



## 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 sector

Services Rendered	Requirements	Charges	Time to Access Service
<b>Monitoring and Analysis of Suspicious Transactions</b> <ul style="list-style-type: none"> <li>• Receipt of Suspicious Transaction Reports and other Reports from Financial Institutions</li> <li>• Requests of Additional Information from Financial Institutions</li> <li>• Acknowledgement of reports received</li> <li>• Provide typologies and red flags on money laundering and terrorist financing</li> </ul>	Regulated Financial Institution  None  None  Response to questionnaires	Free  Free  Free  Free	Promptly if done online  Promptly if done online  Within 12 hours  Every 12 months
<b>Financial Intelligence</b> <ul style="list-style-type: none"> <li>• Dissemination of Reports to Law Enforcement Agencies (LEAs)</li> <li>• Confidentiality of information submitted to the FIA</li> <li>• Responding to requests from LEAs</li> </ul>	None  None  None	Free  Free  Free	Within 1 week after case analysis completion  365 days, 24/7  Within working 10 days
<b>Compliance and Prevention</b> <ul style="list-style-type: none"> <li>• Compliance Examination of Financial Institutions</li> <li>• Providing guidance to financial institutions</li> <li>• Training of Financial Institutions</li> <li>• Feedback provision on compliance with reporting obligations</li> </ul>	Relevant documents  None  None  None	Free  Free  Varied  Free	Report produced within 4 weeks after examination  Within 5 days  On request  Every 6 months

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  
 Private Bag B441  
 Lilongwe 3.

**Telephone:** 01 759 141

**Fax:** 01 759 151

**Email:** [info@fiumalawi.gov.mw](mailto:info@fiumalawi.gov.mw)

**Fighting financial crimes**