



Australian Government

Australian Transaction Reports
and Analysis Centre

New enrolment requirements FAQs

These frequently asked questions (FAQs) should be read with the **AUSTRAC business profile form - explanatory guide**, available on the AUSTRAC website: www.austrac.gov.au/new_enrol_req.html.

New enrolment requirements

What are the new enrolment requirements?

From 1 November 2011, all reporting entities need to enrol with AUSTRAC.

To enrol, a reporting entity needs to:

- provide information to AUSTRAC about its business and the services it provides
- keep certain records relating to its business and annual financial statements.

Reporting entities also need to keep this enrolment information up-to-date.

Why have these new enrolment requirements been introduced?

Enrolment information provides AUSTRAC with a more accurate understanding of its regulated population. This is particularly important for identifying which entities are subject to the annual AUSTRAC supervisory levy and the amount of the levy which will apply to each leviable entity.

For more information about the AUSTRAC supervisory levy, please visit the AUSTRAC website at: www.austrac.gov.au/cost_recovery_info.html

Which reporting entities need to enrol?

All reporting entities that provide a designated service need to enrol.

When is the enrolment period?

- All reporting entities which were in business before 1 November 2011 must enrol by 28 November 2011.
- New reporting entities must enrol within 28 days of providing or commencing to provide a designated service.

How can reporting entities enrol?

If you have previously enrolled with AUSTRAC, the fastest and easiest way to complete enrolment is electronically through AUSTRAC Online (<https://online.austrac.gov.au/ao/login.seam>).

Other reporting entities can complete their enrolment through the AUSTRAC website (www.austrac.gov.au).

For reporting entities that do not have computer or internet access, enrolment may be completed using a paper form that is available from AUSTRAC by contacting the AUSTRAC Helpdesk on 1300 021 037.

Can reporting entities appoint an agent to enrol for them?

Yes. A reporting entity may appoint an agent to complete its enrolment.

The reporting entity and agent must have a current written agreement or written authority in place that authorises the agent to enrol on behalf of the reporting entity.

The agent will be required to declare that the information provided through enrolment is true, accurate and complete.

I am already enrolled with AUSTRAC. Do I need to enrol again?

Yes. All reporting entities, including those that have previously voluntarily enrolled need to complete a new enrolment.

I have an exemption under the AML/CTF Act. Do I still need to enrol?

Yes. Reporting entities that have an exemption from certain parts of the [*Anti-Money Laundering and Counter-Terrorism Financing Act 2006*](#) (AML/CTF Act) still need to enrol.

As part of the enrolment, a reporting entity must declare if it:

- has been granted an exemption from Part 7 of the AML/CTF Act (requirements to have an anti-money laundering and counter-terrorism financing program)
- provides gaming machine designated services and is licensed to operate no more than 15 gaming machines.

By declaring this information, AUSTRAC will be able to determine which entities are not required to pay the annual AUSTRAC supervisory levy.

Entities which are exempt from all provisions of the AML/CTF Act are not required to enrol.

What happens if I don't enrol?

A civil penalty may apply to a reporting entity that does not enrol.

Enrolling with AUSTRAC

How do I complete my enrolment through my AUSTRAC Online account?

- Log into AUSTRAC Online: <https://online.austrac.gov.au/ao/login.seam>.
- Click the 'Download AUSTRAC business profile form' (the form) button.
- Complete your form or save it to your computer to return to at a later time to complete.
- Once the form is complete, click the 'Submit' button. The information you enter in the form will be sent securely via the internet to AUSTRAC.
- Click the 'Go to Submission Confirmation Page' button to save and print or email a copy of your completed form for your records.

I don't have an AUSTRAC Online account. Can I still complete my enrolment electronically?

If you already submit reports to AUSTRAC, you can contact the AUSTRAC Help Desk by calling 1300 021 037 to obtain a login to AUSTRAC Online.

For businesses new to AUSTRAC, you can complete your enrolment via the AUSTRAC website.

- Go to the AUSTRAC website homepage: www.austrac.gov.au.
- Click on the 'Enrol/Register your business' button on the homepage.
- Click the 'Download AUSTRAC business profile form' (the form) button.
- Complete your form or save it to your computer to return to at a later time to complete.
- Once the form is complete, click the 'Submit' button. The information you enter in the form will be sent securely via the internet to AUSTRAC.
- Click the 'Go to Submission Confirmation Page' button to save and print or email a copy of your completed form for your records.

Note: During the enrolment process, you will be asked if you require access to AUSTRAC Online. If you answer yes to this question, once you submit your completed form, AUSTRAC will email you a login and password to access AUSTRAC Online.

What information do I need to provide to enrol with AUSTRAC?

You need to provide AUSTRAC with information about your business; the designated service(s) you provide; and whether your business is exempt from the requirement to have an anti-money laundering and counter-terrorism financing program (Part 7 of the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006* (AML/CTF Act)). If your business is not exempt from Part 7 of the AML/CTF Act you will also need to provide the number of employees your business employs and the earnings of your business.

You can obtain further information and assistance about the information you need to provide by referring to the [AUSTRAC business profile form – explanatory guide](#).

What information do I need to obtain and keep?

You need to obtain and keep the annual financial statements you used to calculate your earnings information and information about your business structure.

If you authorise an agent to complete your enrolment, you must retain a copy (original or certified) of the written agreement or written authority that authorises your agent to enrol on your behalf.

To ensure that you obtain and keep all the necessary information, refer to the checklist in the **AUSTRAC business profile form – explanatory guide**.

What happens after I submit my enrolment form?

AUSTRAC will notify you in writing that you have successfully enrolled and that you have been entered on the AUSTRAC Reporting Entities Roll. You will also receive an AUSTRAC Account Number (AAN) for you to refer to in future correspondence with AUSTRAC.

Note: The receipt number that is issued to you when you submit your form is only to confirm that AUSTRAC has received your form and is not confirmation that you are enrolled.

Post-enrolment

Do I need to advise AUSTRAC of any changes to my details?

Yes. You need to notify AUSTRAC of any changes to your enrolment details within 14 days of the change arising.

You may authorise an agent to notify AUSTRAC of any changes as long as you have a written agreement in place that authorises the agent to change your enrolment details on your behalf. Your agent will be required to declare that the information provided is true, accurate and complete.

If you are an agent acting for a deceased estate or for a person who no longer has capacity to manage their affairs, you must provide AUSTRAC with evidence that you are authorised to act in this capacity.

How should I advise AUSTRAC of changes to my details?

You can advise AUSTRAC of a change to your details electronically through your AUSTRAC Online account.

- Log into AUSTRAC Online: <https://online.austrac.gov.au/ao/login.seam>.
- Click on 'My Business'.
- Select 'Business Profile'.
- Click the 'Download AUSTRAC business profile form' (the form) button.
- Complete your changes (you will not be required to re-enter all your information). Alternatively, save the form to your computer to return to at a later time to complete.
- Once the form is complete, click the 'Submit' button. The information you enter in the form will be sent securely via the internet to AUSTRAC.
- Click the 'Go to Submission Confirmation Page' button to save and print or email a copy of your completed form for your records.

Is AUSTRAC able to change my details?

Yes, but only in limited circumstances.

The AUSTRAC CEO may change your enrolment details, if the AUSTRAC CEO considers that your details are incorrect or incomplete.

The AUSTRAC CEO may also remove your name and enrolment details, if the AUSTRAC CEO considers you are no longer providing a designated service.

In both instances, the AUSTRAC CEO will notify you of the changes made or details removed and the date on which this occurred.

Can I request to have my details removed from the Reporting Entities Roll?

Yes. If you cease to provide designated services, you may request the AUSTRAC CEO to remove your name and details from the Roll.

In deciding whether to remove your name and details from the Roll, the AUSTRAC CEO may consider the following factors: whether you have ceased to provide designated services, the likelihood of you providing a designated service in the future, and any outstanding reporting obligations.

To make a request, contact the AUSTRAC Help Desk at help_desk@austrac.gov.au or by calling 1300 021 037.

Troubleshooting

I can't remember my AUSTRAC Online password. What should I do?

You can reset your AUSTRAC Online password.

- Go to the AUSTRAC Online login page: <https://online.austrac.gov.au/ao/login.seam>.
- Click on the 'Forgot your password?' link located directly below the 'Login' button.
- Enter your user ID (which should be your email address).
- AUSTRAC will automatically email you a new password.

If you don't know your user ID you will need to contact the AUSTRAC Help Desk at help_desk@austrac.gov.au or by calling 1300 021 037.

Do I have to complete my enrolment in one session?

No. You can save the changes you make to your form to your computer and return to it at a later time.

What software do I need to complete my enrolment?

You will require Adobe Reader 8.1 or higher.

The latest version of Adobe Reader can be downloaded for free from Adobe: <http://get.adobe.com/reader/>

I'm a Mac OS X user experiencing problems when I open the form. What can I do?

The form must be viewed in the Adobe PDF Reader. Mac OS X uses the Preview program by default to view PDF files, but this will not work correctly for the form.

You need to install Adobe Reader 8.1 or higher. The latest version of Adobe Reader can be downloaded for free from Adobe: <http://get.adobe.com/reader/>.

Once Adobe Reader is installed you should download the form and open it with Adobe Reader (rather than Preview).

I'm a Google Chrome user experiencing problems when I open the form. What can I do?

Google Chrome comes standard with a non-Adobe PDF viewer which will not work correctly with the form.

The form only works with Adobe Reader 8.1 or higher. The latest version of Adobe Reader can be downloaded for free from Adobe: <http://get.adobe.com/reader/>.

Once Adobe Reader is installed you should either download the form in an alternative browser, or download and save the file and then open it with Adobe Reader (rather than in Chrome).

I received an error message when I completed my enrolment using the AUSTRAC website. What does this mean?

It is most likely because you already have an AUSTRAC Online account.

Contact the AUSTRAC Help Desk at help_desk@austrac.gov.au or by calling 1300 021 037 for further assistance.

Is more information available?

More information is available on the AUSTRAC website: www.austrac.gov.au.

Information is also available by contacting the AUSTRAC Help Desk. The Help Desk normally operates from 8.30am to 5.00pm, Monday to Friday, Australian Eastern Standard Time. During the mandatory enrolment period of 1 November to 28 November 2011, the Help Desk will operate from 8.30am to 6.00pm, Monday to Friday Australian Eastern Daylight Time:

- telephone: 1300 021 037 (a local call within Australia)
- email: help_desk@austrac.gov.au

Translating and interpreting assistance:

- To access a free translation service, call the Translating and Interpreting Service on 131 450 and ask them to call AUSTRAC on 1300 021 037.

National Relay Service:

- TTY/voice: 133 677 and ask for 1300 021 037
- Speak and listen (SSR): 1300 555 727 and ask for 1300 021 037.