

### SCHEDULE 3

*Regulations 9(g) and 24 (7)*

#### **RECOMMENDED MINIMUM STANDARDS FOR FOREX BUREAUS AND MONEY REMITTANCE BUSINESS PREMISES**

**1. Floor Area**

A standard licensee should occupy an area not less than 4m x 6m. In our view this is enough to accommodate the recommended set up as below:

**2. Set up**

(a) Front Office – includes the reception area. This can also accommodate the internal security guard(s), where applicable.

(b) Counters: A minimum of two counters: one purchases and one sales, in the following designs:

(i) Built up:

– Dully constructed to include serving desk cashier's cabin and serving window.

– The material may vary according to the bureau's financial abilities and taste

(ii) Not Built up

Where a bureau does not construct the standard counter but opts for the desk type counter.

(iii) This design is only recommended for:

- Licensee located in hotel, at the airport, recreational centers and such other places where a personal touch with the customers is very necessary.

- Its applicability in modern banking and business.

(c) Manager's office.

Enough to accommodate the manager's desk and safe.

**3. Accessibility to the Public**

(a) Licensee premises should preferably be located on the ground floor. Exceptions would be in highly organised locations e.g. hotels, airport, and recreational centers.

(b) Entrance should not be concealed for easy access.

#### 4. Security

- (a) **It may not be possible to determine the overall security of the location, but the premises should have sufficient security to ensure the safety of the customers and the assets of the business operations.**

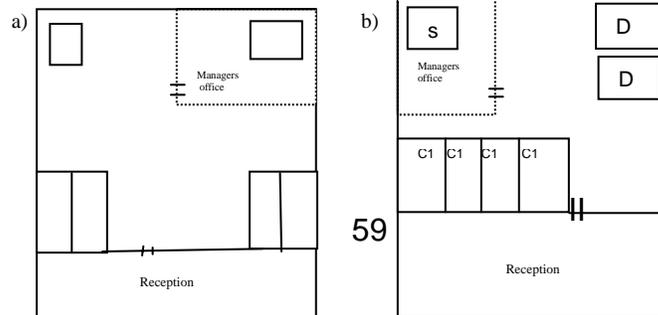
#### Therefore:

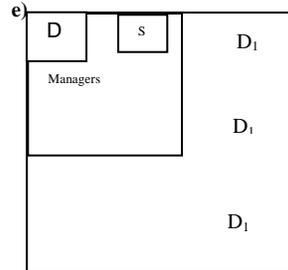
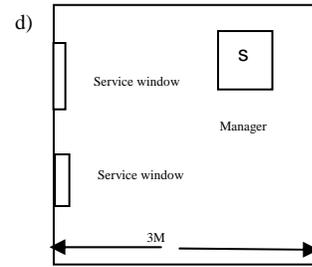
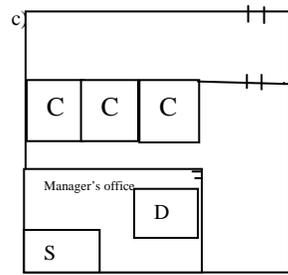
- Premises should be strong and entrance/exit must be re-enforced with burglar proofing.
  - Blinds or tinted glass should be used to conceal bureau activity from the public.
- (b) Notwithstanding the above, consideration should be made of single unit structures which can comfortably accommodate bureau in a highly organised location e.g. airport, hotels, post office etc. In this arrangement, the bureau need not construct demarcations for the manager and cashiers' offices. However-
- (i) the premises should occupy an area of at least 4m x 6 m.
  - (ii) the premises should be generally adequate and suitable for bureau business; located within a reasonably secure environment.
  - (iii) the licensee shares the general security provided by the facility within which it is located.
  - (iv) customers are served through a window separating the cashiers from the customers.
  - (v) provision is made for a manager's desk, safe and cashiers' counters.
  - (vi) walls are constructed with tinted, bulletproof glass material.

#### 5. Mandatory fittings

- (i) Safe.
- (ii) Rates display board.
- (iii) Display of license or authority to operate.

#### Layout (Design) Guidelines:





*Key*  
 C<sub>1</sub> - C<sub>4</sub> Represent  
 counters  
 S Represents  
 safe  
 D Represents  
 desk/tables  
 D<sub>1</sub> Represents  
 Serving Points

(d) & (e) Suitable for those situated in lobbies eg. Hotels, Travel Bureaux, Airport etc.