



Frequently Asked Questions - Updating user details and acquiring access to the NEW FIC registration and reporting platform – 22 April 2016

1. Existing Registrations (already registered with the FIC)

- 1 The Financial Intelligence Centre (the FIC) has emailed an entity registration identity, also referred to as an “Org ID” to all institutions registered on the current FIC system.
- 2 The Org ID is on the subject line of the email sent by the FIC via email to the Compliance Officer of the institution as captured on the FIC’s records.
- 3 To add your institution to the new goAML system please follow the steps:
 - **Step 1:** Access the goAML website by clicking on this link:
(https://goweb.fic.gov.za/goAMLWeb_PRD)
 - **Step 2:** Click on “*Register as a person*” to commence the updating of registration related information.

Note: Existing registrants **should not click** on “*Register as an organisation*” as this will create a duplicate registration which will be rejected by the FIC.

Note: Ensure that the first person using the Org ID No, as provided by the FIC, on the system is the appointed section 43 Compliance Officer (S43CO) for your entity.

- **Step 3:** Insert the Org ID and complete the registration form for the S43CO, and then add the relevant attachments (certified copy of ID/Passport document and authorisation letter) to the S43CO profile, and only then “click submit” to the FIC for approval.

Note: The authorisation letter must contain the details of the S43CO user, such as user name and surname, ID/passport number, occupation of the user and the role of the user to be allocated on the system.



- **Step 4:** Upon receiving an email from the FIC confirming successful account registration, the S43CO then logs onto the registration platform, using the Org ID and approved user credentials, to update and verify the institution's details, by making changes where necessary.

Note: The mandatory details such as Email, Name, Trade As Name, Incorporation/Reg Number, Telephone and address details either must be provided or updated to ensure successful submission of all reports to the FIC.

- **Step 5:** Once confirmation has been sent by the FIC confirming the successful updating of the institutions details (account registration), the registration is complete if no further users need be added, and the S43CO is now able to file reports with the FIC.

Note: If the entity requires the registration of further delegated users, then the S43CO must communicate the Org ID to these delegated users (including the Money Laundering Reporting Officers (MLROs), so they can commence their user registration as an MLRO of the entity.

Note: Kindly now refer to the instructions in section 4 below on how to add delegated users including MLROs.

4 Please access the following document links to assist you with registration:

- Process flow diagram ([Link](#));
- Registration guideline for accountable and reporting institutions ([Link](#)).

5 **Note:** If you have not received an Org ID No. from the FIC, kindly contact the FIC Compliance Call Centre on **0860 222 200** to obtain your Org ID No.

6 **DO NOT register as a new organisation.**



2. New Registrations (not registered with the FIC)

1 If you have not previously registered with the FIC, kindly follow the steps below to register:

- **Step 1:** Access the new platform on the FIC website using the link ([https://goweb.fic.gov.za/goAMLWeb PRD](https://goweb.fic.gov.za/goAMLWeb_PRD)) and then click on “**register as an organisation**” to register your entity.
- **Step 2:** Ensure that the first person to register is the S43CO.
- **Step 3:** Complete all necessary fields on the system (both for the organisation and user) and attach a certified copy of an ID/passport of the S43CO and an authorisation letter from the entity when registering. The authorisation letter must contain the user name and surname, ID/passport number, occupation of the user and the role of the user to be allocated on the system.
- **Step 4:** Once the registration form has been submitted a registration reference number will be provided. The reference number is used for any registration related enquiries.
- **Step 5:** The S43CO will receive an email from the FIC confirming the approval or rejection of the registration. Once the registration has been approved, the S43CO is required to communicate the Org ID No to further delegated users (if any) within their institution who are permitted to use the system, where applicable. These users include MLROs.

Note: All delegated users, including MLROs must also register as users on the system by clicking on “*Register as a person*” and inserting the Org ID of their entity, to add themselves as a user of their institution.



Note: All delegated users, including the MLRO must also attach an authorisation letter explaining their user details, such as user name and surname, ID/passport number, occupation of the user, and the type of MLRO user role to be allocated on the system. The MLRO must also attach a certified copy of their ID.

Note: Kindly refer to the instructions in 4 below to add MLROs.

- 2 Please access the following document links to assist you with registration:
 - Process flow diagram ([click here](#))
 - Registration guideline for accountable and reporting institutions ([click here](#))
 - Public Compliance Communication 05A on Registration ([click here](#)).
- 3 Once the FIC has reviewed and approved the user details of the S43CO, an email will be sent by the FIC confirming successful account registration.



3. Updating of entity details

- 1 Once confirmation of registration has been received from the FIC, the S43CO must logon with his/her user login credentials and update the details of the institution.
- 2 To update entity details the S43CO must follow these steps:
 - **Step 1:** The S43CO must login to the FIC system on this link https://goweb.fic.gov.za/goAMLWeb_PRD) using the user login credentials they acquired during the registration process.
 - **Step 2:** Once S43CO has logged in, he/she must go to the **Admin** menu, then click on the **Active Organisations** menu, select the entity they want to update and click on **New Change Request**.
 - **Step 3:** The S43CO must then update entity details like the name, registration number, license number, email, reporting obligation, telephone number, address of the institution etc.
- 3 The FIC will verify this information and upon approval send a detailed confirmation email to the institution. Upon receipt of this email, the S43CO of the institution must communicate the Org ID to their additional users to enable them to register on the system.



4. Adding delegated users including MLROs, where applicable

1 Once the S43CO has received a registration confirmation from the FIC and has updated the entity details on the FIC system, the S43CO of the institution must communicate the Org ID to additional delegated users (including MLROs) within their organisation who need to use the system to enable them to register on the system.

2 Once the delegated users receive the Org ID from the S43CO, they must follow these steps to register:

- **Step 1:** Go to the goAML website on (https://goweb.fic.gov.za/goAMLWeb_PRD) and **register as a person**.
- **Step 2:** In the **organisation ID** field, provide the **Org ID No.** emailed to them by the S43CO.
- **Step 3:** Attach a certified copy of an ID/passport and an authorisation letter from the entity when registering. The authorisation letter must contain the user name and surname, ID/passport number, occupation of the user and the role of the user to be allocated on the system.
- **Step 4:** Once the delegated user has added their details, they must notify their S43CO who must first internally approve the delegated user's registration and thereafter the FIC will verify and approve the individual users and confirm such additional user credentials via email to the delegated user.

Note: Delegated users including MLROs must register by clicking on "Register as a person" and by inserting the Org ID No. of their entity, to add themselves as a user of their institution.

Note: The delegated user must attach a certified copy of their ID with an authorisation letter explaining their user details, such as user name and surname, ID/passport number, occupation of the user, and the type of user role to be allocated on the system.

3 Please access the following document links to assist you with registration:

- Process flow diagram ([click here](#)).
- Registration guideline for accountable and reporting institutions ([click here](#)).
- Public Compliance Communication 05A on Registration ([click here](#)).



4. Sole Proprietors

The following must be noted for institutions that are sole proprietors, when registering on goAML:

1. A Sole Proprietor that must register as an accountable or reporting institution (such as Attorneys, Estate Agents, Kruger Rand Dealers, Financial Services Provider, Motor Vehicle Dealers etc.) would have to assume the S43CO user role.
2. A Sole Proprietor would be expected to issue an authorisation letter in which he/she advises the following; full name and surname, ID/Passport identity number, relationship to institution (i.e. Sole Proprietor).
3. A Sole Proprietor may elect to appoint additional personal to report to the FIC on its behalf. These users will have to be appointed in terms of section 43 of the FIC Act, and will have to register as MLROs as per the process communicated.



5. Important information for all registrations

- If you have previously registered with the FIC but have not received an Org ID from the FIC, kindly contact the FIC Compliance Call Centre on **0860 222 200** to obtain your Org ID.
- DO NOT register as a new organisation, if you have previously registered with the FIC.
- The first person to register must be the S43CO.
- Do ensure that your organisation business type and your reporting obligation fields contain the applicable FIC Act schedule item (Schedule 1 or Schedule 3 to the FIC Act) that your institution falls under in terms of the FIC Act.
- All persons registering must ensure that they attach a certified copy of an ID or passport and an authorisation letter.
- All fields with an asterisk (*) are mandatory and must be completed as part of the registration process.
- All registrations must be approved by the FIC prior to activation.
- The S43CO must approve all MLRO registrations prior to the FIC's final approval.



6. Additional Information

- 1 For additional information on the new FIC registration and reporting platform, kindly refer to Directive 04 / 2016 and Public Compliance Communication No 5A on the FIC website.
- 2 All other goAML related information is available on the FIC website on the link - <http://www.fic.gov.za/SiteContent/ContentPage.aspx?id=133>

FEEDBACK AND ENQUIRIES

- 3 Queries on registration and reporting on the new FIC platform and other compliance matters can be logged online on the FIC Website at:

<http://www.fic.gov.za/Secure/Queries.aspx>.

- 4 You may also between the **extended business hours of 07h30 to 17h00** contact the FIC Contact Centre on **0860 222 200**.

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