

Note: The translation is unofficial, for information purpose only

Official Monitor of the Republic of Moldova No 423-429 of 9 December 2016, Article 2096

**NATIONAL BANK OF MOLDOVA
EXECUTIVE BOARD**

**DECISION No 335
of 1 December 2016**

REGISTERED:
Ministry of Justice
of the Republic of Moldova
No 1156 of 6 December 2016
Minister _Vladimir CEBOTARI

Amended by:

Decision of the Executive Board of the NBM No 255 of 06.11.2025, Official Monitor of the Republic of Moldova No 565-568 of 13.11.2025, Article 1001

Decision of the Executive Board of the NBM No 162 of 10.08.2023, Official Monitor of the Republic of Moldova No 328-331 of 25.08.2023, Article 824

Decision of the Executive Board of the NBM No 159 of 09.07.2020, Official Monitor of the Republic of Moldova No 188-192 of 24.07.2020, Article 668

Decision of the Executive Board of the NBM No 235 of 19.09.2019, Official Monitor of the Republic of Moldova No 302 of 30.09.2019, Article 1667

Decision of the Executive Board of the NBM No 203 of 09.08.2018, Official Monitor of the Republic of Moldova No 321-332 of 24.08.2018, Article 1314

Decision of the Executive Board of the NBM No 143 of 02.06.2017, Official Monitor of the Republic of Moldova No 190-200 of 16.06.2017, Article 1164

Approving the Regulation on the Activity of Foreign Exchange Entities

Pursuant to Article 5 paragraph (1) letter l), Article 11 paragraph (1), Article 27 paragraph (1) letter c) and Article 51 letters a) and b) of Law No 548/1995 on the National Bank of Moldova (republished in the Official Monitor of the Republic of Moldova, 2015 No 297-300, Article 544), with further amendments, Article 4 paragraph (12), Chapter V of Law No 62/2008 on Foreign Exchange Regulation (republished in the Official Monitor of the Republic of Moldova, 2016, No 423-429, Article 859) with further amendments, the Executive Board of the National Bank of Moldova

[Adoption clause amended by the NBM's Decision No 162 of 10.08.2023, in force as of 25.08.2023]

[Adoption clause amended by the NBM's Decision No 235 of 19.09.2019, in force as of 30.10.2019]

[Adoption clause amended by the NBM's Decision No 203 of 09.08.2018, in force as of 24.08.2018]

DECIDES:

1. To approve the Regulation on the Activity of Foreign Exchange Entities, according to the Annex to this Decision.

2. This Decision shall enter into force on 10 December 2016.

Chairman of the Executive Board

Sergiu Cioclea

Approved
by the Decision of the Executive Board
of the National Bank of Moldova
No 335 of 1 December 2016

Regulation on the Activity of Foreign Exchange Entities

Note: In the text of the Regulation:

- the words "cash control machine" in any grammatical form shall be substituted by "cash register and control equipment" in corresponding grammatical form;
- the acronym CCM shall be substituted by the acronym ECC according to the Decision of the Executive Board of the NBM No 162 of 10.08.2023, in force as of 25.08.2023,

Note: Throughout the regulation:

- except for point 1, the text "Law no. 62-XVI of March 21, 2008", in any grammatical case, is replaced by the text "Law No 62/2008", in the corresponding grammatical case;
- the text "Law on Republican Fund and Local Funds for Social Support of the Population no.827-XIV of 18.02.2000", in any grammatical case, is substituted with the text "Law on the Fund for Social Support of the Population No 827/2000", in the corresponding grammatical case according to NBM's Decision No 235 of 19.09.2019, in force as of 30.10.2019].

Chapter I. General Provisions

1. This Regulation shall use the terms defined in the Law No 62/2008 on Foreign Exchange Regulation (republished in the Official Monitor of the Republic of Moldova, 2016, No 423-429, Article 859), with further amendments (hereinafter – Law No 62/2008), and in the Regulation on Licensing of Foreign Exchange Entities, approved by the Decision of the Executive Board of the National Bank of Moldova No 304 of 10 November 2016.

[Paragraph 1 amended by the NBM's Decision No 162 of 10.08.2023, in force as of 25.08.2023]

[Paragraph 1 amended by the NBM's Decision No 235 of 19.09.2019, in force as of 30.10.2019]

2. This Regulation establishes the following:

- a) the specific requirements related to the information displayed by the foreign exchange entities;
- b) some aspects related to the exchange rates and fees that apply to foreign exchange operations in cash with individuals;
- c) the operations of the foreign exchange entities within currency exchange activity in cash with individuals;
- d) the way of performing the foreign exchange operations in cash with individuals.

3. Foreign exchange entities shall carry out the currency exchange activity in cash with individuals in accordance with the provisions of Law No 62/2008, taking into account the specific requirements established in this Regulation.

4. In cases provided for in Article 42¹ paragraph (2) letter c) and paragraph (3) letter f) of Law No 62/2008, the equivalent amount in another currency shall be determined by applying the official exchange rate of Moldovan Leu, against foreign currencies, valid at the time of performing the foreign exchange operation.

[Paragraph 4 amended by the NBM's Decision No 203 of 09.08.2018, in force as of 24.08.2018]

4¹. When the licensed bank carries out foreign exchange operations in cash with individuals through its foreign exchange bureaux, the licensed bank shall issue to its customers a

foreign exchange voucher that complies with the requirements set out in paragraph 10 of the Annex to the Regulation regarding the operation of cash register and control equipment for cash settlements and/or other payment instrument, approved by Government Decision No 141/2019 on the application of cash register and control equipment used for settlement.

[Paragraph 4¹ introduced by the NBM's Decision No 235 of 19.09.2019, in force as of 30.10.2019]

4². The licensed bank shall reflect the elements of the foreign exchange voucher in the bank's information system.

[Paragraph 4² introduced by the NBM's Decision No 235 of 19.09.2019, in force as of 30.10.2019]

Chapter II.

Specific requirements related to the information displayed by the foreign exchange entities

Section 1.

Displaying information in case of performing operations through counters

5. Inside the foreign exchange entity's office, where the foreign exchange operations in cash with individuals are directly performed through counter/counters, the following documents/information shall be displayed in a visible place for individuals:

a) copy of the license of the foreign exchange office/hotel and in the case of the branch of the foreign exchange office – the copy of the authorised copy of the license on the basis of which the currency exchange activity shall be carried out. The respective copy shall be authenticated by the signature of the administrator of the exchange office/hotel administrator who is responsible for the currency exchange activity in cash with individuals in the hotel, or a person empowered by him. The respective copies shall be displayed by the licensed banks according to the Regulation on the requirements for publication of information by banks, approved by the Decision of the Executive Board of the National Bank of Moldova No 158/2020;

b) current work programme of the foreign exchange entity;

c) information on mandatory payment which is levied from individuals according to Law on the Fund for Social Support of the Population No 827/2000;

d) order on the current buying and selling rates (the order on the exchange rates) for performing of foreign exchange operations in cash with individuals drawn up in accordance with the requirements established in Chapter III;

e) order on the current fees applied while performing foreign exchange operations in cash with individuals drawn up in accordance with the requirements established in Chapter III;

f) banknotes payability criteria according to Annex 1;

g) information for customers (advertisement) with the following content:

“IMPORTANT INFORMATION FOR THE CUSTOMER:

- Before performing the foreign exchange operation, get informed about the exchange rate at which the foreign exchange operation shall be performed, the size of fees and mandatory payment applied, as well as the amount of money you will actually receive.

- The foreign exchange entity is obliged to issue you with the cash voucher or foreign exchange voucher, which cannot be substituted by the currency exchange bulletin.

- You have the right to request the revocation of the foreign exchange operation until its completion, as well as within 30 minutes after its completion if the following conditions are met simultaneously: the buying /selling rate of the purchased/sold foreign currency has not changed during the specified period and the revocation request was made at least 30 minutes prior to the completion of the foreign exchange entity's work programme. The revocation of the operation after its completion is made based on the written request, to which is attached the cash voucher by the foreign exchange office/hotel or the foreign exchange voucher, issued by the licensed bank.

- In case of complaints, objections or proposals regarding the activity of the foreign exchange entity, you can submit, in the manner established by legislation, a petition to the National Bank of Moldova at: 1 Grigore Vieru Avenue, MD-2005, Chisinau.

- For information on the activity of the foreign exchange entity you can contact the National Bank of Moldova at the telephone number 022 822 502 (the telephone conversations shall be recorded automatically)”.

[Paragraph 5 amended by the NBM's Decision No 162 of 10.08.2023, in force as of 25.08.2023]

[Paragraph 5 amended by the NBM's Decision No 159 of 09.07.2020, in force as of 24.09.2020]

[Paragraph 5 amended by the NBM's Decision No 235 of 19.09.2019, in force as of 30.10.2019]

[Paragraph 5 amended by the NBM's Decision No 143 of 02.06.2017, in force as of 01.07.2017]

6. The information on the established exchange rates and the information on the fees applied to the performance of foreign exchange operations in cash with individuals shall also be displayed on the billboard, in compliance with the requirements set out in Article 43 paragraph (13)-(15) of Law No 62/2008.

7. Exchange rates displayed on the billboard shall correspond to the exchange rates established by the order on exchange rates for performing foreign exchange operations in cash with individuals (which is in force during its work programme), according to the provisions of Article 43 par. (8¹) of Law No 62/2008. This provision shall be applied accordingly and related to the information on the fees charged by the foreign exchange entity.

8. On the billboard the decimal signs shall be separated from the whole number by a distinct space, a comma, or a point. The number of decimals for the buying rates of foreign currencies shall be equal to the number of decimals for the selling rates of respective foreign currencies. All digits shall be fully visible without any overlapping, including partial overlapping.

9. The information on the billboard, as provided for in paragraphs 6-8, as well as the provisions referred to in paragraph 5 letters d) and e) shall be displayed before the start of foreign exchange operations in cash with individuals. If the foreign exchange entity changes the exchange rates during work programme, it shall display the relevant orders and information, before the start of the operations with the application of the newly established rates. The relevant information shall be displayed throughout the work programme of the foreign exchange entity.

9¹. At the entrance to the currency exchange entity, including each counter of the currency exchange unit, the sign/pictogram indicating the existence of the video surveillance camera shall be displayed, approved by the Decision of the National Center for Personal Data Protection No 581/2015 on the approval of the standardized information form regarding video surveillance.

[Paragraph 9¹ introduced by the NBM's Decision No 162 of 10.08.2023, in force as of 20.10.2023]

Section 2.

Displaying information in case of performing operations via currency exchange machine

10. The foreign exchange entity shall display the following information on the body of the currency exchange machine, in a visible place for individuals:

a) identification and contact data of the foreign exchange entity (name, legal form of the organization, legal address, IDNO, telephone numbers and email address of the foreign exchange entity);

b) contact data of the National Bank of Moldova where complaints on foreign exchange operations may be submitted in accordance with legislation (1 Grigore Vieru Avenue, MD-2005,

Chişinău, official@bnm.md), as well as the telephone number of the National Bank of Moldova to which the individual can call to get information regarding the currency exchange activity (022 822 502), the telephone calls being automatically recorded.

[Paragraph 10 supplemented by NBM's Decision No 255 of 06.11.2026, in force as of 01.01.2026]

[Paragraph 10 amended by NBM's Decision No 235 of 19.09.2019, in force as of 30.10.2019]

11. The foreign exchange entity ensures displaying on the screen of the currency exchange machine at least the information stipulated in Article 42¹ paragraph (3) letters b) and h) of Law No 62/2008, in compliance with the requirements of Article 43 paragraph (14) and (15) of the mentioned law.

12. The exchange rates displayed on the screen of the currency exchange machine shall correspond to the selling and buying rates established by the order on exchange rates for performing operations via the currency exchange machine (which is in force during the work programme), complying to the provisions of Article 43 paragraph (8¹) of Law No 62/2008. This provision shall be applied accordingly to information on the fees applied by the foreign exchange entity while performing operations via the currency exchange machine.

13. Upon displaying exchange rates on the screen of the machine, separation of decimal digits from the whole number shall be made through a distinct space, comma, or a point. The number of decimal digits related to the buying rates of foreign currencies shall be equal to the number of decimal digits related to the selling rates of respective foreign currencies.

Chapter III. Exchange rates and fees

Section 1. General Provisions

14. The foreign exchange entity shall establish independently the foreign currencies which will be traded within foreign exchange operations in cash with individuals, against which it sets exchange rates, in order to perform the respective operations.

15. The foreign exchange entity sets exchange rates for performance of foreign exchange operations in cash with individuals, as well as fees charged to these operations, by respective orders of the administrator of the foreign exchange entity or of his empowered person, which shall be drawn up in compliance with the requirements established by this chapter.

16. Any change in the exchange rates during the work programme shall be the subject of a new order as referred to in paragraph 18. The order shall set the exchange rates to be applied from the time indicated therein. The order shall indicate both the revised as well as the unchanged exchange rates. As from the time of application of newly established exchange rates, the previous order shall be considered invalid and shall be kept inside the premises where foreign exchange operations are carried out directly with individuals for a period of at least 15 calendar days from the date of issue of the relevant order.

[Paragraph 16 amended by NBM's Decision No 162 of 10.08.2023, in force as of 25.08.2023]

17. Upon establishing the exchange rates for performing foreign exchange operations in cash with individuals as well as while drawing up the order on the respective rates and of the order on fees charged at performing the respective operations, the foreign exchange entity shall follow the provisions of Article 43 paragraph (1)-(8), (8¹), (11), (14) and (16) of Law No 62/2008, of the Decision of the Executive Board of the National Bank of Moldova No 295 of 27 October 2016 "On frequency of exchange rates modification by foreign exchange entities" (Official Monitor of the Republic of Moldova, 2016, No 388-398, Article 1941), of this

Regulation as well as depending on the case its internal procedures according to Article 43 paragraph (9¹) of Law No 62/2008 which regulates the modality of modifying during the work programme of exchange rates.

[Paragraph 17 supplemented by the NBM's Decision No 162 of 10.08.2023, in force as of 25.08.2023]

Section 2.
Requirements related to drawing up of orders
on exchange rates and fees

18. The order on exchange rates for performing foreign exchange operations in cash with individuals shall include at least the following:

- 1) the number and the issue date of the order;
- 2) full name of the licensed bank/foreign exchange office/hotel. Additionally, shall be indicated:
 - a) in case of the foreign exchange bureau that is opened within the branch/secondary office of the licensed bank, the name of the branch/secondary office;
 - b) in case of the branch of the foreign exchange office – its name;
 - c) in case of the currency exchange machine – the registration number of the currency exchange machine at the State Tax Service;
- 3) the address for carrying out the currency exchange activity of the foreign exchange bureau of the licensed bank/foreign exchange office/its branch/foreign exchange bureau of the hotel/the address of installation of the currency exchange machine of the licensed bank/foreign exchange office/hotel;
- 4) the date (depending on the case, period) for which the exchange rates are established;
- 5) the hour (hour and minutes) as of which exchange rates are applicable for carrying out operations with individuals;
- 6) the name and code (numeric or alphabetic) of the traded foreign currency, in accordance with ISO 4217 “Codes for representation of currencies and funds”. The number of decimal digits related to the buying rates of foreign currencies shall be equal to the number of decimal digits related to the selling rates of respective foreign currencies;
- 7) the quantity of quoted units and the exchange rates of these foreign currencies against national currency, with compliance of the provisions of Article 43 paragraph (8¹) of Law No 62/2008.
- 8) information on exchanges rates under the following conditions:
 - a) the consecutive display of foreign currencies: the first group of foreign currencies – euro, US dollar, the second group of foreign currencies – pound sterling, Romanian leu, Ukrainian hryvnia, the third group of foreign currencies – other foreign currencies;
 - b) display of buy and sell rates in separate columns: buy rates shall be displayed in the left column, and the sale rate in the right column;
 - c) exclusion of display practices that mislead customers.

[Paragraph 18 in the wording of the NBM's Decision No 255 of 06.11.2025, in force as of 01.01.2026]

[Paragraph 18 supplemented by the NBM's Decision No 162 of 10.08.2023, in force as of 25.08.2023]

[Paragraph 18 amended by the NBM's Decision No 235 of 19.09.2019, in force as of 30.10.2019]

19. Where the foreign exchange entity charges fees, the provision on fees applied while performing foreign exchange operations in cash with individuals shall include at least the following:

- 1) the number and issue date of the order;
- 2) the full name of the licensed bank/foreign exchange office/hotel. Additionally, shall be indicated:
 - a) in case of foreign exchange bureau that is opened within the branch/secondary office of the licensed bank – the name of the respective branch/secondary office;
 - b) in case of branch of the foreign exchange office – its name;

c) in case of a currency exchange machine – the registration number of the currency exchange machine at the State Tax Service;

3) the address for carrying out the foreign exchange bureau of the licensed bank/foreign exchange office/its branch/the foreign exchange bureau of the hotel/the address of installation of the currency exchange machine of the licensed bank/of the foreign exchange office/hotel;

4) the date and, if applicable, the hour (hour and minutes) when the established fees become applicable;

5) the name of the fees and their size.

[Paragraph 19 amended by the NBM's Decision No 162 of 10.08.2023, in force as of 25.08.2023]

20. The orders referred to in paragraphs 18 and 19 may be drawn up by a single order, respecting the requirements indicated in the paragraphs therein.

21. In the event when, according to the internal regulations of the licensed bank/foreign exchange office, the order referred to in paragraph 18 processed centrally and the exchange rates indicated therein are subject to the application by all foreign exchange bureaux of the licensed bank/branches of the foreign exchange office, may be drawn up one single order per foreign exchange entity. In this case, in the mentioned order the information referred to in paragraph 18 sub-paragraph 2) letters a) and b) and sub-paragraph 3) may not be reflected, but shall be indicated that the exchange rates of the order therein shall be applied by all foreign exchange bureaux of the licensed bank/branches of the foreign exchange office. This provision shall also be applied accordingly in respect of the provision on fees charged by the foreign exchange entity.

22. The orders referred to in paragraphs 18 and 19 shall be drawn up in a single copy. Where appropriate, several copies of orders thereof may be drawn up, which shall be identical. All copies of the orders shall be signed by the administrator of the foreign exchange office/its branch/hotel/licensed bank/its branch/secondary office thereof where the foreign exchange bureau is established or by the person empowered by him/her.

23. The orders specified in the paragraphs 18 and 19 may be signed (certified) by applying the qualified advanced electronic signature of the administrator or the person empowered by him/her, in accordance with Law No 124/2022 on Electronic Identification and Trust Services. The representation (conveying) on a paper of the electronic order (copy of the electronic order) to be displayed in a visible place for individuals shall be certified by handwritten signature of the empowered person (who shall ensure the correctness of the information), as well as shall specify that it is a copy of the electronic document.

[Paragraph 23 amended by the NBM's Decision No 162 of 10.08.2023, in force as of 25.08.2023]

[Paragraph 23 amended by the NBM's Decision No 235 of 19.09.2019, in force as of 30.10.2019]

24. In the event when, according to the internal regulations of the licensed bank/foreign exchange office, exchange rates, fees for foreign exchange operations, which are performed by the foreign exchange bureaux of the licensed bank/branches of the foreign exchange office, are established centrally, the orders specified in paragraphs 18 and 19 shall be sent by fax or, scanned, by email to the branches/secondary offices of the corresponding licensed bank/branches of the foreign exchange office or the information from the respective orders shall be introduced in the informational system of the licensed bank/foreign exchange office.

25. In the event referred to in paragraph 24, on receipt of the orders via fax or email, a photocopy of the received documents shall be made and the person responsible for the activity of the respective subdivision of foreign exchange entity or the person empowered by him/her shall certify the specimens of received orders by his/her signature. In case of receipt of the order drawn up in accordance with paragraph 21, the respective person shall additionally reflect on the

received photocopies of orders the information specified in paragraph 18, sub-paragraph 2) letters a) and b) and in sub-paragraph 3)/paragraph 19 sub-paragraph 2) letters a) and b) and in sub-paragraph 3), which is relevant for the respective subdivision.

26. In the event referred to in paragraph 24, on receipt of the information from the respective orders through the informational system of the licensed bank/foreign exchange office, in the respective subdivision of the foreign exchange entity the orders shall be drawn up in accordance with the provisions of paragraph 22.

27. The foreign exchange entity shall ensure, in the manner established by it, that foreign exchange operations are performed via currency exchange machines using the exchange rates and fees that are set in the orders referred to in paragraphs 18 and 19 and that they are applied starting with the hour indicated in respective orders.

Section 3.

The record of orders on exchange rates and fees

28. The foreign exchange entity shall keep a record of the orders referred to in paragraphs 18 and 19 and shall ensure their safekeeping. The manner in which the records are kept shall be established by the foreign exchange entity in accordance with the legislation in force, taking into account the particularities referred to in paragraph 29.

29. The records of the orders specified in paragraphs 18 and 19 shall be kept:

1) by each subdivision which, according to the internal regulations, has the right to establish independently the exchange rates/applicable fees;

2) on a device that allows the storage of information in a way accessible for the foreign exchange control authorities, upon their request, and in a form and a manner that ensure compliance with the following requirements:

a) reliable and correct records of the orders;

b) easy finding of any correction or other changes, as well as of the records' content before the respective corrections and amendments;

c) manipulation or alteration of the records' content shall be impossible.

Chapter IV.

Operations of foreign exchange entities within currency exchange activity in cash with individuals

Section 1.

Foreign exchange operations in cash with individuals

30. The foreign exchange operations in cash with individuals of foreign exchange units shall include the following operations:

a) purchase operations of foreign currency in cash against Moldovan Lei in cash;

b) purchase operations of traveller's cheques in foreign currency against Moldovan Lei in cash;

c) sale operations of foreign currency in cash against Moldovan Lei in cash;

d) sale operations of traveller's cheques in foreign currency against Moldovan Lei in cash;

e) purchase/sale operation of foreign currency in cash against other foreign currency in cash;

f) purchase/sale operations of foreign currency in cash against traveller's cheques in other foreign currency;

g) purchase/sale operations of traveller's cheques in foreign currency against other foreign currency in cash;

h) purchase/sale operations of traveller's cheques in foreign currency against traveller's cheques in other foreign currency.

31. The purchase/sale operations referred to paragraph 30 letters e)-h) shall be made with individuals by performing simultaneously the operation of purchase of a foreign currency against Moldovan Lei and the operation of sale of other foreign currency against Moldovan Lei.

32. The purchase/sale operations referred to in paragraph 30 letters a), c) and e) may be performed through counters of the foreign exchange entity and/or through its currency exchange machine.

33. The purchase/sale operations of traveller's cheques in foreign currency shall be performed through the counters of the foreign exchange entity in accordance with the provisions of the agreement concluded between the foreign exchange entity and the issuer of the cheques or other legal entity with the view of performing the traveller's cheques operations.

Section 2.

Operations performed by the foreign exchange office

34. Within the currency exchange activity in cash with individuals, the foreign exchange office may perform the following operations:

a) foreign exchange operations in cash with individuals specified in Section 1 of this chapter;

b) depositing in its accounts, including on its branches' accounts, if any, opened with licensed banks, the funds obtained from foreign exchange operations in cash with individuals;

c) withdrawal from its accounts, including from its branches' accounts, if any, opened with licensed banks, of funds for performing foreign exchange operations in cash with individuals;

d) transmission of funds between the branch and the head office of the foreign exchange office or another branch thereof;

e) transmission of funds from the head office and/or from the branch of the foreign exchange office for replenishment of currency exchange machines;

f) receipt of funds by the head office and/or by the branch of the foreign exchange office withdrawn from currency exchange machines;

g) purchase operations of foreign currency from the licensed bank to be subsequently sold to individuals;

h) selling operations of foreign currency with the licensed bank received following the foreign exchange operations in cash with individuals.

i) operations of funds reimbursement as a result of revocation of foreign exchange operations by individuals.

35. The operations referred to in paragraph 34 letters g) and h) shall be carried out through the accounts of the foreign exchange office, including the accounts of its branches, if any, opened with licensed banks.

35¹. The operations referred to in paragraph 34 letters d), e), and f) shall be carried out in accordance with the provisions of Article 44 paragraphs (1), (2), (4), and (5) of Law No 62/2008, and the provisions of the legislation on accounting and financial reporting and the rules on the use of cash register and control equipment.

[Paragraph 35¹ introduced by the NBM's Decision No 162 of 10.08.2023, in force as of 25.08.2023]

Section 3.

Operations performed by the hotel

36. Within the currency exchange activity in cash with individuals, the hotel may perform the following operations:

a) foreign exchange operations in cash with individuals referred to in paragraph 30 letters a) and b);

b) transmission from the cashier's office of the hotel of the funds necessary for replenishment of the foreign exchange bureau of the hotel and/or the currency exchange machines;

c) receipt by the cashier's office of the hotel of funds from the foreign exchange bureau of the hotel and/or of funds withdrawn from currency exchange machines;

d) depositing in its accounts opened with the licensed banks of obtained funds following the performance of foreign exchange operations in cash with individuals;

e) reimbursement of funds as a result of revocation of foreign exchange operations by individuals.

Section 4.

Operations performed by the licensed bank

37. The licensed bank may perform foreign exchange operations in cash with individuals referred to in Section 1 of this chapter.

38. Under Law No 62/2008, the licensed bank performs the operations of the funds reimbursement as a result of revocation of foreign exchange operations by individuals.

39. The licensed bank shall keep records of the foreign exchange operations in cash with individuals separately from other operations carried out by it.

Chapter V.

Performing foreign exchange operations in cash with individuals

Section 1.

General Provisions

40. The foreign exchange entity shall perform foreign exchange operations in cash with individuals in compliance with the relevant provisions of Article 41-46 of Law No 62/2008.

41. Within performing foreign exchange operations in cash with individuals the foreign exchange entity shall ensure:

a) endowing, if necessary, at the beginning or/and during the work programme, of counters and of currency exchange machines with funds in Moldovan Lei and foreign currency in order to carry out the operations of buying and selling foreign currency with its clients;

b) performing the foreign exchange operations in cash with individuals with application of exchange rates, which are in force at the moment of individual's request, in accordance with the order on exchange rates;

c) registration of all currency exchange operations in cash performed with individuals according to the requirements of tax legislation and/or to this Regulation;

c¹) continuous real-time monitoring and video recording of cash currency exchange operations with individual at each counter throughout the work programme;

c²) suspending the currency exchange operations at the counter in case of technical malfunctions or other incidents that render the surveillance and video recording of currency exchange activities within the respective counter impossible, and documenting these incidents in the Register of incidents regarding surveillance and video recording according to Annex 9;

d) the obligation to issue to an individual, as the case may be, the cash voucher, the foreign exchange voucher or of the tax document and, in the cases stipulated by this Regulation, also the currency exchange bulletin;

d¹) providing the clients with paper forms of the request for revocation of the currency exchange operation (according to Annex 6) in Romanian or, upon request, in Russian;

[Letter e) repealed by the NBM's Decision No 203 of 09.08.2018, in force as of 24.08.2018]

f) reimbursement to the individuals of the funds as a result of revocation by them of the foreign exchange operations, in accordance with provisions of Article 42 paragraph (6¹) and (6²) of Law No 62/2008;

g) the aggregation of performed foreign exchange operations;

h) checking the authenticity of banknotes in foreign or national currency and traveller's cheques in foreign currency received by the individual, acting in accordance with the legislation in force in the event of detection of values suspected of being counterfeit;

i) keeping at the foreign exchange entity, in the manner established by it according to the legislation, the video recordings, and documents obtained/drawn up within the currency exchange activity in cash with individuals;

j) performing foreign exchange operations in cash only with customers who are individuals;

k) the implementation of other requirements provided for by this Regulation.

[Paragraph 41 supplemented by the NBM's Decision No 162 of 10.08.2023, in force as of 20.10.2023]

[Paragraph 41 amended by the NBM's Decision No 159 of 09.07.2020, in force as of 24.08.2020]

[Paragraph 41 amended by the NBM's Decision No 235 of 19.09.2019, in force as of 30.10.2019]

[Paragraph 41 amended by the NBM's Decision No 203 of 09.08.2018, in force as of 24.08.2018]

42. Upon the performance of foreign exchange operations in cash with individuals, the foreign exchange entity shall have and use, if applicable, the forms (on paper and/or, in electronic form with the use of its own information systems) established by this Regulation, of the following documents:

a) the currency exchange bulletin;

b) the report on performed operations;

c) the register on purchase operations of foreign currency;

d) the register on sale operations of foreign currency;

d¹) the register of incidents regarding surveillance and video recording;

[Letter e) repealed by the NBM's Decision No 203 of 09.08.2018, in force as of 24.08.2018]

f) the register of the revoked foreign exchange operations;

g) the application for revocation of the foreign exchange operation.

The manner of keeping the forms of the reports and registers referred to in paragraphs 42 letters b)-f), on paper and/or in electronic form, shall be established by the foreign exchange entity through its internal regulations.

[Paragraph 42 supplemented by the NBM's Decision No 162 of 10.08.2023, in force as of 20.10.2023]

[Paragraph 42 amended by the NBM's Decision No 159 of 09.07.2020, in force as of 24.08.2020]

43. If the foreign exchange entity uses the forms of reports and of registers referred to in paragraph 42 letters b)-f) in electronic form only, it shall ensure that the forms in question can be accessed at any time, depending on the needs of the foreign exchange entity or at the request of the authorities of foreign exchange control. The provisions of paragraph 29 sub-paragraph 2) shall apply accordingly to the forms referred to in this paragraph.

[Paragraph 43 amended by the NBM's Decision No 159 of 09.07.2020, in force as of 24.08.2020]

43¹. The manner of identifying the persons who initiate, dispose and / or approve the introduction of information in the forms of reports and registers used in electronic form is established by the foreign exchange entity through its internal regulations. If, during the on-site

inspection, the authority of control requests the presentation on paper of the mentioned forms, they shall be printed and signed by the empowered person (employee) of the foreign exchange entity.

[Paragraph 43¹ introduced by the NBM's Decision No 159 of 09.07.2020, in force as of 24.08.2020]

44. The foreign exchange entity shall be entitled to introduce the additional information and fields in the documents' forms referred to in paragraph 42.

Section 2.

Identification of individuals

[Section 2 (paragraphs 45-54) repealed by the NBM's Decision No 203 of 09.08.2018, in force as of 24.08.2018]

Section 3.

Registration of the operations performed through counter

55. The foreign exchange office/hotel is obliged to register each foreign exchange operation, at the time of its performance, through the cash register and control equipment and to print the cash voucher, with its elements reflected on the control strip in accordance with the requirements of tax legislation.

[Paragraph 55 amended by the NBM's Decision No 235 of 19.09.2019, in force as of 30.10.2019]

55¹. The licensed bank is obliged to register each foreign exchange operation, at the time of its performance, in the bank's information system and to print the foreign exchange voucher.

[Paragraph 55¹ introduced by the NBM's Decision No 235 of 19.09.2019, in force as of 30.10.2019]

56. The cash voucher/foreign exchange voucher shall be handed over to the customer along with the funds.

[Paragraph 56 supplemented by the NBM's Decision No 235 of 19.09.2019, in force as of 30.10.2019]

57. In addition to the cash voucher/foreign exchange voucher, the foreign exchange entity shall fill in the currency exchange bulletin in the event that:

[Letter a) repealed by the NBM's Decision No 203 of 09.08.2018, in force as of 24.08.2018]

b) the cash register and control equipment used by foreign exchange office/hotel cannot ensure the printing of all the elements provided for by the law in force (including the mandatory payment and fees) on the cash voucher; and /or

c) at customer's request upon presentation of his/her identity document.

[Paragraph 57 amended by the NBM's Decision No 162 of 10.08.2023, in force as of 25.08.2023]

[Paragraph 57 supplemented by the NBM's Decision No 235 of 19.09.2019, in force as of 30.10.2019]

[Paragraph 57 amended by the NBM's Decision No 203 of 09.08.2018, in force as of 24.08.2018]

58. The currency exchange bulletin does not replace the cash voucher/foreign exchange voucher and is not valid without it.

[Paragraph 58 supplemented by the NBM's Decision No 235 of 19.09.2019, in force as of 30.10.2019]

59. The data in the currency exchange bulletin that is also contained in the cash voucher / foreign exchange voucher must match.

[Paragraph 59 supplemented by the NBM's Decision No 235 of 19.09.2019, in force as of 30.10.2019]

60. The currency exchange bulletin shall be drawn up in two copies, in accordance with Annex 2.

61. Once filled in, both copies of the currency exchange bulletin shall be signed by the employee of foreign exchange entity and its customer. By signing, the customer confirms the receipt of the funds and the first copy of the currency exchange bulletin, as well as the veracity of the information about the customer and, if applicable be, the beneficial owner, indicated in the currency exchange bulletin (if such information is provided).

62. The first copy of the currency exchange bulletin shall be attached to the cash voucher or, if applicable, to the foreign exchange voucher, and the second copy shall remain at the foreign exchange entity.

[Paragraph 62 supplemented by the NBM's Decision No 235 of 19.09.2019, in force as of 30.10.2019]

63. In the event referred to in paragraph 57, the currency exchange bulletin attached to the cash voucher or to the foreign exchange voucher shall be handed over to the customer together with the funds.

[Paragraph 63 amended by the NBM's Decision No 235 of 19.09.2019, in force as of 30.10.2019]

64. No erasures or corrections shall be allowed on the cash vouchers/foreign exchange vouchers and in the currency exchange bulletins.

[Paragraph 64 supplemented by the NBM's Decision No 235 of 19.09.2019, in force as of 30.10.2019]

65. In cases where the cash register and control equipment is not functional, the currency exchange activity of the foreign exchange office and the hotel shall be suspended.

[Paragraph 65 amended by the NBM's Decision No 162 of 10.08.2023, in force as of 25.08.2023]

[Paragraph 65 in the wording of the NBM's Decision No 235 of 19.09.2019, in force as of 30.10.2019]

66. The foreign exchange entity shall register every foreign exchange operation in cash with individuals at the moment of its performance in the separate registers, namely:

a) the register of the purchase operations of foreign currency in cash and of traveller's cheques in foreign currency against Moldovan Lei in cash (the register of purchase operations of foreign currency, according to Annex 3);

b) the register of the sale operations of foreign currency in cash and of traveller's cheques in foreign currency against Moldovan Lei in cash (the register of sale operations of foreign currency, according to Annex 4).

The foreign exchange entity can register the performed operations in cash and with traveller's cheques in separate registers.

66¹. The registers referred to in paragraph 66 may be drawn up as a single document, ensuring that all fields specified in Annexes 3 and 4 are accurately included.

[Paragraph 66¹ introduced by the NBM's Decision No 162 of 10.08.2023, in force as of 25.08.2023]

67. The erroneous records in the handwritten registers shall be cancelled by crossing out or rectified indicating the date of cancellation/rectification and under the signature of the employee of the foreign exchange entity.

68. In the case of the foreign exchange office/hotel, the information indicated on the control strip must correspond to that information in the registers referred to in paragraph 66.

[Paragraph 68 amended by the NBM's Decision No 235 of 19.09.2019, in force as of 30.10.2019]

68¹. The foreign exchange entity is obliged to ensure real-time surveillance and video recording of currency exchange activity in cash with individuals throughout the work programme. Video recordings shall be made at each counter where currency exchange operations in cash with individuals are carried out, and they must include at least the date, hour, and

minutes of each currency exchange operation. Recordings shall be retained in accordance with Article 42, paragraph (1³) of Law No 62/2008.

[Paragraph 68¹ introduced by the NBM's Decision No 162 of 10.08.2023, in force as of 20.10.2023]

68². The video recordings from the counter of the foreign exchange entity shall, as a mandatory requirement, enable the visual identification of the individual conducting the currency exchange operation and the hands of the foreign exchange entity's cashier.

[Paragraph 68² introduced by the NBM's Decision No 162 of 10.08.2023, in force as of 20.10.2023]

[Paragraph 69 repealed by the NBM's Decision No 162 of 10.08.2023, in force as of 25.08.2023]

[Paragraph 70 repealed by the NBM's Decision No 203 of 09.08.2018, in force as of 24.08.2018]

Section 4.

The registration of the operations performed at the currency exchange machine

71. The foreign exchange entity shall ensure for each foreign exchange operation performed at the currency exchange machine:

a) automated recording of this operation, at the moment of its performance, using the cash register and control equipment with which the currency exchange machine is equipped;

b) the printing of the cash voucher or tax document, by reflecting the information provided for in Article 42¹ paragraph (3) letters b) and e) of Law No 62/2008.

[Paragraph 71 amended by the NBM's Decision No 235 of 19.09.2019, in force as of 30.10.2019]

72. The cash voucher or tax document shall be printed at the same time as the funds are issued to the customer.

[Paragraph 72 amended by the NBM's Decision No 235 of 19.09.2019, in force as of 30.10.2019]

73. The foreign exchange entity shall ensure that the operation is registered in separate registers at the moment of performance via a currency exchange machine:

a) the register of purchase operations of foreign currency in cash against Moldovan Lei in cash;

b) the register of sale operations of foreign currency in cash against Moldovan Lei in cash.

These records shall contain at least the information indicated in columns 2-5, 7-11 of the records set out in Annexes 3 and 4.

73¹. The registers referred to in paragraph 73 may be drawn up in a single document ensuring that all fields specified in Annexes 3 and 4 are accurately included.

[Paragraph 73¹ introduced by the NBM's Decision No 162 of 10.08.2023, in force as of 25.08.2023]

[Paragraph 74 repealed by the NBM's Decision No 203 of 09.08.2018, in force as of 24.08.2018]

Section 5.

The particularities related to revocation of the currency exchange operation

75. The revocation of foreign exchange operation by the individual shall be performed with complying to the provisions referred to in Article 42 paragraph (6¹) and, where appropriate, in Article 42¹ paragraph (3) letter d) of Law No 62/2008.

76. The revocation by the individual of the currency exchange operation, performed until its finalization, shall be done as follows:

a) in case of performing the operation through the counter of the foreign exchange entity – on the basis of customer's oral request;

b) in case of performing the operation via the currency exchange machine – according to the machine's technical characteristics.

The foreign exchange entity shall be obliged to reimburse to the individual the funds received.

77. The individual can revoke the foreign exchange operation after its completion only when the operation was carried out through the counter of the foreign exchange entity. The revocation shall be carried out based on individual's written application in accordance with Annex 6 in two copies, with the attached cash voucher issued by the foreign exchange office/hotel or foreign exchange voucher issued by licenced bank. After mentions have been made by the foreign exchange entity in both copies of the submitted application about its receipt as well as of the attached voucher, a copy of the application with the voucher attached shall remain at the foreign exchange entity, and the second copy shall be returned to the individual as confirmation of receiving the application with the attached voucher.

[Paragraph 77 amended by the NBM's Decision No 235 of 19.09.2019, in force as of 30.10.2019]

[Paragraph 77 amended by the NBM's Decision No 203 of 09.08.2018, in force as of 24.08.2018]

78. If within the revoked foreign exchange operation, the fees or the mandatory payments were charged, the foreign exchange entity shall also reimburse to the customer the respective amounts.

79. The foreign exchange entity shall reimburse the funds to the individual related to the revoked foreign exchange operation, referred to in paragraph 77, immediately after submission of the application for revocation, and when the foreign exchange entity does not have the necessary funds – no later than on the following working day.

80. Upon receipt and reimbursement of funds, the foreign exchange entity shall make in both copies of the application for revocation the mentions referred to Annex 6, and the individual shall confirm the receipt of the reimbursed funds by applying his/her signature.

[Paragraph 80 supplemented by the NBM's Decision No 235 of 19.09.2019, in force as of 30.10.2019]

81. At the moment of submitting the application for revocation by the customer, the foreign exchange entity is obliged to register each revoked foreign exchange operation in the register of revoked foreign exchange operations, in accordance with Annex 7.

82. In case when the reimbursement of funds is made on the next working day following the day of submission of the application for revocation, shall be proceeded as follows:

a) on the day of receipt of application, only columns 1-5 shall be filled in the register and in the columns 6-9 shall be put dashes;

b) on the day of reimbursement of funds, all the columns shall be filled in the report for the respective day.

Section 6.

The aggregation of the foreign exchange operations

83. At the end of the work programme, the foreign exchange office/hotel, which carries out its activity through counters is obliged to carry out at least the following operations in relation to foreign exchange operations performed on each cash register and control equipment, to undertake at least the following actions:

a) to obtain aggregated tax documents required by tax legislation;

b) to calculate the totals of the operations carried out in the registers referred to in paragraph 66 (according to Annexes 3 and 4);

c) to calculate the totals of the operations in the register of revoked foreign exchange operations (in accordance with Annex 7), in case those were performed;

d) to check the data relating to the totals calculated in the completed registers with the corresponding data in the aggregated tax documents, which must correspond;

e) to compile the report on performed operations during the work programme in accordance with Annex 8;

f) to verify the balances of cash of Moldovan Lei, foreign currency and traveller's cheques, for each item name, with the respective balances reflected in the report in Annex 8;

g) to ensure the existence of documents which provide information on the performed operations, including the report drawn up in accordance with Annex 8, the second copies of currency exchange bulletins, the documents on the basis of which the funds were received/transferred between the employees within the foreign exchange office/hotel, the control strip, aggregated tax documents, the registers drawn up in accordance with Annexes 3, 4, and 7.

[Paragraph 83 amended by the NBM's Decision No 162 of 10.08.2023, in force as of 25.08.2023]

[Paragraph 83 amended by the NBM's Decision No 235 of 19.09.2019, in force as of 30.10.2019]

[Paragraph 83 amended by the NBM's Decision No 203 of 09.08.2018, in force as of 24.08.2018]

83¹. At the end of the work programme, the licensed bank is obliged, in respect of the currency exchange operations carried out at each counter within the foreign exchange bureaux, to carry out the actions referred to in paragraph 83 letters b), c), e), f), as well as:

a) to calculate the totals of currency exchange operations registered in the information system of the bank;

b) to check the data related to the totals calculated from the registers indicated in paragraph 66 with the aggregated data indicated in letter a);

c) to ensure the existence of the documents in which the information regarding the performed operations is reflected, including the report drawn up according to Annex 8, the registers drawn up according to Annexes 3, 4 and 7, of the aggregated documents related to the performed operations.

[Paragraph 83¹ introduced by the NBM's Decision No 235 of 19.09.2019, in force as of 30.10.2019]

84. Depending on how the work is organized during work programme (such as work in shifts, working through several counters), the foreign exchange entity shall also carry out the actions specified in paragraph 83 during the work programme of the entity.

85. Every day, within the timeframe and for the period established by the foreign exchange entity through its internal regulations, it shall be obliged to carry out at least the following actions in relation to the foreign exchange operations carried out at each currency exchange machine:

a) to calculate, for the established period, the totals for the performed operations reflected in the register of purchase operations and in the register of sale operations;

b) to fill in the report on performed operations, in accordance with Annex 8;

c) to ensure the existence of documents which reflect the information on performed operations, including the report filled in accordance with Annex 8, the register of purchase operations and the register of sale operations, the aggregated documents of the performed operations.

[Paragraph 85 amended by the NBM's Decision No 203 of 09.08.2018, in force as of 24.08.2018]

Section 7.

Some particularities of the currency exchange activity

86. While carrying out currency exchange activity in cash with individuals, the foreign exchange entity, in its capacity as a reporting entity pursuant to Law No 308/2017 on Prevention and Combating Money Laundering and Terrorist Financing is obliged to comply with the provisions of the concerned law, as well as of the normative acts elaborated under this law, in the part referring to the currency exchange activity.

[Paragraph 86 amended by the NBM's Decision No 255 of 06.11.2025, in force as of 01.01.2026]

[Paragraph 86 amended by the NBM's Decision No 203 of 09.08.2018, in force as of 24.08.2018]

[Paragraphs 87-89 repealed by the NBM's Decision No 203 of 09.08.2018, in force as of 24.08.2018]

90. The foreign exchange entity shall keep the documents related to the performed foreign exchange operations (depending on the case, the control strips, the second copy of currency exchange bulletins, the registers filled in accordance with Annexes 3, 4, and 7, the report drawn up according to Annex 8, other documents related to the performed operations) at least for 5 years after the completion of the operations.

[Paragraph 90 amended by the NBM's Decision No 235 of 19.09.2019, in force as of 30.10.2019]

[Paragraph 90 amended by the NBM's Decision No 203 of 09.08.2018, in force as of 24.08.2018]

**Basic criteria
for the acceptability of foreign currency banknotes when carrying out currency
exchange operations in cash with individuals**

1. The foreign exchange entity shall perform currency exchange operations in cash with individuals with the following authentic foreign currency banknotes in circulation:

a) banknotes that kept the main signs of acceptability: the name of the issuing bank, the number and series, denomination in both digits and letters, the basic ornament (portrait) on the front and the reverse side, as well as the security features against counterfeiting (such as watermark, magnetic signs, fibers embedded in the structure of the paper, including those visible under ultraviolet light, confetti, security thread, microtext, and fluorescent images etc.);

b) banknotes that have certain insignificant defects as a result of the ordinary wear-and-tear: soiling and scuffs, as well as small grease or other stains, inscriptions, stamps (except stamps that state that the banknote is inauthentic) that do not alter the main signs of acceptability.

2. At its discretion, the foreign exchange entity may perform currency exchange operations in cash with individuals receiving from the customers authentic banknotes in foreign currency that have more important defects or of other nature than those specified in paragraph 1. Nevertheless, such banknotes cannot be sold to individuals, in case they refuse to receive them.

3. While establishing internal rules regarding the acceptance of banknotes mentioned in paragraph 2, the foreign exchange entity may follow the acceptability signs set up by the issuing authority of those banknotes.

[Annex 1 amended by the NBM's Decision No 235 of 19.09.2019, in force as of 30.10.2019]

Annex 2

to the Regulation on the activity of foreign exchange entities

(name of the foreign exchange entity/of its subdivision)

(address of carrying out the currency exchange activity)

(IDNO)

CURRENCY EXCHANGE BULLETIN
(NOT VALID WITHOUT THE CASH VOUCHER/FOREIGN EXCHANGE VOUCHER)

Data related to the cash voucher/foreign exchange voucher		
Number	Date	Time

I. Information on the individual who directly performs the operation:

(name and surname of the individual, date and place of birth)

(identity document data)

(identification number of the individual)

(address of the individual)

(data of the power of attorney)

(other information)

II. Information on the individual in whose name the operation is performed:

(name and surname of the individual, date of birth)

(identity document data)

(identification number of the individual)

(address of the individual)

(other information)

III. Information on the operation:

(description of the operation)

Funds received from the customer		Mandatory payment	Fees		Operation rate		Funds paid to the customer	
Name of the currency	Amount	Amount (in Moldovan Lei)	Name of the currency	Amount	Quoted quantity	Exchange rate	Name of the currency	Amount

(signature of the individual)

(signature of the foreign exchange entity employee)

(name and surname of the foreign exchange entity employee)

The procedure of filling in the currency exchange bulletin

1. The currency exchange bulletin shall be drawn up in two copies in the cases provided for in paragraph 57 of this Regulation.

2. Name of the foreign exchange entity/of its subdivision: the complete name of the licensed bank/foreign exchange office/hotel shall be indicated. In case of foreign exchange bureau opened within the branch/secondary office of the licensed bank, the name of the respective branch/secondary office shall be indicated. In case of branch of the foreign exchange office, its name shall be indicated as well.

3. Address of carrying out the currency exchange activity: the address where the foreign exchange bureau of the licensed bank/foreign exchange office/its branch/the foreign exchange bureau of the hotel carries out the currency exchange activity in cash with individuals shall be indicated.

4. IDNO: the state identification number (IDNO) of the licensed bank/foreign exchange office/hotel shall be indicated.

5. Data related to the cash voucher/ foreign exchange voucher:

a) Number: the ordinal number reflected in the cash voucher/foreign exchange voucher shall be indicated;

b) Date: the date (day, month, and year) reflected in the cash voucher/foreign exchange voucher shall be indicated;

c) Time: the exact time (hour and minutes) recorded in the cash voucher/foreign exchange voucher shall be indicated.

6. I. Information on the individual who directly performs the operation: this information shall be filled in if the currency exchange bulletin is drawn up at the request of the customer.

7. Name and surname of the individual, date, and place of birth: the name, surname, date, and place of birth of the individual who directly performs the operation shall be indicated according to the identity document.

8. Identity document data: the following data of the identity document of the individual who directly performs the operation shall be indicated: the series, number, issue date and name of the country, of the authority (No of the office) that issued the document.

9. Identification number of the individual: it shall be filled in if the submitted identity document contains the state identification number of the individual. The state identification number indicated in the identity document of the individual who directly performs the operation shall be indicated.

10. Address of the individual: the permanent residence indicated in the identity document of the individual who directly performs the operation shall be written. In the event that the submitted identity document does not contain information about the permanent residence, it shall be indicated in accordance with data presented by the individual. In the event that the identity document contains the information about the individual's residence, the residence of this person shall be indicated.

11. Data of the power of attorney: it shall be filled in if the operation is performed in the name of another individual. Shall be indicated the number, date and place (including the country) of issuance of the power of attorney, as well as the name and surname of the competent person who authenticated this power of attorney.

12. Other information: the citizenship and, if appropriate, the public position held by the individual who directly performs the operation and other information shall be indicated.

13. II. Information on the individual in whose name the operation is performed: this information shall be filled in simultaneously with section “Information on the individual who directly performs the operation” in case the operation is performed in the name of another individual.

14. Name and surname of the individual, date of birth: shall be indicated the name, surname and date of birth of the individual in whose name the operation is performed according to the submitted power of attorney.

15. Identification number of the individual: it shall be filled in if submitted power of attorney contains the state identification number of the individual. The state identification number of the individual in whose name the operation is performed shall be written as indicated in the power of attorney.

16. Identity document data: the data of the identity document of the individual in whose name the operation is performed shall be written as indicated in the submitted power of attorney, and namely: the series, number, issue date, the name of the country and of the authority (No of the office) that issued the document.

17. Address of individual: the address of the individual in whose name the operation is performed shall be written as indicated in the power of attorney.

18. Other Information: shall be indicated the citizenship and, if appropriate, the public position held by the individual on whose name the operation is performed and other information.

19. III. Information on the operation: the operation description shall be indicated (e.g., the sale operation of foreign currency in cash against Moldovan Lei, the purchase operation of foreign currency in cash against Moldovan Lei, the sale operation of traveller’s cheques against Moldovan Lei). The name, series and the numbers of cheques shall be indicated while performing operations with traveller’s cheques.

20. “Funds received from the customer”:

1) In the column “Name of the currency” shall be indicated:

a) the name or code (numerical or alphabetical) of the foreign currency/national currency received from the customer,

b) additionally, indicate “traveller’s cheque” – in case a traveller’s cheque is received;

2) In the column “Amount” shall be indicated:

a) the total amount of the foreign currency received from the customer, including the amount of fees – while purchasing foreign currency from the customer,

b) the total amount of Moldovan Lei received from the customer, which includes the amount of mandatory payment and the amount of fees – while selling foreign currency to the customer.

21. “Mandatory payment”: the amount of funds collected according to the provisions of the Law on the Fund for Social Support of the Population No 827/2000 shall be indicated.

22. “Fees”:

a) in the column “Name of the currency” shall be indicated the name or code (numerical or alphabetical) of the currency in which the fee is collected;

b) in the column “Amount” shall be indicated the amount of the fee which is collected according to the order on fees charged on performance of the currency exchange operations in cash with individuals.

23. “Operation rate”:

a) in the column “Quoted quantity” shall be indicated the quantity of units of foreign currency for which the exchange rate is indicated (e.g., 1 EUR, 100 USD);

b) in the column “Exchange rate” shall be indicated the exchange rate of the quoted quantity of the foreign currency against Moldovan Lei in accordance with the order on exchange rates for performing currency exchange operations in cash with individuals.

24. “Funds paid to the customer”

1) in the column “Name of the Currency” shall be indicated:

a) the name or code (numerical or alphabetical) of the currency paid to the customer,

b) additionally indicate – “traveller’s cheque” in case a traveller’s cheque is issued;

2) in the column “Amount” shall be indicated:

a) the total amount of Moldovan Lei paid to the customer – while purchasing foreign currency from the customer,

b) the total amount of foreign currency paid to the customer – while selling foreign currency to the customer.

25. Each copy of the currency exchange bulletin shall be signed by the individual who performed the currency exchange operation and by the employee of the foreign exchange entity who carried out the operation, by indicating the name and surname of this employee.

[Annex 2 amended by the NBM’s Decision No 255 of 06.11.2025, in force as of 01.01.2026]

[Annex 2 amended by the NBM’s Decision No 235 of 19.09.2019, in force as of 30.10.2019]

[Annex 2 amended by the NBM’s Decision No 203 of 09.08.2018, in force as of 24.08.2018]

(address of carrying out the currency exchange activity)

Registration number of the ECC/currency exchange machine assigned by the State Tax Service _____

Registration number of the ECC/currency exchange machine
assigned by the State Tax Service _____
(to be completed by the foreign exchange office/hotel)

REGISTER

on the date of “ ” 20
(date of compiling)

No	Name of foreign currency received: - in cash; - according to traveller's cheques (currency of the traveller's cheques, name of the cheques, numbers, series shall be indicated)	Received amount of foreign currency	Buying rate		Amount of Moldovan Lei at the buying rate	Fees		Paid amount of Moldovan Lei	Data related to the cash voucher/foreign exchange voucher/tax document		Mentions about the revocation of the operation
			Quantity of quoted units	Exchange rate		Amount	Currency code		Number of the cash voucher/foreign exchange voucher/tax document	Hour and minutes indicated in the cash voucher/foreign exchange voucher/ tax document	
1	2	3	4	5	6	7	8	9	10	11	12
TOTAL											
									X	X	X
									X	X	X
									X	X	X
	Total Moldovan Lei paid	X	X	X		X	X		X	X	X

Employee of the foreign exchange entity, who compiled the Register _____
(signature)

The procedure of filling in the Register of foreign currency purchase operations

1. The register shall be filled in while performing the purchase operations of foreign currency in cash and of traveller's cheques in foreign currency from individuals.

2. Name of the foreign exchange entity/of its subdivision: the complete name of the licensed bank/foreign exchange office/hotel shall be indicated. In case of a foreign exchange bureau opened within a branch/secondary office of the licensed bank, the name of the branch/secondary office shall be indicated. In the case of a foreign exchange office branch, its name shall be indicated as well.

3. Address of carrying out the currency exchange activity: shall be indicated the address where the foreign exchange bureau of the licensed bank/foreign exchange office/its branch/foreign exchange bureau of the hotel carries out the currency exchange activity in cash with individuals. In the case of the currency exchange machine shall be indicated the address where it is installed.

4. IDNO: the state identification number (IDNO) of the licensed bank/foreign exchange office/hotel shall be indicated.

5. Registration number of the ECC/ the currency exchange machine assigned by the State Tax Service: shall be indicated the number of the cash register and control equipment/the currency exchange machine of the foreign exchange office/hotel assigned by the State Tax Service upon registration or re-registration of ECC.

[Paragraph 6 repealed by the NBM's Decision No 159 of 09.07.2020, in force as of 24.08.2020]

7. Column 1 "No": the ordinal number of the entry shall be indicated.

8. Column 2 "Name of foreign currency received": shall indicate the name of the foreign currency received from the customer as a result of purchase operation (for example, euro). In case of the purchase of traveller's cheques in foreign currency, the name of the travellers' cheques, the currency of the cheques, the series and the numbers of the cheques must be indicated (e.g., T/ch Visa in US dollars, AA No 215678).

9. Column 3 "Received amount of foreign currency": shall indicate the amount of foreign currency received from the customer, which includes also the amount of fees.

10. Column 4 "Buying rate: Quantity of quoted units": shall indicate the amount of foreign currency units for which the exchange rate shall be indicated in accordance with the provision on exchange rates for foreign exchange operations in cash with individuals.

11. Column 5 "Purchase rate: Exchange rate": the exchange rate in relation with the Moldovan Leu of the listed amount of foreign currency shall be indicated in accordance with the provision on exchange rates for performing foreign exchange operations in cash with individuals.

12. Column 6 "Amount of Moldovan Leu at purchase rate": shall indicate the amount of Moldovan leu determined by applying the purchase rate according to the formula: $\text{col.3} * \text{col.5}/\text{col.4}$.

13. Column 7 "Fees: Amount": shall indicate the amount of fees charged in accordance with the provision on fees applied to foreign exchange operations in cash with individuals.

14. Column 8 “Fees: Currency code”: shall indicate the alphabetic code of the currency in which fees are charged.

15. Column 9 “Amount of Moldovan Lei released”: shall indicate the amount of Moldovan Lei released, determined as follows:

a) in case when fees are charged in the national currency – it shall be determined according to the formula: col.6 - col.7;

b) in case when fees are charged in foreign currency – it shall be determined according to the formula: (col.3 - col.7)*col.5/col.4.

16. The amounts indicated in columns 3-9 must correspond to the amounts indicated in the cash voucher/foreign exchange voucher/tax document and the currency exchange bulletin.

17. Column 10 “Data related to the cash voucher/foreign exchange voucher/tax document. Number of the cash voucher/foreign exchange voucher/tax document”: the number of the cash voucher/foreign exchange voucher/tax document issued to the customer shall be indicated.

18. Column 11 “Data related to the cash voucher/foreign exchange voucher/tax document. Hour and minutes indicated in the cash voucher/foreign exchange voucher/tax document”: the time (hour and minutes) indicated in the cash voucher/foreign exchange voucher/tax document issued to customer shall be indicated.

19. Column 12 “Remarks about revocation of the operation”: shall be indicated the word “revoked” in case a foreign exchange operation was revoked by the individual.

20. In the section “Total” the summing up of the operations performed shall be carried out by completing the respective lines of columns 2, 3, 6-9. In columns 4 and 5 shall be indicated the purchase rates of foreign currencies, with application of which operations were performed. The summing up is performed for each foreign currency and, if appropriate, on each denomination of traveller’s cheques in foreign currency. The summing up shall be indicated without excluding the amounts pertaining to revoked operations if the operations have been performed.

21. The Register on paper shall be signed by the employee of the foreign exchange entity, who filled in the Register.

[Annex 3 amended by the NBM’s Decision No 255 of 06.11.2025, in force as of 01.01.2026]

[Annex 3 amended by the NBM’s Decision No 159 of 09.07.2020, in force as of 24.08.2020]

[Annex 3 amended by the NBM’s Decision No 235 of 19.09.2019, in force as of 30.10.2019]

Annex 4
to the Regulation on the activity of foreign exchange entities

(name of foreign exchange entity/of its branch)

(address of carrying out the currency exchange activity)

(IDNO)

Registration number of the ECC/the currency exchange machine
assigned by the State Tax Service _____
(to be completed by the foreign exchange office/hotel)

REGISTER of foreign currency sale operations

on the date of “ ” 20____
(date of compiling)

No	Denomination of foreign currency released: - in cash; - in traveller's cheques (shall be indicated the currency, denomination, serial numbers of traveller's cheques)	Amount of Moldovan Lei received	Amount of mandatory payment (in Moldovan Lei)	Amount of fees (in Moldovan Lei)	Amount of Moldovan Lei for conversion	Selling rate		The amount of foreign currency released	Data related to the cash voucher/foreign exchange voucher/tax document		Mentions about revocation of the operation
						Quantity of listed units	Exchange rate		Number of the cash voucher/foreign exchange voucher/tax document	Hour and minutes indicated in the cash voucher/foreign exchange voucher/tax document	
1	2	3	4	5	6	7	8	9	10	11	12
TOTAL											
									X	X	X
									X	X	X
									X	X	X
	Total Moldovan Lei received					X	X	X	X	X	X

Employee of the foreign exchange entity, who made the entry in the Register _____
(signature)

The procedure of filling in the Register of foreign currency selling operations

1. The Register shall be filled in while performing operations of selling foreign currency in cash and of traveller's cheques in foreign currency to individuals.

2. The name of the foreign exchange entity/of its subdivision: the full name of the licensed bank/foreign exchange office/hotel shall be indicated. In case of the foreign exchange bureau which is opened within the branch/secondary office of the licensed bank, shall be indicated the name of the branch/of the secondary office. In the case of branch of the foreign exchange office, its name shall be indicated as well.

3. Address of carrying out the currency exchange activity: the address at which the foreign exchange bureau of the licensed bank/foreign exchange office/its branch/foreign exchange bureau of the hotel carries out currency exchange activity in cash with individuals, shall be indicated. In the case of the currency exchange machine, the address where it is installed shall be indicated.

4. IDNO: shall be indicated the state identification number (IDNO) of the licensed bank/foreign exchange office/hotel.

5. Registration number of the ECC/currency exchange machine assigned by the State Tax Service: the number of the cash register and control equipment/currency exchange machine of the foreign exchange office/hotel, assigned by the State Tax Service upon registration or re-registration shall be indicated.

[Paragraph 6 repealed by the NBM's Decision No 159 of 09.07.2020, in force as of 24.08.2020]

7. Column 1 "No": shall indicate the order number of the entry.

8. Column 2 "Denomination of foreign currency released" shall indicate the denomination of the foreign currency released to the customer as a result of selling operation (e.g., euro). In the case of the operation of selling of traveller's cheques in foreign currency, the denomination of traveller's cheques, currency of cheques, serial numbers and numbers of cheques (e.g., T/ch Visa in US dollars, AA No 215678) shall be indicated.

9. Column 3 "Amount of Moldovan Lei received": the amount of Moldovan Lei received from the customer, which also includes the amount of the mandatory payment and the amount of fees.

10. Column 4 "Mandatory payment amount": shall indicate the amount in Moldovan Lei of the mandatory payment to be charged in accordance with Law on the Fund for Social Support of the Population No 827/2000.

11. Column 5 "Amount of fees": shall indicate the amount in Moldovan Lei of fees charged in accordance with the provision on fees charged while performing foreign exchange operations in cash with individuals.

12. Column 6 "Amount of Moldovan Lei for conversion": shall indicate the amount of Moldovan Lei on basis of which the amount of foreign currency to be released to customer shall be determined. The amount shall be determined according to the formula: col.3 - col.4 - col.5.

13. Column 7 “Selling rate: Quantity of listed units”: shall indicate the quantity of foreign currency units for which the exchange rate is indicated in accordance with the provision on currency rates for carrying out foreign exchange operations in cash with individuals.

14. Column 8 “Selling rate: Exchange rate”: shall indicate the exchange rate against the Moldovan Lei of the listed quantity of foreign currency in accordance with the provision on currency rates for carrying out foreign exchange operations in cash with individuals.

15. Column 9 “The amount of foreign currency released”: shall indicate the amount of foreign currency released, which is calculated according to formula: $\text{col.6}/\text{col.8} \times \text{col.7}$.

16. The amounts indicated in columns 3-9 must correspond to the amounts indicated in the cash voucher/foreign exchange voucher/tax document and currency exchange bulletin.

17. Column 10 “Data related to the cash voucher/foreign exchange voucher/tax document. Number of the cash voucher/foreign exchange voucher/tax document” shall indicate the number of the cash voucher/foreign exchange voucher/tax document issued to the customer.

18. Column 11 “Data related to the cash voucher/foreign exchange voucher/tax document. Hour and minutes indicated in the cash voucher/foreign exchange voucher/tax document” shall indicate the time (hour and minutes) stated in the cash voucher/foreign exchange voucher/tax document issued to customer.

19. Column 12 “Mentions about revocation of the operation” shall indicate the word “revoked” in case the foreign exchange operation has been revoked by the individual.

20. In the section “Total” the summing up of performed operations shall be carried out by filling in the respective lines in columns 2-6 and 9. In columns 7 and 8 shall be indicated the selling rates of foreign currencies, by applying which the operations have been carried out. The summing up is performed for each foreign currency and, if appropriate, on each denomination of traveller’s cheques in foreign currency. The summing up shall be indicated without excluding the amounts of the revoked operations if the operations have been performed.

21. The Register on paper shall be signed by the employee of the foreign exchange office, who filled in the Register.

[Annex 4 amended by the NBM’s Decision No 255 of 06.11.2025, in force as of 01.01.2026]

[Annex 4 amended by the NBM’s Decision No 159 of 09.07.2020, in force as of 24.08.2020]

[Annex 4 amended by the NBM’s Decision No 235 of 19.09.2019, in force as of 30.10.2019]

[Annex 5 repealed by the NBM’s Decision No 203 of 09.08.2018, in force as of 24.08.2018]

to the Regulation on the activity of foreign exchange entities

Application for Revocation of the Foreign Exchange Operation

Hereby, _____,
(name and surname of customer of the foreign exchange entity)

in accordance with Article 42 paragraph (6¹) of the Law No 62/2008 on Foreign Exchange Regulation, request revocation of the operation

_____ (of purchase or sale of foreign currency)
carried out at _____

(full name of the foreign exchange entity which performed the currency exchange operation)
on date of _____, _____ time _____.
(hour and minutes)

To this application I attach the cash voucher/foreign exchange voucher No _____
issued on _____, time _____.
(hour and minutes)

This application is submitted at _____.
(time)

(Customer's signature of the foreign exchange entity)

Remarks of the Foreign Exchange Entity:

1. This application for revocation of the currency exchange operation together with cash voucher/foreign exchange voucher attached was received on the date of _____, at time _____.

(Name and surname, signature of the foreign exchange entity employee who received the application)

2. Reimbursement of funds in amount of _____, of which:
(shall be indicated in digits and letters)

- amount of mandatory payment returned constitutes _____
- amount of fees returned constitute _____

was performed on the date of _____, time _____,

(Name and surname, signature of the foreign exchange entity employee, who returned the funds)

3. Identity card presented _____
(shall be filled in if applicable)

Confirm the reception of returned funds

(Signature of the customer of the foreign exchange entity)
Date _____

[Annex 6 amended by the NBM's Decision No 235 of 19.09.2019, in force as of 30.10.2019]

Annex 7
to the Regulation on the activity of foreign exchange entities

(name of foreign exchange entity/of its branch)

(address for carrying out the currency exchange activity)

(IDNO)

Registration number of the ECC assigned by the State Tax Service
(to be completed by the foreign exchange office/hotel) _____

REGISTER
of Revoked Foreign Exchange Operations
on the date of _____

	Date and time of submitting the application for revocation of the operation	Date and time of performing the revoked operation (according to the cash voucher/the foreign exchange voucher presented)	Name and surname of the individual who submitted the application for revocation of currency exchange operation	Type of the operation (of purchasing or selling foreign currency) that was revoked	Amount and denomination of funds received from the individual	Amount and denomination of funds reimbursed to individual		
						Total	including (if applicable) fees	Mandatory payment
1	2	3	4	5	6	7	8	9

Employee of the foreign exchange entity, who made the entry in the Register on paper _____
(signature)

[Annex 7 amended by the NBM's Decision No 159 of 09.07.2020, in force as of 24.08.2020]

[Annex 7 amended by the NBM's Decision No 235 of 19.09.2019, in force as of 30.10.2019]

Annex 8
to the Regulation on the activity of foreign exchange entities

(name of foreign exchange entity/of its branch)

(address for carrying out the currency exchange activity)

(IDNO)

Report on the carried out operations
on the date of “ ” 20_____

Name of indicators: - name of the values: cash, traveller's cheques, - denomination of currency, - denomination of traveller's cheques	Balance at the beginning of the work programme (in the original currency)	Received for settlement during the work programme (in the original currency)	Collections		Payments		Transmitted during the work programme (in the original currency)	Balance at the end of the work programme (in the original currency)
			In foreign currency	In Moldovan Lei	In foreign currency	In Moldovan Lei		
A	1	2	3	4	5	6	7	8
Amount of charged fees	X	X			X	X	X	X
Mandatory payment amount	X	X	X		X	X	X	X
Moldovan Lei			X		X			

Employee of the foreign exchange entity, who made the entry in the Report _____
(signature)

The Procedure of Compilation of the Report on the carried out operations

1. The report on operations performed shall be drawn up on daily basis.
2. The amounts in Moldovan Lei and foreign currency shall be indicated in report with two decimal digits.
3. Name of the foreign exchange entity/of its subdivision shall indicate the full name of the licensed bank/foreign exchange office/hotel. In the case of the foreign exchange bureau which is opened within the branch/secondary office of the licensed bank shall be indicated the name of the branch/of the respective secondary office. In the case of branch of the foreign exchange office its name shall be indicated as well.
4. Address of carrying out the currency exchange activity: shall indicate the address at which the foreign exchange bureau of the licensed bank/foreign exchange office/its branch/foreign exchange bureau of the hotel carries out currency exchange activity in cash with individuals. In the case of the currency exchange machine shall be indicated the address where it is installed.
5. IDNO: shall be indicated the state identification number (IDNO) of the licensed bank/foreign exchange office/hotel.

[Paragraph 6 repealed by the NBM's Decision No 159 of 09.07.2020, in force as of 24.08.2020]

7. In column A "Name of indicators" shall be indicated the name of values (cash, traveller's cheques), denomination of currency (e.g. Moldovan Lei, euro), denomination of traveller's cheques (e.g. VISA) denomination of additionally collected amounts (fees, mandatory payment).
8. In column 1 "Balance at the beginning of the work programme" shall be indicated the amounts in original currency of cash and of traveller's cheques received for settlement at the beginning of the work programme. In the case of operations carried out through the currency exchange machine incorporated in ATMs, in column 1 shall be indicated zero.
9. In column 2 "Received for settlement during the work programme" shall be indicated the amounts in original currency of cash and of traveller's cheques received for settlement during the work programme.
10. In column 3 "Collections: in foreign currency" shall be indicated:
 - a) the amounts in original currency of cash in foreign currency and of traveller's cheques in foreign currency purchased from individuals. Fees charged in foreign currency shall not be included and shall be reflected separately;
 - b) in the line "Amount of fees charged" – if applicable, the amounts of fees charged in foreign currency while performing purchase operations of foreign currency in cash from individuals. The amounts of fees charged in foreign currency shall be reflected for each foreign currency separately;
 - c) in case of reimbursement of funds as a result of revocation by customers of foreign currency purchase operations, the amounts indicated in letters a) and b) shall be reflected after deduction of amounts pertaining to revocation operations.
11. In column 4 "Collections in Moldova Lei" shall be indicated:

a) the equivalent in Moldovan Lei at purchase rate of amounts (reflected in column 3) of cash in foreign currency and of traveller's cheques in foreign currency purchased from individuals;

b) in the line "Amount of fees charged" – if applicable, the amounts of fees charged in Moldovan Lei while performing currency exchange operations in cash with individuals;

c) in the line "Mandatory payment amount" – the amount of mandatory payments collected according to Law on the Fund for Social Support of the Population No 827/2000;

d) in case of return of funds following customers' revocation of foreign currency purchase operations, the amounts indicated in letters a)-c) shall be reflected after the deduction of amounts pertaining to revocation operations;

e) in the line "Moldovan Lei" – the amount calculated by summing the amounts in Moldovan Lei reflected in the lines of Column 6, of mandatory payment amounts charged and of fees charged in Moldovan Lei reflected in the respective lines of column 4.

12. In column 5 "Payments: in foreign currency" shall be indicated in original currency the amounts of cash in foreign currency and of traveller's cheques in foreign currency sold to individuals, and in case of return of funds the following revocation by customers of foreign currency selling operations, the amounts thereof shall be reflected after the deduction of amounts pertaining to operations of revocation.

13. In column 6 "Payments: in "Moldovan Lei" shall be indicated:

a) the equivalent in Moldovan Lei at the selling rate of amounts (reflected in column 5) of cash in foreign currency and of traveller's cheques in foreign currency sold to individuals. In case of reimbursement of funds as a result of customers' revocation of foreign currency selling operations, the amounts shall be reflected after deduction of amounts pertaining to revocation operations;

b) in the line "Moldovan Lei" – the amount calculated by summing the amounts in Moldovan Lei reflected in the lines of column 4 (except the amount of mandatory payment collected and of fees collected in Moldovan Lei reflected in the respective lines of column 4).

14. In column 7 "Transmitted during the work programme" shall be indicated the amounts of cash in the original currency and of traveller's cheques transmitted during the work programme.

15. In column 8 "Balance at the end of the work programme" shall be indicated:

a) the amounts in original currency of cash in foreign currency and of traveller's cheques in foreign currency at the end of work programme, which must be equal to the amounts determined by the formula: $\text{col.1} + \text{col.2} + \text{col.3} - \text{col.5} - \text{col.7}$. In case when fees are charged in foreign currency, to the amount determined according to the formula herein, shall be added the amounts of fees charged in foreign currency reflected in column 3. In the case of operations carried out through the currency exchange machine incorporated in ATMs, in column 8 shall be indicated zero;

b) in the line "Moldovan Lei" – the amount of cash of Moldovan Lei at the end of work programme, which must be equal to the amount determined by the formula: $\text{col.1} + \text{col.2} + \text{col.4} - \text{col.6} - \text{col.7}$. In the case of operations carried out through the currency exchange machine incorporated in ATMs, in column 8 shall be indicated zero.

16. The report on paper shall be signed by the employee of the foreign exchange entity, who drawn up the report.

[Annex 8 amended by the NBM's Decision No 255 of 06.11.2025, in force as of 01.01.2026]

[Annex 8 amended by the NBM's Decision No 159 of 09.07.2020, in force as of 24.08.2020]

[Annex 8 amended by the NBM's Decision No 235 of 19.09.2019, in force as of 30.10.2019]

Annex 9

to the Regulation on the activity of foreign exchange entities

(Name of the foreign exchange entity/its subdivision)

(Address of carrying out the currency exchange activity)

(IDNO)

(Counter number)

(Cashier's name, surname)

**REGISTER
OF INCIDENTS REGARDING SURVEILLANCE AND VIDEO RECORDING**

No	Duration of the incidents	Occurrence of the video incident			Fixing the video incident		
		Date, time, minutes of the incident	Name, surname, job title of the person who witnessed the incident	Signature	Date, time, minutes of fixing the incidents	Name, surname, job title of the person who fixed the incident	Signature
1	2	3	4	5	6	7	8

*Each incident shall be indicated according to the order number, in compliance with paragraph 41 letter c²) of this Regulation.

[Annex 9 introduced by the NBM's Decision No 162 of 10.08.2023, in force as of 20.10.2023]