MERCURY

Customer Due Diligence (CDD) Course

18 – 22 January 2027
Madrid (Spain)



Dubai - UAE: +971 4 450 5697
Istanbul - Türkiye: +90 539 599 1206
Amman - Jordan: +962 79 712 3347

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Ref: 15917_1081417 **Date:** 18 – 22 January 2027 **Location:** Madrid (Spain) **Fees:** 5600 Euro

Introduction:

Customer Due Diligence CDD is a fundamental process financial institutions and various industries use to assess and mitigate risks associated with financial crimes, fraud, and compliance breaches. This course provides an in-depth understanding of CDD's principles, procedures, and regulatory requirements. Participants will explore the importance of verifying customer identities, assessing risk levels, and maintaining compliance with international standards and local regulations.

This Customer Due Diligence CDD course is designed for compliance, risk management, and financial services professionals. It equips participants with practical tools and best practices for implementing effective CDD strategies. By mastering these skills, organizations can enhance their anti-money laundering AML efforts, safeguard their reputations, and foster strong, trustworthy customer relationships.

The Customer Due Diligence CDD program provides an in-depth understanding of the CDD process and its critical role in maintaining financial security. It covers the CDD rule and explains its meaning and purpose. Participants will learn about the CDD process, customer due diligence procedures, and how to effectively identify high-risk customers.

Participants in this Customer Due Diligence CDD training will highlight the importance of implementing customer due diligence and the role of a customer due diligence analyst in ensuring compliance with the customer due diligence CDD rule. They will have a clear understanding of customer due diligence solutions and why customer due diligence is important for protecting businesses against potential risks.

Targeted Groups:

- Compliance Officers.
- Risk Management Professionals.
- Financial Analysts.
- Bank Relationship Managers.
- Anti-Money Laundering AML Specialists.
- Regulatory and Legal Advisors.
- Internal Auditors.
- Financial Services Consultants.
- Insurance Professionals.
- Business Owners and Entrepreneurs.

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Course Objectives:

At the end of this Customer Due Diligence CDD course, the participants will be able to:

- Understand the principles and importance of Customer Due Diligence CDD.
- Learn the regulatory frameworks governing CDD processes.
- Develop skills in customer identification and risk profiling.
- Implement effective Enhanced Due Diligence EDD measures.
- Detect and respond to suspicious activities effectively.
- Strengthen compliance with Anti-Money Laundering AML regulations.
- Enhance record-keeping and reporting practices.
- Build a robust framework for ongoing customer monitoring.
- Foster ethical practices in due diligence activities.
- Minimize financial and reputational risks for organizations.

Targeted Competencies:

By the end of this Customer Due Diligence CDD program, the participant's competencies will:

- Customer Identification and Verification.
- Risk Assessment and Profiling.
- Regulatory Compliance and Reporting.
- Anti-Money Laundering AML Knowledge.
- Enhanced Due Diligence EDD Techniques.
- Monitoring and Record-Keeping.
- Suspicious Activity Detection.
- Analytical and Investigative Skills.
- Communication and Documentation.
- Ethical Decision-Making.

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Course Content:

Unit 1: Introduction to Customer Due Diligence CDD:

- Define Customer Due Diligence and its role in compliance.
- Explore the significance of CDD in financial crime prevention.
- Understand key regulatory frameworks and international standards.
- Discuss the impact of weak CDD processes on organizations.
- Examine the role of CDD in Anti-Money Laundering AML initiatives.

Unit 2: Customer Identification and Risk Profiling:

- Learn techniques for verifying customer identities.
- Explore the Know Your Customer KYC process.
- Assess risk levels based on customer profiles.
- Identify high-risk customers and transactions.
- Understand tools and technology used in customer verification.

Unit 3: Enhanced Due Diligence EDD Procedures:

- Differentiate between standard and enhanced due diligence.
- Apply EDD for high-risk customers and jurisdictions.
- Learn how to collect additional data for thorough investigations.
- Understand how to evaluate politically exposed persons PEPs.
- Develop effective strategies for mitigating risks.

Unit 4: Monitoring, Reporting, and Record-Keeping:

- Establish methods for ongoing monitoring of customer activities.
- Detect red flags and suspicious transactions.
- Learn effective reporting techniques for compliance breaches.
- Review record-keeping standards and legal requirements.
- Ensure timely and accurate submission of compliance reports.

Unit 5: Practical Applications and Ethical Practices:

- Analyze case studies on successful CDD implementations.
- Apply ethical decision-making in complex scenarios.
- Develop an action plan for implementing CDD in your organization.
- Explore common challenges and solutions in CDD processes.
- Understand the role of collaboration across departments for CDD success.