

AMLHub Desktop Guide

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Intro

Please note: everyone is able to login to the AMLHub desktop (<u>amlhub.co.nz</u>) and the app (downloaded from either the App Store or the Google Play Store). However, users who have **app only** access i.e. Salesperson (App Only) and Admin (App Only) will not be able to access any feature of their entity on the desktop due to not being granted any permissions for this level of access.

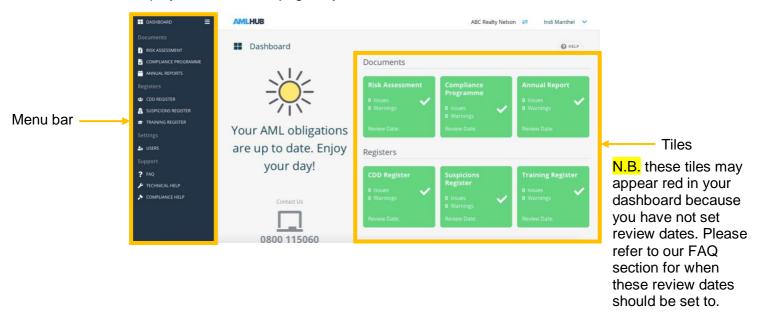
Permissions of roles within the AMLHub vary and some users with desktop access will not have access to all features of the desktop i.e. Salesperson (Hub Access), ADMIN1, AML ADMIN. Please refer to the "User Roles & Permissions" document found in our FAQ section of the AMLHub website for further clarification on this.

Typically, the sole purpose of a sales agent within the AMLHub is to capture and upload information through the <u>app</u>. It is then the responsibility of the senior team (AMLCO,

AMLSO, Owner, Senior Management, AML ADMIN) to verify this information on the <u>desktop</u> and ensure this is correct. For this and security reasons, we advise sales agents be granted access to the app only.

Login & Navigation

- 1. You will be sent a verification email from the AMLHub following the creation of your user account. 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).
- Visit the AMLHub desktop (<u>amlhub.co.nz</u>) and log in 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)
- 3. You will be directed to the homepage, where it asks you to select an entity. Please click on the entity you would like to view i.e. access its documents, view its CDD Register, add salespeople etc.
- 4. You will be taken to the dashboard of that entity. A menu bar is displayed on the lefthand side of the screen. To navigate, use either the menu bar or the six tiles displayed on the homepage of your screen.



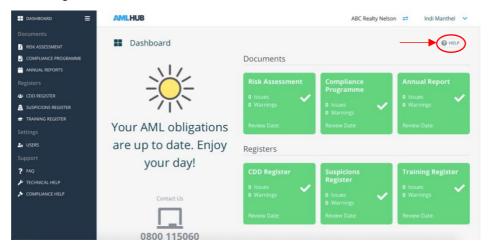
5. To switch entities i.e. change from one branch to another, please click on the blue arrows next to your current entity in the top right-hand side of the screen. Select an entity from those listed on your homepage.

DASHBOARD			ABC Realty Nelso	n 君 Indi Manthel 🗸
Documents B Risk assessment COMPLIANCE PROGRAMME	Dashboard	Documents		HELP
ANNUAL REPORTS Registers CDD REGISTER SUSPICIONS REGISTER TRAINING REGISTER Settings	Your AML obligation:	Risk Assessment 0 Issues 0 Warnings Review Date:	Compliance Programme 0 Issues 0 Warnings Review Date:	Annual Report O Issues O Warnings Review Date:
Lo USERS	are up to date. Enjoy			
 FAQ TECHNICAL HELP COMPLIANCE HELP 	Contact Us	CDD Register 0 (ssues 0 Warnings Review Date:	Suspicions Register 0 Issues 0 Warnings Review Date:	Training Register 0 Issues 0 Warnings Review Date:
	0800 115060			

6. If you would like to log out of your account, click on the blue downwards arrow next to your name in the top right-hand corner of the screen and click "logout". This can be done from the welcome page also.

■ DASHBOARD ■	AMLHUB		ABC Realty Nelso	n ≓ Indi Manthel 🗸
Documents				Profile 💄
RISK ASSESSMENT	Dashboard			Logout G
COMPLIANCE PROGRAMME		Documents		
ANNUAL REPORTS				
Registers		Risk Assessment	Compliance Programme	Annual Report
📇 CDD REGISTER		0 issues 🗸 🗸	Ŭ	0 Issues 🗸 🗸
SUSPICIONS REGISTER		0 Warnings	0 Issues	0 Warnings
TRAINING REGISTER	Vour ANAL abligations	Review Date:	Review Date:	Review Date:
Settings	Your AML obligations	Review Date.	Review Date.	Review Date.
🍰 USERS	are up to date. Enjoy	Registers		
Support	your day!			
? FAQ	your day:	CDD Register	Suspicions	Training Register
🗲 TECHNICAL HELP		0 Issues	Register	0 Issues
COMPLIANCE HELP	Contact Us	0 Warnings	0 Issues	0 Warnings
		Review Date:	Review Date:	Review Date:
	0800 115060			

7. On some pages you will find a "?help" button, where you will be able to view training videos specific to that page. These videos will be continuously updated/added to following further releases.



Update Name & Password Reset

1. If you would like to change either your **name** (not username) or **password**, click on the blue downwards arrow next to your name in the top right-hand corner of the screen (as above) and click "profile". You will be taken to this page.

AMLHUB		Indi Manthel 🖌 🗸
	Profile	
	User Details Change Password	
	FIRST NAME:	
	Test	
	LAST NAME:	
	Test	
	© CANCEL B SAVE	

2. If you are unable to login to the app or desktop with your credentials i.e. are entering an incorrect password/have forgotten password, you are able to reset it from the login page when you click "forgot password?".

AMLHUB	PLEASE LOGIN	
		After you have clicked "forgot password": ⇒ Enter email address
	AMLHub - Login E-MAIL ADDRESS	associated with your user account. ⇒ Confirm you are not
	PASSWORD TORGOT PASSWORD LOGIN	a robot. ⇒ Select "send reset link".
	Contact Us 0800 115060	

CDD Register

Navigation

- 1. To navigate to your CDD Register, you can do so either by clicking on the CDD Register tile or on the CDD Register section in the left-hand menu bar.
- 2. You will be automatically directed to the "unverified deals" section of your CDD Register. To navigate between unverified, verified, completed and all deals, use the menu panel located just beneath the CDD Register heading.

AMLHUB		ABC Realty Nelson	Indi Manthel 🛛 🗸
CDD Register + deal		HELP	REVIEW DATE:
Unverified Deals Verified Deals Cor	pleted Deals All Deals		Activity Log

N.B.

- Unverified deals: initial creation of a deal will result in the deal appearing here. Creation of a deal can be done by anyone (salespeople & senior staff) through the app or by senior staff through the desktop.
- Verified deals: unverified deals will be moved to this section once the verification process has been completed by someone who has received appropriate training to do so i.e. AMLCO, AMLSO, Owner, Admin Staff. Once verified, deals can become a listing.
- Completed deals: deals should be moved to this category from the "verified deals" section if a sale is made or the client is lost i.e. they should <u>not</u> be deleted. The only deals that should be deleted/removed from the CDD Register are duplicates/test entries.
- All deals: displays a list of all deals in the CDD Register i.e. unverified, verifies and completed deals.

Updating Details

- 1. To update details of a property address/deal name:
 - Navigate to the "unverified deals" section of your CDD Register.
 - Click on the three grey dots directly to the right of the address/deal name.

123 Test Drive

Residential

Acting For Vendor

 Click "update" and proceed to update details of the deal. Press the blue "update" button at the bottom of the screen when you are satisfied you have completed the update.

OR

- Navigate to the "unverified deals" section of your CDD Register.
- Click on the deal name/address you would like to update. You will be taken to the structure page of that deal.
- Click on the address/deal name.

H DASHBOARD	≡	AMLHUB	ABC Realty Nelson 🛛 🔁	Indi Manthel 💉
Documents			@ HELP	REVIEW DATE:
RISK ASSESSMENT		CDD Register / 123 Test Drive	C HELP	REVIEW DATE:
COMPLIANCE PROGRAMM	E	Structure Parties Individuals		
ANNUAL REPORTS				
Registers		2 A 123 Test Drive Residentia		
🖶 CDD REGISTER		💫 💫 🗈 🕒 Miss Test Test 25%+ Ownership 🍙		
SUSPICIONS REGISTER				
TRAINING REGISTER				
Settings				
🍰 USERS				
Support				
? FAQ				
🔑 TECHNICAL HELP				
COMPLIANCE HELP				

- The same update page will appear as in the previous method. Refer to updating process above for further details.
- 2. To update details of a **party** (company, trust etc.):
 - o Navigate to the "unverified deals" section of your CDD Register.
 - Click on the deal name/address of which the party you would like to update is located. You will be taken to the structure page of that deal.

• Click on the name of the party.

DASHBOARD 🗧	AMLHUB	ABC Realty Nelson
 DASHBOARD DASHBOARD DOcuments RISK ASSESSMENT COMPLIANCE PROGRAMME ANNUAL REPORTS Registers COD REGISTER SUSPICIONS REGISTER TRAINING REGISTER SUSPORT FAQ TECHNICAL HELP COMPLIANCE HELP 	AMLHUB CDD Register / 123 Test Drive Structure Parties Individuals	ABC Realty Nelson R Indi Manthel V

- An update page should appear on the right-hand side of your screen. Proceed to update details of the party. Press the blue "update" button at the bottom of the screen when you are satisfied you have completed the update.
- 3. To update details of an individual:
 - Navigate to the "unverified deals" section of your CDD Register.
 - Click on the deal name/address of which the individual you would like to update is located. You will be taken to the structure page of that deal.
 - Click on the name of the individual.

H DASHBOARD	≡	AMILHUB	ABC Realty Nelson 🗧	Indi Manthel 💉
Documents			@ HELP	REVIEW DATE:
RISK ASSESSMENT		CDD Register / 123 Test Drive	U HELP	REVIEW DATE:
COMPLIANCE PROGRAMME		Structure Parties Individuals		
ANNUAL REPORTS				
Registers		23 🕐 123 Test Drive Residential +		
🖶 CDD REGISTER		🔞 🛓 🕦 🖥 🌒 Miss Test Test 25%+ Ownership 💽		
SUSPICIONS REGISTER				
TRAINING REGISTER				
Settings				
a USERS				
Support				
? FAQ				
🎾 TECHNICAL HELP				
COMPLIANCE HELP				

• An update page should appear on the right-hand side of your screen. Proceed to update details of the individual. Press the blue "update" button at the bottom of the screen when you are satisfied you have completed the update.

Document Upload

- 1. To upload documents to a property address/deal name:
 - Navigate to the "unverified deals" section of your CDD Register.

- Click on the deal name/address you would like to upload documents to. You will be taken to the structure page of that deal.
- Click on the address/deal name.
- Navigate to the "documents" section of the update page by using the menu panel towards the top of the screen.

Details	Documents	Verification
Document Name		
Document Drop File Or Click	To Browse	BROWS
	No Documents Uploaded	1

- \Rightarrow Enter name of document.
- \Rightarrow Select "browse" and choose the desired document to be uploaded.
- ⇒ Press blue "upload" button towards the bottom of the screen to upload document.

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. To upload documents to a party (company, trust etc.):
 - o Navigate to the "unverified deals" section of your CDD Register.
 - Click on the deal name/address of which the party you would like to upload documents to is located. You will be taken to the structure page of that deal.
 - Click on the name of the party you would like to upload documents to.
 - Navigate to the "documents" section of the update page by using the menu panel towards the top of the screen.

Details	Documents	Verification
Document Name		
Type Please Select		
Document Drop File Or Clic	k To Browse	BROWS
Enhanced CDD:	No Yes	
	No Documents Uploa	ded

- \Rightarrow Enter name of document.
- \Rightarrow Select document type.
- \Rightarrow Select "browse" and choose the desired document to be uploaded.
- ⇒ Select whether Enhanced CDD needs to be conducted. Refer to our FAQ section for further guidelines.
- ⇒ Press blue "upload" button towards the bottom of the screen to upload document.

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.

- 3. To upload documents to an individual:
 - Navigate to the "unverified deals" section of your CDD Register.

- Click on the deal name/address of which the individual you would like to upload documents to is located. You will be taken to the structure page of that deal.
- o Click on the name of the individual you would like to upload documents to.
- Navigate to the "documents" section of the update page by using the menu panel towards the top of the screen.

_	Details	Documents	Checks	Verificatio
	Document Name	2		
	Type Please Select			4
	Document Drop File Or Cl	ick To Browse		BROWSE
E	nhanced CDD:	No	Yes	
		No Document	ts Uploaded	

- \Rightarrow Enter name of document.
- \Rightarrow Select document type.
- \Rightarrow Select "browse" and choose the desired document to be uploaded.
- ⇒ Select whether Enhanced CDD needs to be conducted. Refer to our FAQ section for further guidelines.
- ⇒ Press blue "upload" button towards the bottom of the screen to upload document.

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.

Assigning Users

Please note: sales agents will only be able to view properties in their update deals section that have been <u>assigned</u> 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.

Upon the creation of a deal in the app, sales agents are provided with the option to assign staff members to their particular deal. If they do not do this or following the creation of the deal more users need to be assigned, please see below for how to assign users to a deal through the AMLHub desktop.

To assign a sales agent to a property via the AMLHub desktop, please follow the procedure below:

- 1. Visit <u>amlhub.co.nz</u>
- 2. Login to the AMLHub using your credentials i.e. email and password.
- 3. Select the entity you wish to proceed with (the entity your salesperson is registered under).
- 4. Click on your CDD Register.
- 5. Click on the three grey dots to the right of the property you would like to assign a sales agent to and choose "update".

123 Test Drive

Residential Acting For Vendor

6. 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 from the drop down menu.

Details	Docu	ments Veri	ficatior
Name 123 Test Drive			
Type Residential	\$	Nature Acting For Vendor	÷
Duration (Optional Please Select	•	Volume (Optional) Please Select	÷
Key Contact (Optio			÷
Users (Optional) Please Select	>		
Estimated Low Valu	e (Optional)	Estimated High Value	(Optiona
40			
Frequency:	One-Off	Repeating	

N.B. anyone who wants to be able to edit the property through the <u>app</u> 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.

Manual Verification

When you are confident with the information and documentation uploaded to each individual and the property itself, you may undergo the verification process in order to convert the deal to a valid listing.

The most common type of verification is "manual verification". For further clarification on the different types of verification, please refer to our FAQ section.

N.B. you must verify each individual loaded to the deal <u>before</u> you can verify the property/name itself. If you attempt to verify the property prior to doing so, you will be given the message "cannot verify a deal with unverified children".

1. To manually verify an individual:

• Click on the individual's name and use the menu bar of the update page to navigate to the "verification" section.

Details	Documents	Checks	Verification
Type Please Selec	t		÷
Verification Da 22/01/19	ate		
Verification N	otes (Optional)		

- \Rightarrow Select type of verification.
- \Rightarrow Enter verification date.
- \Rightarrow Add any notes you may think necessary (this field is optional).
- ⇒ Press blue "verify" button towards the bottom of the screen to verify the individual.
- \Rightarrow Repeat this process for each person.

- 2. To manually verify a **party**:
 - Click on the party's name and use the menu bar of the update page to navigate to the "verification" section.

Details	Documents	Verification
Type Please Select		÷
Verification Date 22/01/19		
Verification Notes (Op	tional)	
		4

- \Rightarrow Select type of verification.
- \Rightarrow Enter verification date.
- \Rightarrow Add any notes you may think necessary (this field is optional).
- ⇒ Press blue "verify" button towards the bottom of the screen to verify the party.

- 3. To manually verify a property address/deal name:
 - Click on the property's address and use the menu bar of the update page to navigate to the "verification" section.

Details	Documents	Verification
Verification Date 22/01/19		
Verification Notes (0	lptional)	

- \Rightarrow Enter verification date.
- \Rightarrow Add any notes you may think necessary (this field is optional).
- ⇒ Press blue "verify" button towards the bottom of the screen to verify the property.

Deleting Deals

Deleting a deal can only be done by someone with access to the CDD Register on the AMLHub desktop. To delete a deal in your CDD Register, the deal must be unverified.

N.B. When a sale is made or a client is lost, these deals should be moved to the "<u>completed</u> deals" section of your CDD Register as opposed to being deleted. To move a verified deal to the "completed deals" section, click on the three grey dots directly to the right of the property's address and select "complete".

To delete a duplicate deal:

1. Navigate to your unverified deals section using the menu panel located just beneath the CDD Register heading.

AMLHUB	ABC Realty Nelson 🛛 🚅	Indi Manthel 🛛 🗸
CDD Register + deal	() HELP	REVIEW DATE:
Unverified Deals Verified Deals Completed Deals All Deals		Activity Log

2. Click on the three grey dots directly to the right of the deal you would like to delete.



Miscellaneous Features

1. To view the **activity log** of the CDD Register, click on the "activity log" option directly to the right of the menu panel located just beneath the CDD Register. This will display all activity conducted by sales agents and senior staff.

AMLHUB		ABC Realty Nelson ≓ 🛛 Indi Manthel 🥆	
CDD Register + DEAL		HELP REVIEW DATE:	
Unverified Deals Verified Deals	Completed Deals All Deals	Activity Log	

Users

To navigate to the users page, you can do so by clicking on the "users" section in the lefthand menu bar.

Adding & Removing Users

- 1. To add a user:
 - Click the blue "+user" button next to the heading.

COMPLIANCE PROCESSAMME Role * Status * ANNAUL REPORTS egisters	locuments						
Registers INAME IEMAL IROLE IETATUS INOTHICATIONS ACT SUSPICIONS REGISTER Andre Freeman ahlgS@Hotmail.com AMLSO Exemit I June Tesser June Tesser June@amisolutions.co.nz AMLCO Exemit I Settings Jonathan@amisolutions.co.nz AMLSO Exemit I I Support Jono Disook jonathan@illook@mail.com AMLAD Exemit I	RISK ASSESSMENT	Users 🕂 user					
Registers Role Status Isout	COMPLIANCE PROGRAMME	<u> </u>					
Registers INAME IEMAL IROLE IETATUS INDITIFICATIONS Act SUSPICIONS REGISTER Andre Freeman ahtg5@hotmail.com AML50 Exercit Inditifications Act Jane Tester Jane Tester Jane Tester Jane Tester AntL50 Exercit Inditifications Suspicions Jonathan Dilisook Janathan@initiolutions.co.nz AML50 Exercit Inditifications Suspicions Jonathan@initiolutions.co.nz AML50 Exercit Inditifications Support Jona Dilisook Janathan@initiolutions.co.nz AML50 Exercit Inditifications ? FAO Inditifications Inditifications.co.nz AML50 Exercit Inditifications	ANNUAL REPORTS	T Bole T Statut T				O Search Liters	ø
SUSPECIONS REGISTER Andre Freeman ahlgS@hotmail.com AAL.SO Kannel Jane Tester Jane Tester Jane Warnholkulons.co.nz AAL.SO Kannel Settings Jonathan Dilsook Jonathan@amilsolukions.co.nz AAL.SO Kannel Support. Jono Dilsook Jonathan@amilsolukions.co.nz AAL.AOMIN Kannel ? FAQ Indi Manthel Indi Manthel Indi Manthel Kannel Kannel	legisters	Note - Status -				Search Osers	~
TAVAINING REGISTER Jane Tester Jane@amisolutions.co.nz AMLCO Ease Settings Jonatham Dilsook jonatham@amisolutions.co.nz AMLCO Ease LUSERS Jona Dilsook jonatham@amisolutions.co.nz AMLCO Ease Support. Jona Dilsook jonatham@ilsook@gmail.com AMLADMIN Ease ? FAQ Indi Manthei india@amisolutions.co.nz AMLSO Ease	CDD REGISTER	1 NAME	EMAIL	1 ROLE	STATUS	NOTIFICATIONS	ACTIONS
jane Tester jane Tester <thjane tester<="" th=""> <thjane tester<="" th=""></thjane></thjane>	SUSPICIONS REGISTER	Andre Freeman	ahfg5@hotmail.com	AMLSO	Active		
Settings Jonathan Dilsook Jonathan@amisolutions.co.nz AMLSO Excess 2x USERS Jono Dilsook Jonathan@lisook@gmail.com AMLADMIN Excess Stupport Jono Misso Jonathan@lisook@gmail.com AMLADMIN Excess ? FAQ Indi Manthel India@amisolutions.co.nz AMLSO Excess	TRAINING REGISTER	lane Tester	jane@amlsolutions.co.nz	AMLCO	Active		
Losses Jono Ditook jonathanditook@gmail.com AML ADMIN Lease \$ FAQ Indi Manthel India@amliokutions.co.nz AMLSO Lease	ettings				_		
Support India@amisolutions.co.nz AMLSO Later	USERS	Jonathan Dilsook	jonathan@amlsolutions.co.nz	AMLSO	Active		-
I my	upport	Jono Dilsook	jonathandilsook@gmail.com	AML ADMIN	Active		
teonical Help کو تو او	FAQ	Indi Manthel	india@amisolutions.co.nz	AMLSO	Active		
	TECHNICAL HELP						
★ COMPLIANCE HELP			(a < (1)				

• Enter first name, last name, email address and role of user.

N.B. if you would like this user to be added to the training register upon the creation of their account (this is recommended), please select a training role for them. If this is not done whilst creating the user account and following this you would like to assign them training, you will need to manually add them to the training register.

Refer to "User Roles & Permissions" document in the FAQ section of our website if further clarification is needed.

- 2. To remove a user from a particular entity (this will <u>not</u> delete their actual user profile):
 - Click on the three grey dots directly to the right of their name.
 - o Select "delete".

Andre Freeman		AMLSO	Active	
Jane Tester	jane@amlsolutions.co.nz	AMLCO	Active	Update
Jonathan Dilsook	jonathan@amlsolutions.co.nz	AMLSO	Active	Delete

Updating Details

To update details of a user:

- 1. Click on the three grey dots directly to the right of their name.
- 2. Select "update".
- 3. On the update page, you will be able to edit the user's first name, last name, email address and role (in that entity).
- 4. Once you are satisfied with your updates, click the blue "save" button.

Details	Notifications
Email Address	
First Name Andre	
Last Name Freeman	
Role AMLSO	
×	SAVE

Re-send Verification Email

If you would like to send another verification email to a pending user's email address:

- 1. Click on the three grey dots directly to the right of the user.
- 2. Select "re-send verification".

Jared Jenkins	jared@amlsolutions.co.nz	Salesperson (App Only)	Pending	
Jono Dilsook		AML ADMIN	Active	Update De Cond Verification
Indi Manthel	india@amlsolutions.co.nz	AMLSO	Active	Re-Send Verification Delete

User Summary

If the entity has more than ten users registered under it, users will be displayed in pages of ten. To navigate between pages, scroll down past the list of ten users and click on the page numbers.

Documents	Kole * Status *			3 500	rcn Users K
RISK ASSESSMENT	TNAME	EMAIL	ROLE	TSTATUS TN	OTIFICATIONS ACTIONS
COMPLIANCE PROGRAMME	Andre Freeman		AMLSO	Active	
ANNUAL REPORTS	Richard Manthel	richard@amIsolutions.co.nz	Owner	Active	
Registers	Jane Tester	jane@amlsolutions.co.nz	AMLCO	Active	
B SUSPICIONS REGISTER	Jonathan Dilsook	jonathan@amlsolutions.co.nz	AMLSO	Active	
TRAINING REGISTER Settings	Andrew Freeman-Greene	and rew@amlsolutions.co.nz	Senior Management	Active	
Lo USERS	India Manthel		AMLSO	Active	
Support	Jared Jenkins	jared@amlsolutions.co.nz	Salesperson (App Only)	Pending	
TECHNICAL HELP	Jono Dilsook		AML ADMIN	Active	
COMPLIANCE HELP	Indi Manthel	india@amlsolutions.co.nz	AMLSO	Active	
	Rebecca Tester	rebecca@amIsolutions.co.nz	AMLRO	Pending	
			2 22		

Further Questions

Please read our FAQs found in the support section of the left-hand menu bar in the AMLHub desktop 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 (<u>amlsolutions.co.nz</u>), 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.