



LONG MAY SHE SLAY KNOW YOUR CUSTOMER (KYC) POLICY

1. Introduction

Long May She Slay Global LLC (LMSS) is committed to the highest standards of Anti-Money Laundering (AML), Counter-Terrorism Financing (CTF), fraud prevention, and financial integrity. This Know Your Customer (KYC) policy forms a central part of our compliance framework and ensures the verification of customer identity, assessment of risk, and monitoring of financial activity in line with regulatory and international best practices.

LMSS empowers unbanked and underbanked individuals in the Caribbean to shop globally by selling prepaid vouchers redeemable on Rewarble. This policy ensures all transactions are secure, transparent, and compliant.

2. Customer Due Diligence (CDD) Procedures

All customers must undergo a multi-step verification process:

- Basic Information Collection: Full name, email address, phone number, residential address, country, and preferred language.
- ID Verification: Valid government-issued photo identification (passport, national ID, or driver's license).
- Proof of Address: Utility bill, bank statement, or government correspondence dated within the last 3 months.
- Selfie Upload: For biometric identity validation.

Note: ID verification is required for all customers purchasing or redeeming prepaid vouchers. Basic browsing or exploring LMSS does not require ID verification.

3. Enhanced Due Diligence (EDD)

EDD will be performed for high-risk users or accounts with large transaction volumes. This may include:

- Source of funds declaration
- Business registration documents (for commercial users)
- Video call verification
- Politically Exposed Person (PEP) screening

4. Ongoing Monitoring

Transactions are continuously monitored to detect:

- Unusual transaction patterns
- High-volume voucher purchases or redemptions
- Repeated failed attempts or suspicious activity
- IP address inconsistencies
- Automation: LMSS uses AI-based fraud monitoring tools to flag high-risk behavior, with human compliance officers reviewing flagged cases.

5. Customer Risk Scoring

Each customer is assigned a risk rating (Low, Medium, High) based on:

- Country of residence
- Transaction volume
- Service usage patterns
- ID verification status

High-risk accounts are subject to additional verification and monitoring.

6. Recordkeeping

All KYC documentation and logs are retained for a minimum of 5 years, even if the customer account is closed. This complies with international AML standards.

7. Fraud and Incident Reporting

Customers can report suspicious activity using our online fraud report form. All reports are escalated to the Compliance Team, and serious violations will be reported to relevant financial crime enforcement authorities.

8. Platform Integration

All customer information is securely collected and verified via the LMSS website using Zoho and Firebase automation, which enables:

- Automated account creation
- Document verification
- KYC and AML workflow management

This ensures a secure, seamless experience for customers purchasing or redeeming vouchers.

9. Partnership with Rewarble

LMSS partners with Rewarble to allow customers to redeem prepaid vouchers safely and securely on global e-commerce platforms such as Amazon, Shein, and AliExpress. This partnership ensures that voucher redemption is compliant, secure, and user-friendly.

10. Declaration

This KYC Policy forms part of LMSS's broader AML and Compliance Framework, which includes its Terms of Service, Privacy Policy, and Anti-Fraud Strategy.