

## **FIC Compliance Contact Centre**

Kindly note that the Financial Intelligence Centre (FIC) has established a Compliance Contact Centre to deal with queries related to compliance with the Financial Intelligence Centre Act, No. 38 of 2001, as amended (FIC Act).

This dedicated telephone service is geared to handle all FIC Act-related compliance queries, such as:

- Whether or not a business is required to register with the FIC;
- How to register with the FIC;
- What types of businesses are required to register with the FIC;
- Technical issues relating to the registration process;
- Queries relating to complying with the provisions of the FIC Act including, but not limited to:
  - Establishing and verification of the identity of clients;
  - Record-keeping relating to your clients;
  - Reporting of cash threshold transactions;
  - Reporting of property associated with terrorist and related activities;
  - Reporting of suspicious and unusual transactions;
  - Formulation and implementation of internal rules;
  - Training and monitoring of FIC Act compliance.

The FIC Act Compliance Contact Centre can be reached on: **0860 222 200**

The FIC is also still able to receive e-mailed compliance based queries on:

[fic\\_feedback@fic.gov.za](mailto:fic_feedback@fic.gov.za)

For calls unrelated to compliance matters, please call the FIC on: **0860 342 342**.