AMLHub App Guide

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Download & Login

1. You will be sent a verification email from the AMLHub following the creation of your user account by your compliance officer. Please check your junk mail if you cannot find this email in your primary inbox. Click “verify email” and set your password (minimum of 6 characters).

2. Type in “amlhub” in either the Google Play Store (Android devices) or App Store (Apple devices) and download the application.

N.B. phone must have IOS 11 and higher software (Apple) or version 5 and higher software (Android). Phone region must be set to New Zealand.

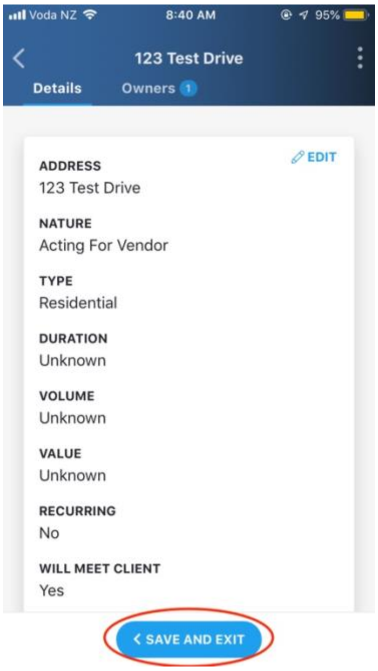
3. Open the app and login using the following credentials:
   Username: email address
   Password: as you created it through the verification email, unless you have changed this since then (must be a minimum of 6 characters)

4. Homepage of the app will display two options: create a deal and update a deal.

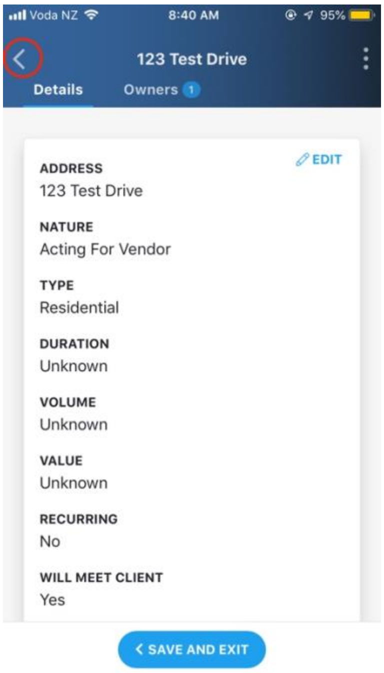
Navigation

There are several ways to navigate through the app:

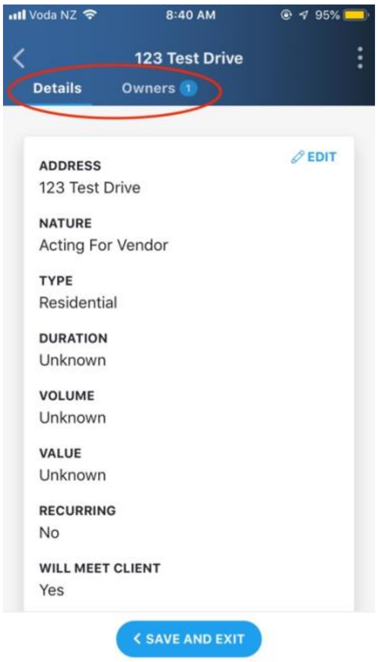
1. “save and exit” or “save and return to deal” – blue button found at the bottom of the screen.



2. Back arrow found in the top left-hand corner of the screen.



3. Menu tabs found just underneath the address/deal name towards the top of the screen.



Create a Deal

1. Fill out fields (address/deal name, one-off deal, meeting client?) and select next.

   N.B. If an address/name is not recognised in the "drop down" menu of the database, you can enter this in manually. You are able to proceed with an unrecognised address/name that has been typed in so long as you do not select the "return" key (iPhone) or green arrow (Android) or any other relevant key that is located usually in the bottom right-hand side of the keyboard.

2. Select type of deal (residential, commercial etc.)

3. Select who you are acting for (purchaser or vendor).

4. Select expected duration. If you are unsure of this, select "unknown".

5. Select deal's volume. If you are unsure of this, select "unknown".

6. Enter estimated low-end and high-end values.

7. Select the entity (branch) you would like this deal to be created under. Press "next" in the bottom right-hand corner of your screen.

8. Assign sales agent/s and senior staff to this deal who should have access to updating it through the app.

   Please note: sales agents will only be able to view properties in their update deals section that have been assigned to them. Anyone who wants to be able to edit the deal through the app should be assigned to it (can be more than one).

All senior staff with access to the CDD Register on the AMLHub desktop are already able to update any deal through the desktop without needing to be assigned to it. However, if they would like to edit this deal through the application too, they will need to be assigned.

Sales agents can assign users in this step or it can be done by senior staff members who have access to the AMLHub desktop following the creation of a deal. Please see update a deal section or refer to our FAQs for instructions on assigning users through the desktop.

9. Review details of deal on final page and press "save".

10. Deal will be created and information sent to the AMLHub desktop's "unverified deals" section in the CDD Register. Users with access to the CDD Register on the AMLHub desktop will be able to update and subsequently verify deals through the desktop once created.

11. Deal appears created in app with two sections at the top of the screen (details and owners). From there, you are able to "✎edit" (top right of deal's details), "save and exit" (bottom of screen) and "add owners" (below deal's details).
    - **Editing details of deal** – press "✎edit" if you would like to change any information displayed on the details page. If you would like to leave the deal following these changes, select "save and exit".
    - **Adding owners**:
        - ⇒ Select "add owner".
        - ⇒ Choose owner type (individual, company etc.)

      For an individual:

        - ⇒ Enter title, first name, last name and date of birth.
        - ⇒ Type their residential address, this may not be the property being sold (please refer to previous note on manually typing in an address if not recognised in the "drop down" menu).
        - ⇒ Select one ownership type (25%+ ownership, trustee etc.). Please see below for a breakdown of each beneficial owner type:

        N.B.
        - **25%+ ownership**: this is where someone owns more than 25% of the asset, meaning they are a beneficial owner.
        - **Trustee**: trustee of the trust. These are the named trustees in a Trust Deed. For example, for a family trust this would typically be the husband and wife, and their lawyer.
        - **Settlor**: Settlor of the trust. This is the named Settlor in a Trust Deed.
        - **Effective Controller**: someone who is in effective control of the asset i.e. Managing Director, who may also be a 25%+ shareholder.
        - **Acting on behalf**: someone who is instructing you on behalf of the owner. This maybe a lawyer or power of attorney.
        - **Executor**: the executor of the will.

- ⇒ Select yes or no to “do you want to upload documents”, press “save” in the bottom right hand corner of the screen.
- ⇒ Please refer to document upload section for adding documents.

For a party:

Company:

- ⇒ Enter name of company and press “next” in the bottom right-hand corner of the screen.
- ⇒ Select yes or no to “do you want to upload documents”, press “save” in the bottom right hand corner of the screen.
- ⇒ The company will be created. You can add individuals to this company by tapping on the company name and selecting “add owners”.
- ⇒ From there, please follow instructions above on adding an individual. Please refer to document upload section for adding documents.

Trust:

- ⇒ Enter name of trust and press “next” in the bottom right-hand corner of the screen.
- ⇒ Select yes or no to “do you want to upload documents”, press “save” in the bottom right hand corner of the screen.
- ⇒ The trust will be created. You can add individuals to this trust by tapping on the trust name and selecting “add owners”.
- ⇒ From there, please follow instructions above on adding an individual. Please refer to document upload section for adding documents.

Partnership or limited partnership:

- ⇒ Enter name of partnership and press “next” in the bottom right-hand corner of the screen.
- ⇒ Select yes or no to “do you want to upload documents”, press “save” in the bottom right hand corner of the screen.
- ⇒ The partnership will be created. You can add individuals to this partnership by tapping on the partnership name and selecting “add owners”.
- ⇒ From there, please follow instructions above on adding an individual. Please refer to document upload section for adding documents.

Incorporated society:

- ⇒ Enter name of incorporated society and press “next” in the bottom right-hand corner of the screen.
- ⇒ Select yes or no to “do you want to upload documents”, press “save” in the bottom right hand corner of the screen.
- ⇒ The incorporated society will be created. You can add individuals to this incorporated society by tapping on the incorporated society name and selecting “add owners”.
- ⇒ From there, please follow instructions above on adding an individual. Please refer to document upload section for adding documents.

- Please refer to CDD webinars and guidelines we have supplied if needed.

Update a Deal

1. From the homepage, select “update a deal”.

2. Select reporting entity using drop down menu.

3. Tap “search by name” search bar for results to appear for that entity.

4. Select property you would like to update (tap its address).

5. Edit details of property by selecting the “✎edit” feature (top right of deal’s details).

6. To edit an owner or party (company, trust etc.), navigate to the “owners” section using the tabs displayed towards the top of the screen underneath the property address/deal name. Tap on the individual or party’s name and select “✎edit” (top right of individual/party’s details). See section directly above for further information on onboarding owners.

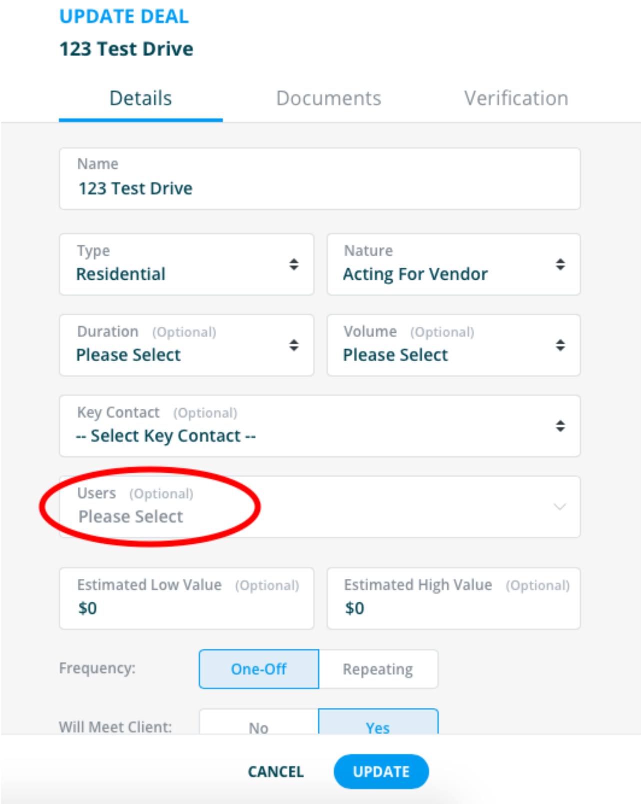
7. See document upload section for adding documents to an individual (stand alone or within a party) or party.

Please note: sales agents will only be able to view properties in their update deals section that have been assigned to them. This can be done by anyone (sales agents & senior staff) upon the creation of a deal through the app, or by senior staff members through the AMLHub desktop following the creation of a deal. This is for security reasons, to prevent all sales agents from an entity having access to update any property. Please refer to step 8 in the create a deal section for assigning users to a deal upon the creation of the app.

To assign a sales agent to a deal via the AMLHub desktop, please follow the procedure below (this can only be done by someone with access to the CDD Register on the desktop):

- Visit amlhub.co.nz
- Log into the AMLHub using your credentials i.e. email and password.
- Select the entity you wish to proceed with (the entity your salesperson is registered under).
- Click on your CDD Register.
- Click on the three grey dots to the right of the property you would like to assign a sales agent to and choose “update”.

- In the “details” page, there will be a “users” section. Click on this section and choose the sales agent/s you would like to assign to that particular property.



N.B. anyone who wants to be able to edit the property through the app should be assigned to it (can be more than one). All senior staff with access to the CDD Register on the AMLHub desktop are already able to update any property through the desktop without needing to be assigned to it. However, if they would like to edit this property through the app too, they will need to be assigned.

Document Upload

1. Displayed on the "create owner document" page should be the options to take a photograph or browse your device's library.
   - If taking a photograph: select "take a photo", capture the image and select "use photo" if you are satisfied with its quality. Press "next" in the bottom right hand corner of the screen.
   - If browsing your library: select "browse" and choose image you would like to use. Press "next" in the bottom right hand corner of the screen.

   N.B. you are only able to upload one image at a time. For example, you cannot add two photos of the front and back of a driver's license in the same document. These should be added as separate documents and, for example, titled "Driver's License Front" and "Driver's License Back". Please refer to CDD guidelines for required documents.

2. Once you have pressed "next":
   - Enter name of document.
   - Select document type.
   - Press "save" in the bottom right hand corner of the screen.

- You will be taken to the “documents” section of the individual you uploaded these documents to.

3. To upload more documents against this individual, press “add document” and repeat process above.

4. To return to the “details” page of the property/deal, tap the “save and return to deal” button at the bottom of the screen.

5. Navigate through sections of the app using the tabs displayed towards the top of the screen underneath the property address/deal name.

   N.B. you cannot view documents once you have uploaded them. Only users who have access to the CDD Register of the AMLHub desktop will be able to view these.

Further Questions

Please read our FAQs found in the support section of the left-hand menu bar in the AMLHub to see if we have already answered your question before trying to contact us.

Following reading our FAQs, if you are still in need of assistance, please lodge either a technical or compliance form found just below the FAQ section in the left hand menu bar of the AMLHub desktop. Your query will be forwarded to our support team, who will then direct this to the correct department to be answered as soon as possible.

If you find yourself unable to log into the AMLHub and need to lodge a query, please visit our website (amlsolutions.co.nz), hover over the “AMLHub” menu option and choose to submit either a “Technical Help Contact Form” or “Compliance Advice Contact Form”.

Please note: the time frame on a reply will depend on the complexity of your query and lead times may vary.

Alternatively, you can call our AMLHub helpdesk phone on 0800 115060 if you have an **urgent technical query** that isn’t answered in our FAQ section.