[NUMBER]	R8070.	[MNE][499]	[NUMBER]
R8080.	[NRU][520]	[NUMBER]	R8090.	[UZB][860]	[NUMBER]	R8100.	[PLW][585]	[NUMBER]	R8110.	[PCN][612]	[NUMBER]
R8120.	[BLM][652]	[NUMBER]	R8130.	[TKM][795]	[NUMBER]	R8140.	[TCA][796]	[NUMBER]	R8150.	[WLF][876]	[NUMBER]

Significant money remittances		
Number of money remittances made or received by your customers, over the reporting year, for an amount of €3,000 or more		
▪ Number of inbound remittances:	R8160.	[Not available] or [Number].
▪ Inbound volume (expressed in euros):	R8170.	[Not available] or [Number].
▪ Number of outbound remittances:	R8180.	[Not available] or [Number]
▪ Outbound volume (expressed in euros):	R8190.	[Not available] or [Number]
Number of money remittances made or received by your customers, over the reporting year, for an amount of €3,000 or more, originating in or going to a country listed in Annex 6		
▪ Number of inbound remittances:	R8200.	[Not available] or [Number]
▪ Inbound volume (expressed in euros):	R8210.	[Not available] or [Number]
▪ Number of outbound remittances:	R8220.	[Not available] or [Number]
▪ Outbound volume (expressed in euros):	R8230.	[Not available] or [Number]
Number of cash remittances (notes and coins) amounting to €3,000 or more carried out by your institution (outbound cash remittances) over the reporting year and the corresponding amount		
▪ Number of cash remittances (notes and coins) of €3,000 or more:	R8240.	[Not available] or [Number]
▪ Corresponding amount (expressed in euros):	R8250.	[Not available] or [Number]

Means of payment accepted for outbound remittances			
Please indicate which means of payment your institution accepts for money remittances.		Means of payment accepted?	Total amount (outbound remittances)
		C0010	C0020
▪ Cash (notes and coins)	R8260.	[Yes] / [No]	[NUMBER], [Not applicable] or [Not available]
▪ Payment card (Bancontact, Maestro, etc.)	R8270.	[Yes] / [No]	[NUMBER], [Not applicable] or [Not available]
▪ Credit card (Visa, Mastercard, American Express, etc.)	R8280.	[Yes] / [No]	[NUMBER], [Not applicable] or [Not available]

▪ Anonymous prepaid cards	R8290.	[Yes] / [No]	[NUMBER], [Not applicable] or [Not available]
▪ Non-anonymous prepaid cards	R8300.	[Yes] / [No]	[NUMBER], [Not applicable] or [Not available]
▪ Wire transfers	R8310.	[Yes] / [No]	[NUMBER], [Not applicable] or [Not available]
▪ Other	R8320.	[Yes] / [No]	[NUMBER], [Not applicable] or [Not available]

Remittances carried out in the name of employees or agents

Do your institution's internal procedures allow your employees or authorised agents to execute money remittances in their own name (without the involvement of a coworker)?	R8330.	[Yes] / [No] / [Not applicable]
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Agent network - sectors

Based on the following categories, please indicate the sectors in which your authorised agents primarily operated on 31 December of the reporting year. Please make an estimate if you do not have precise figures and indicate that it is an estimate in the comments (R5850).

▪ Financial sector (financial services, etc.)	R8340.	[Not available] or [Number]
▪ Postal sector (bpost, etc.)	R8350.	[Not available] or [Number]
▪ Retail (supermarket, mobile phone shop, news agent, night shop, etc.)	R8360.	[Not available] or [Number]
▪ Other	R8370.	[Not available] or [Number]

New agents

With how many new authorised agents did your institution sign a cooperation agreement over the reporting year?	R8380.	[Not available] or [Number]
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Requirements for new agents

On 31 December of the reporting year, please indicate which formalities were employed by your institution for the affiliation of new agents.

▪ Agent's identity card (or that of the managing director for a legal entity)	R8390.	[Yes] / [No] / [Not applicable]
▪ Certificate of good conduct for the agent (or manager)	R8400.	[Yes] / [No] / [Not applicable]
▪ The agent's articles of association (for a legal entity)	R8410.	[Yes] / [No] / [Not applicable]
▪ Verification of the ultimate beneficial owner where the agent is a legal entity	R8420.	[Yes] / [No] / [Not applicable]
▪ Verification of the agent's bank account to be used for the commercial relationship	R8430.	[Yes] / [No] / [Not applicable]
▪ Other	R8440.	[Yes] / [No] / [Not applicable]

Rejection of candidate agents		
How many candidate agents did you reject over the reporting year?	R8450.	[Not available] or [Number]
Of the agents referred to in the previous question, how many were rejected by your institution for reasons of integrity or relating to AML/CFT?	R8460.	[Not available] or [Number]

AML/CFT knowledge and training for agents		
What types of AML/CFT training are provided for new agents before they can represent your institution for the purpose of money remittances?		
▪ Seminars/presentations	R8470.	[Yes] / [No]
▪ Written notes/guidance (policies and procedures/typologies/information on the general AML/CFT context/etc.)	R8480.	[Yes] / [No]
▪ E-learning (self-study/tests/etc.)	R8490.	[Yes] / [No]
▪ Other	R8500.	[Yes] / [No]
How does your institution ensure continuous training of its network of agents?		
▪ Seminars/presentations	R8510.	[Yes] / [No]
▪ Written notes/guidance (self-study)	R8520.	[Yes] / [No]
▪ E-learning	R8530.	[Yes] / [No]
▪ Other	R8540.	[Yes] / [No]

Agent due diligence		
Does your institution have procedures specifically relating to the monitoring of and due diligence for agents?	R8550.	[Yes] / [No] / [Not applicable]
Does your institution have specific criteria that enable it to detect suspicious transactions or suspicious transaction patterns at agent level?	R8560.	[Yes] / [No] / [Not applicable]
Does your institution perform on-site inspections at (all or some of) your agents?	R8570.	[Yes] / [No] / [Not applicable]
If you answered yes to the previous question:		
▪ Please specify the percentage of agents inspected over the reporting year.	R8580.	[Not available] or [Number]
▪ Are these inspections systematically documented in inspection reports?	R8590.	[Yes] / [No] / [Not applicable]

With how many agents did your institution decide to terminate its contractual (representative) relationship over the reporting year?		
▪ Number of agents dismissed for commercial reasons	R8600.	[Not available] or [Number]
▪ Number of agents dismissed due to violations/breaches of internal procedures	R8610.	[Not available] or [Number]
▪ Number of agents dismissed for integrity reasons (e.g. reputation, type of customers, etc.)	R8620.	[Not available] or [Number]
▪ Number of relationships terminated at the agent's request	R8630.	[Not available] or [Number]
▪ Other	R8640.	[Not available] or [Number]

Information on individual agents

For your institution's agents active in Belgium, please attach a table to this questionnaire with the following information for each agent:

- Name of the agent
- Address of the agent (post code and municipality)
- Main activity of the agent: briefly describe the agent's main activity (foreign exchange office, money remittance office, grocery shop, mobile phone shop, news agent, postal point, etc.)
- Total number of remittances executed and received by the agent over the reporting year (total inbound and outbound remittances)
- Total amount of remittances executed and received by the agent over the reporting year (total amount of inbound and outbound remittances)
- Average amount of inbound remittances received by the agent over the reporting year
- Average amount of outbound remittances carried out by the agent over the reporting year
- Total amount of inbound remittances from a country listed in Annex 6 received by the agent
- Total amount of outbound remittances to a country listed in Annex 6 carried out by the agent
- Number of written reports drawn up by the agent over the reporting year with a view to reporting atypical transactions to the institution's AML/CFT officer (number of SAR or "Internal Suspicious Activity Reports")

Note: If you do not have all of the abovementioned information for each agent, please attach a table containing the information available per agent and mention why certain information is unavailable. If possible, please provide the table in the form of an Excel file. If this is not possible, the information can be submitted in another format.

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