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CONVENIENCE TRANSLATION - ACCURACY NOT GUARANTEED

**Republic of the Union of Myanmar
Central Bank of Myanmar
Notification No. 22/2023
1385, 1st Waxing Day of Tawthalin, 1385
(15 September 2023)**

Guidelines on standard procedures to be followed if there is a complaint about fraudulent activities when using a bank or mobile financial services

1. The Central Bank of Myanmar has issued these guidelines in exercise of the authority conferred by section 132(b) Financial Institutions Law In order to take action in a timely manner in the event that fraudsters fraudulently obtain money from a customer's (person or organisation receiving mobile financial services) mobile money account using various methods, so as to protect the victims of fraudulent withdrawals.
2. A victim of a fraudulent withdrawal (fraud victim) who was defrauded out of money from his mobile money account shall do the following:
 - (a) Immediately contact the call centre and complaint centre of the relevant mobile financial service provider bank and mobile financial service provider;
 - (b) Immediately provide the information requested by the call centre and complaint centre based on what the customer communicated;
 - (c) visit the relevant local police station and open a case.
3. If the relevant local police station receives a complaint from the victim who was defrauded out of money from his mobile money account, it shall open a case immediately. Once the local police station has opened the case, the relevant bank and mobile financial service provider shall be notified either by phone, fax or e-mail.
4. The call centre and complaint centre of the relevant bank and mobile financial service provider shall do the following:
 - (a) If it receives communication from a fraud victim and information from a fraud victim, check whether he is the account owner and whether the information submitted is correct;
 - (b) If checked and found correct, proceed to immediately notify their relevant department.



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5. The relevant department of the bank and mobile financial service provider shall do the following:
 - (a) If checked and found correct that the complainant's reports are true, that there is reason to believe that there is a fraudster, and that there is reason to believe that there are persons related to the fraudster, immediately block the accounts of the complainant, the suspected fraudster and related persons temporarily and maintain the temporary block for 72 hours;
 - (b) arrange so that know-your-customer (KYC) information of the suspected fraudster and related persons may be communicated to the department where the case was opened or is being investigated and to related organisations;
 - (c) if the account has been temporarily blocked, report within 24 hours as suspicious transactions to the Central Bank of Myanmar and the Financial Intelligence Unit the information concerning the account and the transactions of these accounts;
 - (d) if notice is received from the relevant police station that a case was opened at the police station of the fraud victim, continue to block the account if necessary from 72 hours after the account was temporarily blocked, depending on additional information obtained from the investigation of the case;
 - (e) if there is no notice from the relevant police station that the fraud victim opened a case at the police station, reopen accounts that were temporarily blocked after 72 hours;
 - (f) if, where accounts of a suspected fraudster and related persons are temporarily blocked, the person whose account is temporarily blocked submits evidence to request that the account be reopened for transactions that are unrelated to the fraud by the suspected fraudster, solicit the opinion of the relevant police station or police force investigating the case and submit the matter to the Central Bank of Myanmar;
 - (g) immediately provide additional information if so requested by the Central Bank of Myanmar or the Financial Intelligence Unit.

6. The Myanmar Police Force, the Financial Intelligence Unit and the Central Bank of Myanmar shall open cases and take action in accordance with the law, and proceed with the acquisition of information of account holders and account records and the temporary blocking of accounts in accordance with the law.

On behalf of the Governor
Zaw Myint Naing, Deputy Governor

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Central Bank of Myanmar

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