



FACT SHEET

Information for customers transacting with \$10 000 or more in cash

New laws require banks to collect information



The Australian Bankers' Association (ABA) and its member banks have compiled this fact sheet to inform customers about changes to laws which require banks to seek and collect information from customers if they want to transact with AUD \$10 000 or more (or foreign equivalent) in cash.

Under current Federal legislation, all Australian banks are required to report cash transactions of \$10,000 or more (or foreign equivalent), including details of the relevant account holders, to the regulator, the Australian Transaction Reports and Analysis Centre (AUSTRAC). From 1 October 2011, new rules are introduced that require banks to collect information, record and report on the identity of anyone performing a cash transaction of \$10,000 or more to AUSTRAC.

We hope these frequently asked questions are helpful for bank customers as banks implement these changes which are required by the Australian Government.

Why is this necessary?

The Australian Government introduced the Anti-Money Laundering/Counter Terrorism Financing (AML/CTF) legislation to assist in reducing the risk of the Australian banking system being misused to support money laundering or terrorism financing activities.

AUSTRAC is the government regulator responsible for monitoring financial institutions' compliance with this legislation.

The AML/CTF legislation prescribes that **all banks must comply with these reporting requirements**. Collecting and reporting the required information ensures that banks remain compliant with Australian law.

What does this mean for me?

When you perform a transaction involving cash of \$10,000 or more, staff are required to collect certain information from you. In order to complete the transaction, you may be asked to provide personal information which may include identification (such as photo ID) that can provide evidence of who carried out the transaction.

What if I'm making the transaction on behalf of another - a person, business or company?

The legislation requires banks to collect information about the person at the branch counter who is performing the transaction *and* the holders of the account involved in the transaction *and* any business or company the person is representing. The person standing at the counter may be asked for details about his/her authority to act on behalf of a person, business or company.

If you are transacting on behalf of a business or company, you may be asked for details of your employment or to provide information such as the business name, Australian Company Number (ACN), Australian Business Number (ABN) and/or the business address.

If you are completing the transaction on behalf of the holder of the account, the bank may already have information about the account holder (person, business, or company) in its system. So staff may only ask the person at the counter for personal information which may

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include identification (such as photo ID) or information about the person or business/company, he or she is representing.

Do I need to provide information for all transactions?

Yes, you will be required to provide information for all transactions which involve a cash amount of \$10,000 or more (or foreign equivalent).

Banks will be implementing these requirements in the months leading up to October 2011. For this reason, some banks may start asking for this information before 1 October.

What happens if I don't provide the information requested?

If you do not have, or do not wish to provide the information requested, the bank may decline the transaction. Banks understand that this may be frustrating for customers; however, the need to collect certain information is required by law.

How will my privacy be protected?

Banks are required to handle this information in accordance with the *Privacy Act 1988* (Privacy Act). The Privacy Act regulates the collection, use, disclosure, quality and security of personal information, including for AML/CTF purposes. For more information contact the organisation that collected your information (in this case, your bank).

You can also find out more about your rights from the Office of the Privacy Commissioner website at <http://www.privacy.gov.au/law/other/aml>

Where can I go to get more information about this legislation?

The regulator AUSTRAC has produced a fact sheet about AML/CTF Act identification requirements. AUSTRAC noted that it is designed to explain why customers could be requested by banks (and others) to show identification or to provide details about themselves. Read the fact sheet: http://www.austrac.gov.au/files/fact_sheet_id_requirements_jul2011.pdf

Tips for customers

- Be prepared to provide personal information and/or identification documents, such as photo ID, if you want to make a transaction with the bank which involves \$10 000 or more in cash;
- If you are acting for or representing someone else or an organisation, ensure you understand what type of authorisation you have, for example, you are an employee or have a power of attorney.

Handy telephone numbers for customers

Contact your bank if you have any further questions about the requirements.

Bank	Contact
Adelaide Bank (a division of Bendigo and Adelaide Bank Limited)	13 22 20 (SA) or 1300 65 22 20 (outside SA)
ANZ	13 13 14
Bank of Queensland	1800 663 080
BankSA	13 13 76
Bankwest	13 17 18
Bendigo and Adelaide Bank	1300 BENDIGO (1300 236 344)
Citibank	13 24 84
Commonwealth Bank of Australia	13 2221
HSBC	1300308008(English) 1300 309 388 (Cantonese & Mandarin)
National Australia Bank	13 22 65
St George Bank	13 33 30
Suncorp	13 11 75
Westpac	132 032

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