



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
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 • Acknowledgement of reports received • Provide typologies and red flags on money laundering and terrorist financing 	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
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 	None None None	Free Free Free	Within 1 week after case analysis completion 365 days, 24/7 Within working 10 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 	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@fia.gov.mw

Fighting financial crimes