goAML REGISTRATION USER

GUIDE FOR OTHER BUSINESSES THAT ARE NOT ACCOUNTABLE OR REPORTING INSTITUTIONS TO ENABLE REPORTING IN TERMS OF SECTION 29 OF THE FINANCIAL INTELLIGENCE CENTRE ACT WITH EFFECT 25 APRIL 2016

Version 1.0

22 April 2016
Objective of this guideline

The objective of this guideline is to define and outline the process when a business that is not an accountable or reporting institution (listed in Schedule 1 and 3 to the Financial Intelligence Centre Act No. 38 of 2001 (the FIC Act), as amended) acquires user credentials on the goAML platform to report suspicious and unusual activity, transaction and/or series of transactions to the Centre in terms of section 29 of the FIC Act.

Access to the registration platform

In order to acquire user credentials, the institution must access the portal provided by the Centre for this purpose on the Centre’s website at www.fic.gov.za.

Legal Disclaimer

The Centre reserves the right to amend, modify or change the contents of this document.
Definitions
This guideline must be read in conjunction with the FIC Act and the Regulations in relation to the definitions of terms. In this guideline, unless the context indicates otherwise:

“Business” refers to an organisation, institution or entity (ies) and can be used interchangeably. It refers to businesses that are not accountable or reporting institutions (AI/RIs) in terms of the FIC Act and deemed a business that registers, assisted by a natural person or employee of that business, and who is required to obtain user credentials on goAML to enable reporting to the Centre in terms of section 29 of the FIC Act.

“FIC Act” refers to the Financial Intelligence Centre Act, 2001 (Act No 38 of 2001), as amended.

“Person” refers to a natural person who registers to file a report in terms of Section 29 of the FIC Act in their own personal capacity or MLRO as defined.

“Regulations” refer to the Money Laundering and Terrorist Financing Control Regulations made in terms of section 77 of the FIC Act and promulgated in Government Notice 1595 of 20 December 2002 as amended.

“goAML” refers to the integrated software solution implemented by the Centre as its preferred IT platform for registration, reporting, data collection, analysis, case management and secure communications required for the Centre’s daily operational functions and requirements.

Important information to be taken into account when registering on the Centre's goAML system:
- Other businesses must register one admin user only;
- There is no restriction on the number of standard users that can be registered;
- The first person to register on behalf of the other businesses must be the admin user;
- All fields with an asterisk (*) are mandatory and must be completed as part of the registration process;
- All registrations must be approved by the Centre prior to activation;
- The admin user must approve all standard user registrations prior to the Centre's final approval;
- Supporting documents such as a certified identity document and authorisation letter must be attached as part of the registration applications to the Centre;
- All First Letters must be in Caps;
- Words typed in ALL Caps are not allowed.
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goAML registration guideline for other businesses that are not accountable or reporting institutions to enable reporting in terms of section 29 of the FIC Act

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2. **Introduction**

The Centre has implemented an integrated software solution as its preferred platform for registration, reporting, data collection, analysis, case management and secure communications required for the Centre’s daily operational functions and requirements. This new registration and reporting platform is called goAML.

Other businesses wishing to file a suspicious or unusual transaction report with the Centre electronically in terms of section 29 of the FIC Act must obtain user credentials on the goAML platform in order to file the report in the prescribed manner.

2.1 **Prerequisites**

goAML runs within Internet Explorer version 9 and up, Firefox, Google Chrome but not on Safari. The URL must be added to the trusted sites and pop ups must be enabled to avoid the site being blocked.

2.2 **Adding goAML URL to the trusted sites**

- Open Internet Explorer
• On the top Menu Bar, **Select Tools > Internet Options**

![Internet Options Menu](image)

- Select the **Security Tab** > Select the **Trusted** Icon > Click on sites
• Add website to the zone > click on **Add** > click on **Close**

![Internet Options](image)

![Trusted sites](image)

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2.3 Enabling Pop Ups

- On the top Menu Bar > Select Tools > Internet Options
- Click the Privacy Tab > Click on the Settings button > Add http://cengoweb01/goAMLWeb_PRD/Home to the Address of website to allow > click on Add > click on Close

2.4 Adding goAML to Favourites

- Type https://goweb.fic.gov.za/goAMLWeb_PRD/Home in web address box and press enter
- Click on the Menu bar > Favourites > “Add to Favourites”
- The Add Favourite pop up will be displayed > click on the Add button and goAML will be added to the Favourite list.
2.5 Add a Shortcut for goAML to Desktop

- On the Menu bar > Click Favourites > Right click goAML > Send To > Desktop (create shortcut)

- The goAML icon as shown will then be available from the desktop
2.6 goAML Web Icons

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Add</td>
<td>Add</td>
</tr>
<tr>
<td>Add</td>
<td>Add the captured detail</td>
</tr>
<tr>
<td>Cancel</td>
<td>Instructs goAML to cancel the capturing of the details</td>
</tr>
<tr>
<td>Close</td>
<td>Close</td>
</tr>
<tr>
<td>Preview</td>
<td>Preview</td>
</tr>
<tr>
<td>Print</td>
<td>Print</td>
</tr>
<tr>
<td>Remove</td>
<td>Remove the uploaded document</td>
</tr>
<tr>
<td>Refresh</td>
<td>Refresh</td>
</tr>
<tr>
<td>Upload</td>
<td>Upload a document</td>
</tr>
<tr>
<td>Approve</td>
<td>Approve a registration</td>
</tr>
<tr>
<td>Reject</td>
<td>Reject a registration</td>
</tr>
<tr>
<td>Verify</td>
<td>Verify registration details</td>
</tr>
<tr>
<td>Finalize</td>
<td>Finalise approval of the registration</td>
</tr>
<tr>
<td>Recall</td>
<td>Recall to reverse delegation</td>
</tr>
</tbody>
</table>
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3. **Other Business with one Admin User Process Flow**

Admin User

- Provide group email address, authorisation letter and certified ID copy

Other Businesses

Completes registration on goAML registration platform

FIC Official

- FIC - Verify Other Businesses registration information

Registered Admin User

- FIC - Approve Other Business registration information
4. **Other Business with multiple Admin Users Process Flow**
goAML registration guideline for other businesses that are not accountable or reporting institutions to enable reporting in terms of section 29 of the FIC Act
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5. goAML Web

The URL for accessing goAML is [http://cengoweb01/goAMLWeb_PRD/Home](http://cengoweb01/goAMLWeb_PRD/Home). When a user types in the URL into the web browser window, the goAML page is launched. The goAML landing page will display with the Register and Login links.

- **Register** Link – contains the Register as a Person and Register as Organisation links
- **Login** link – contains the Login and Forgot Password links

If the user has registered and has therefore already obtained user credentials, the user can log in with such credentials. If not, the user must register using the register link on the top right of the page, in order to obtain user credentials to be able to use the application.
6. **Registration on goAML**

All other businesses that are not accountable or reporting institutions listed in Schedule 1 and 3 to the FIC Act are required to register on the goAML platform before submitting reports. A copy of the user’s certified identity document or passport must be attached to the authorisation letter and submitted to the Centre for approval in order to gain access to goAML. The admin users are required to register their business and all other associated users (standard users) that need to access the goAML system must also register.

6.1 **Register all Other Businesses**

Once registration is completed the business will gain access to the system and also acquire an organisational identity number (goAML Org ID). An Org ID will be used by an institution as the unique identifier for that institution and allows goAML users belonging to that particular business to have access to information relating to that business.
On the Navigation bar > Hover (move) the mouse pointer on the Register link > Click Register As Organisation > The registration screen is loaded and displayed.

The Financial Intelligence Centre (FIC) was established in terms of the Financial Intelligence Centre Act No 38 of 2001, which was amended in 2008. The FIC Act established the FIC in 2003 to administer the FIC Act, as South Africa’s national centre for the development of financial intelligence in accordance with international standards and requirements.

The FIC Act put in place a policy framework to combat money laundering and the financing of terrorism. It places compliance obligations on financial institutions and other businesses deemed vulnerable to money laundering.

The FIC was established to:

- Identify the proceeds of unlawful activities
- Combat money laundering activities
- Combat the financing of terrorist and related activities
- Share information with law enforcement authorities, supervisory bodies, intelligence services, the South African Revenue Service (SARS) and other local and international agencies
- Supervise and enforce compliance with the FIC Act
- Facilitate effective supervision and enforcement by supervisory bodies.

The FIC Act lists various obligations applicable to certain categories of financial institutions, including the requirement to register with the FIC and to provide reports on certain types of transactions or activities by the clients of these institutions. Both registration and reporting are done on the FIC’s goAML EE online system which is accessed via the FIC’s website www.fic.gov.za.

The “Register As Organisation” page will display with the Headings to be captured. The headings are

- Registration Type
- Registering Organisation
- Registering Person
- Attachments
6.2 Registration Type

The registration type has three entity types to select from Reporting Entity / Stakeholder / Supervisory Body. All other business entities that file reports in terms of Section 29 of the FIC Act must select Reporting Entity.

6.3 Registering Organisation

The registering institution section is for completing the information of the FIC reporting obligation.
6.4 Registering Other Business Details are Added As Follows

- Organisation Business Type – List of business types (e.g. Other Business)
- Name – The unique name of the institution (e.g. XYY Insurance)
- Incorp./Reg. Number - Company registration number (CIPC)
- Registered Name - The Registered name of the institution (CIPC)
- Incorporation City - (e.g. Pretoria)
- Incorporation Country - (e.g. South Africa)
- Contact Person - Full name and surname of the contact person
- Licence Number - License Number issued by applicable supervisory body/ regulator
- is financial – Is it a financial institution with a Swift/Bic code (banks, money remitters etc.)
- Trading As – The unique trading as name of the institution
- Swift/Bic – Unique swift code, only mandatory for financial institutions
- Incorporation Legal Form - Please indicate the entity type (Pty, Ltd, CC, SOC etc.)
- Incorporation State / Province – Province
- Name of holding company – Only if associated with holding company
- E-mail – Preferably a group e-mail account which will be accessible by all authorised users of the goAML EE system or alternatively the email address of the admin user

Please Note: The unique requirements for the Name field and duplicate the Name in the Trading As field.
6.5 Phone – Other Businesses Phone Numbers

- Contact Type - This can be Business, Operational, Private, Public, Unknown
- Country Prefix - e.g. +27
- Extension - Numeric (e.g. 5425)
- Comm. Type - This can be Landline, Mobile, Satellite
- Number - Numeric, digits (e.g. 128012556)
- Comments - if any

6.6 Address – Other Businesses Address

- Type - This can be Business, Operational, Private, Public, Unknown
- Town - Name of town / district as part of a city
- Postal / Zip - The postal code of the city (e.g. 0122)
- Province / State - Name of the province (e.g. Gauteng)
- Address - Physical Address- details like street name, house number etc.
- City - Name of the city
- Country - Name of the country
- Comments - If any
6.7 Reporting Obligation

Reporting Obligation refers to the reporting obligation other business have in terms of the FIC Act. All other business entities (that are not AI/RIs) must select the schedule marked “Business Entity” with description “BE- Business Entity with Section 29 reporting obligation”.

- Select Business Entity with Section 29 reporting obligation.

<table>
<thead>
<tr>
<th>ID</th>
<th>Schedule</th>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>120</td>
<td>3 - Business Entity</td>
<td>BE- Business Entity with Section 29 reporting obligation</td>
<td>BE- Business Entity with Section 29 reporting obligation</td>
</tr>
<tr>
<td>47</td>
<td>1 - Accountable Institution</td>
<td>S111- Attorney- Cape Law Society</td>
<td>Cape Law Society</td>
</tr>
<tr>
<td>48</td>
<td>1 - Accountable Institution</td>
<td>S111- Attorney- KwaZulu-Natal Law Society</td>
<td>KwaZulu-Natal Law Society</td>
</tr>
<tr>
<td>49</td>
<td>1 - Accountable Institution</td>
<td>S111- Attorney- Law Society of the Free State</td>
<td>Law Society of the Free State</td>
</tr>
<tr>
<td>46</td>
<td>1 - Accountable Institution</td>
<td>S111- Attorney- Law Society of the Northern Provinces</td>
<td>Law Society of the Northern Provinces</td>
</tr>
</tbody>
</table>

Please Note: Only one Reporting Obligation per registration may be selected.
### 6.8 Registering Person (Admin User)

The registration details of the admin user must be provided in this section. This section registers the individual on the system and goAML saves the username and password during this phase.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>User Name</td>
<td>Unique username for logging into the system, no duplicates are allowed</td>
</tr>
<tr>
<td>Password</td>
<td>Password must be between 5-10 characters, include capital alpha, alphanumeric and special characters (e.g. Goaml321#)</td>
</tr>
<tr>
<td>Gender</td>
<td>Male / Female</td>
</tr>
<tr>
<td>First Name</td>
<td>First name of the user</td>
</tr>
<tr>
<td>Birth Date</td>
<td>Date of birth / can be typed in from calendar in ccyy/mm/dd format</td>
</tr>
<tr>
<td>Nationality</td>
<td>The status of belonging to a particular nation, whether by birth or naturalisation</td>
</tr>
<tr>
<td>Email</td>
<td>Unique business Email of the person</td>
</tr>
<tr>
<td>Confirm Password</td>
<td>Re-type the password</td>
</tr>
<tr>
<td>Title</td>
<td>e.g. Ms / Dr / Mrs</td>
</tr>
<tr>
<td>Surname / Last Name</td>
<td>Surname of the user</td>
</tr>
<tr>
<td>RSA ID Number</td>
<td>13 digit South African ID Number (e.g. 7404080408069)</td>
</tr>
<tr>
<td>Occupation</td>
<td>Official job title of the user, i.e. Manager, Compliance Officer, Director etc.</td>
</tr>
</tbody>
</table>

![Registering Person Table]

- RSA Passport – South African passport number
- Non RSA ID/Passport? – If not a South African citizen / resident with RSA ID or Passport
- Passport / Foreign ID / Permit / Refugee / Residence number – Non South African passport / identity number
- Issuing Country – Country where non South African Passport / ID document was issued
Please Note: The contact details provided for the other businesses and the admin user must be the business contact details.

6.9 Attachments

Users are required to attach an authorisation letter and a certified copy of the applicable identity document (copy of ID document and/or passport document).

- To Upload a document > Click **Browse** button

- The **Choose file to Upload** window will display > Select the document to attach from the desired location and click **Open**

- The file name will be ready for upload > click **Upload**
• To delete an already loaded document, click the X button.

Before submitting the request the user has to type the Captcha (sequence of digits that appears on the screen in this case) into the box without making any errors.

Please Note: Refresh the captcha code by clicking the arrow, if the registration screen has been opened for a long amount of time.

• Type in the numbers as it appears > click Submit Request

• Once the registration form has been submitted, a registration submitted form will populate with the registration reference number. The reference number is used for any registration related enquiries.

6.10 Approving an Institution

Once the request has been submitted the Centre will be responsible for authenticating and verifying the registration captured along with the required document attachments and approve/reject accordingly. The admin user will receive an email stating the approval or rejection of the registration.

Once the registration has been approved, the admin user is required to communicate the Organisational ID to other users within their own business who are permitted to use the system. These users (standard users) will be required to register as a person, which is discussed next.

Registration info has been submitted

Please wait for notification of acceptance/rejection by e-mail. Your request has been given the following reference number: SHREG-160219-0000003
6.11 Standard User Registration

If a user (standard user) belongs to other businesses then that user must obtain the applicable goAML Org ID from their admin user.

- On the Navigation bar > move the mouse pointer on the Register button > Click Register As Person > The registration screen is loaded and displayed

- The goAML Org ID must be listed in the Organisational ID field > complete the Registering Person > upload Attachments > and Submit request. The admin user and/ the Centre will verify, accept or reject the request.

For Registering Person and Attachment refer to page 17 and 18
7. **Email Notifications**

Registering users for other businesses will receive email notifications informing them of the submitted registration request. Emails will be sent to users for different reasons during registration.

- When the Centre is satisfied with the captured registration details and attached documents, the user will be notified by email about the acceptance of the registration and the goAML Org ID will be found on the mail.

![Email Notification Example](image)

- When the Centre is **not** satisfied with the captured registration details and attached documents, the user will be notified by email about the rejected registration.

Registrations will be rejected on goAML for the following reasons:

- If the other businesses registers an account without linking a user to the account, sharing of account credentials is not allowed;
- If the other businesses provides incomplete or inaccurate information on the system whilst registering;
- If the other businesses provides incomplete registration forms, or complete the forms with inaccurate information;
- If no attachments which are required to verify registration are included.
Please Note: Check spam / junk folder in the event that you do not receive emails from goAML.
8. **Logging onto goAML Web**

Once registration is completed the user will gain access to the system, by using the username and password captured during registration. Authentication will always be required before gaining access to goAML.

- Clicking on Login page
- Enter your user name in the standard format captured during registration
- Enter your password in the standard format of Case sensitive, Alpha Caps, Alphanumeric, numeric & Char e.g. Test12345@ and click **Log In** button to proceed.

8.1 **Forgot Password**

Before contacting the goAML support team for a password reset, the goAML system provides users with the **Forgot Password** button next to **Log In** button.

- Click **Forgot Password** button.
- The Reset Password Request window populates, enter **User Name > Email >Submit**
- goAML user will receive an email with a link. Click on the link.

![Image of email and password reset process]

A request to reset your goAML password was created. Please click on the following link to reset your password: [http://ficresetpassword?resetAccountPassword=762b66c-2734-4bb-98-9413226f427](http://ficresetpassword?resetAccountPassword=762b66c-2734-4bb-98-9413226f427)

If you did not make this request, please contact your FIU immediately.

Please do not reply; this is an automated message.

- Reset Password Request page will populate.
- Enter User Name / Email / New Password / Confirm New Password and Click Change Password. New password will be reset.
9. Approving a Registration Request (Standard User Approval)

After logging in, the admin user will have access to the goAML home page which will be displayed on the information bar.

- On the **Menu bar** click on the **Admin > User Request Management** from the drop down list.

![goAML Home Page]

The Financial Intelligence Centre Act 38 of 2001 (the FIC Act) mandates all accountable institutions to submit Cash Threshold Reports (CTR). Furthermore, the FIC Act mandates all accountable and reporting institutions to submit Terrorist Property Reports (TPR) and requires all businesses (which include accountable and reporting institutions) to submit Suspicious Transaction Reports (STR) in terms of section 28, 28A and 29 respectively. The manner of reporting is prescribed by the Act.
The User Change Requests page will be displayed with the following fields:

- **Start Date**
- **End Date**
- **Requests View Type**
  - All
  - Active
  - Pending my actions
  - In progress

User Change Requests fields can be searched using the dates fields > Click the **Refresh** button to load user request for the date specified.

Requests View Type can be used to search by type of request.
User Change Requests fields can be dragged by header to group by column

<table>
<thead>
<tr>
<th>Change Request Ref.</th>
<th>Type</th>
<th>Request Status</th>
<th>Org Name</th>
<th>Org ID</th>
<th>User Name</th>
<th>Created On</th>
</tr>
</thead>
<tbody>
<tr>
<td>SHREG-160229-000002</td>
<td>New User</td>
<td>Waiting for Admin</td>
<td>XYI Insurance</td>
<td>32</td>
<td>Teneelo</td>
<td>2016/02/29</td>
</tr>
</tbody>
</table>

- Change Request Ref – Used as a referral whilst requesting assistance to the FIC, the number is sent to users by a notification email
- Type – New User / Existing User
- Request Status – Options provided are Waiting for Verification / Activated / Rejected / Waiting for Supervisory Body Approval
- Org Name – Name of the institution linked to the requester
- Org ID – Organisation / Institution ID linked to the requester
- User Name – Requester’s login user name
- Created On – Date of the request
Clicking **Preview** generates and displays the report form.

Click the **Expand All** link to display the complete report, or click the **Collapse All** link to see the abridged form.

- The information displayed on the report form must be verified, as well as the attachments (copy of certified ID and authorisation letter).
- After verification action must be taken to either **Reject** / **Verify** / **Approve** / **Finalise** the request and ensure to add **Comments**.
- The admin user will be able to **Reject** / **Verify** / **Approve** the request and must ensure to add **Comments** for each action.
- After the Request has been finalised the user will receive an email informing them of the status of the request.

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Caution: If the attachments are not visible on the preview window, use the internet explorer web browser.
10. **Changing a User Password**

goAML users can change their password when required by using the My goAML functionality **Change Password** after login into goAML. The link is accessible by hovering the mouse pointer on the menu bar My goAML > click **Change Password**

- The **Change your password** populates

  ![Change Password](image)

  - Enter the **old Password / New Password / Confirm New Password** and Click **Change Password**. New password will be changed

  ![Change Password Complete](image)

  - The Password change message populates to confirm the change.
11. **Change / Update My User Details**

goAML logged in users can change their user details when required by using the My goAML functionality **My User Details**. The link is accessible by hovering the mouse pointer on the menu bar **My goAML > click My User Details**

- **The Registering Person** window populates > update the details as required > attach required documents > click **Submit Request**

```
<table>
<thead>
<tr>
<th>Organization ID</th>
<th>32</th>
</tr>
</thead>
<tbody>
<tr>
<td>User Name*</td>
<td>Koketso</td>
</tr>
<tr>
<td>Gender</td>
<td>Female</td>
</tr>
<tr>
<td>First Name*</td>
<td>Koketso</td>
</tr>
<tr>
<td>Birth Date</td>
<td>1964/02/12</td>
</tr>
<tr>
<td>Nationality</td>
<td>SOUTH AFRICA</td>
</tr>
<tr>
<td>RSA Passport</td>
<td></td>
</tr>
<tr>
<td>Non RSA ID/Passport?</td>
<td>No</td>
</tr>
<tr>
<td>Phones*</td>
<td></td>
</tr>
<tr>
<td>Contact Type</td>
<td>Business</td>
</tr>
<tr>
<td>Comm. Type</td>
<td>Business Contact Tel</td>
</tr>
<tr>
<td>Country Prefix</td>
<td>27</td>
</tr>
<tr>
<td>Number</td>
<td>123987638</td>
</tr>
<tr>
<td>Addresses*</td>
<td></td>
</tr>
<tr>
<td>Address</td>
<td>252 Pretoria Street</td>
</tr>
<tr>
<td>City</td>
<td>Pretoria</td>
</tr>
<tr>
<td>Province/State</td>
<td>Gauteng</td>
</tr>
<tr>
<td>Postal/Zip</td>
<td></td>
</tr>
<tr>
<td>Country</td>
<td>SOUTH AFRICA</td>
</tr>
</tbody>
</table>
```

**goAML registration guideline for other businesses that are not accountable or reporting institutions to enable reporting in terms of section 29 of the FIC Act**

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Please Note: All changes made to user details must be verified and approved by the admin user and the FIC.
12. **Change / Update Other Businesses (Org) Details**

Admin user can change their other businesses details when required by using the My goAML functionality **My Org Details**. The link is accessible by hovering the mouse pointer on the menu bar **My goAML > click My Org Details**

- The **Registering Organisation** window populates > update the details as required > attach required documents > click **Submit Request**

---

**Registering Organisation**

- **Change Delegated Organisation ID**
- **Organisation Business Type**
- **Branch Name**
- **Incorp / Reg. Number**
- **Registered Name**
- **Incorporation City**
- **Incorporation Country**
- **Contact Person**
- **License Number**

**Phones**

**Addresses**

**Reporting Obligation**

**Attachments**

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goAML registration guideline for other businesses that are not accountable or reporting institutions to enable reporting in terms of section 29 of the FIC Act

- With Effect 25 April 2016 -

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Please Note: Only the admin user can change the entity details and all changes made to the entity details must be verified and approved by the FIC.
13. goAML Support

For goAML Support Contact the Centre:

e-mail: fic_feedback@fic.gov.za


Compliance Contact Centre: +27 860 222 200

-ENDS-

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