



FIA SERVICE DELIVERY CHARTER

MISSION

To prevent and combat financial crimes through detecting and investigating these crimes, and disseminating financial intelligence to Law Enforcement Agencies in order to maintain the integrity of the financial system

Services Rendered	Requirements	Charges	Time to Access Service
Monitoring and Analysis of Suspicious Transactions <ul style="list-style-type: none"> • Receipt of Suspicious Transaction Reports and other Reports from Financial Institutions • Requests of Additional Information from Financial Institutions • Receipt of information from individual persons requested or when they tip the FIA • Acknowledgement of reports received • Provide typologies and red flags on money laundering and terrorist financing 	<ul style="list-style-type: none"> • Financial Institution • Confidentiality • Confidentiality • None • Response to questionnaires 	<ul style="list-style-type: none"> • Free • Free • Free • Free • Free 	<ul style="list-style-type: none"> • Promptly if done online • Promptly if done online • Promptly • Within 24 hours • Every 12 months
Financial Investigations <ul style="list-style-type: none"> • Conducting investigations on financial transactions under analysis • Request for information/intelligence from LEAs, Supervisory Authorities & Government MDAs 	<ul style="list-style-type: none"> • Cooperation from information providers & Confidentiality • Filling in information in prescribed Form 	<ul style="list-style-type: none"> • Free • Free 	<ul style="list-style-type: none"> • Within 5 working days after case analysis completion. Submitted to LEAs • Within 5 days (local) / 6-8 weeks (international)
Financial Intelligence <ul style="list-style-type: none"> • Dissemination of Reports to Law Enforcement Agencies (LEAs) • Confidentiality of information submitted to the FIA • Responding to requests from LEAs • Vetting of Business Residence Permits & Permanent Resident Permits 	<ul style="list-style-type: none"> • None • None • None • Clear, relevant, timely & adequate information 	<ul style="list-style-type: none"> • Free • Free • Free • Free 	<ul style="list-style-type: none"> • Within 5 working days after case investigation completion • 365 days, 24/7 • Within 10 working days • Within 5 working days
Compliance and Prevention <ul style="list-style-type: none"> • Compliance Examination of Financial Institutions • Providing guidance to financial institutions • Training of Financial Institutions • Feedback provision on compliance with reporting obligations 	<ul style="list-style-type: none"> • Relevant documents • None • None • None 	<ul style="list-style-type: none"> • Free • Free • Varied • Free 	<ul style="list-style-type: none"> • Report produced within 4 weeks after examination • Within 48 hours • On request • Every 6 months
Enquiries & Resolution of Complaints <ul style="list-style-type: none"> • Responding to various enquiries • Resolving complaints presented by the FIA's clients 	<ul style="list-style-type: none"> • None • Formal complaint submission 	<ul style="list-style-type: none"> • Free • Free 	<ul style="list-style-type: none"> • Within 24 hours • Within 5 working days

Any service that does not conform to the above standards or any officer who does not live up to the commitment of courtesy and excellence in service delivery should be reported to:

The Director General, Financial Intelligence Authority, P/Bag B441, LILONGWE 3.

Telephone: 01 759 141, **Fax:** 01 759 151,

Email: complaints@fia.gov.mw

Visit us at www.fia.gov.mw

Fighting Money Laundering & Terrorist Financing