

CANADIAN FRAUD EXPRESS GUIDE

**YOU ARE FINANCIALLY RESPONSIBLE FOR ANY LOSS
TO YOUR BUSINESS DUE TO FRAUD. PROTECT YOURSELF!**

- **NEVER** send a 'test' or 'training' transaction
- **NEVER** send a transaction without cash in your hand and a customer in your location
- Do not share confidential information with anyone
- Balance your account to detect loss immediately
- Remove or restrict any call forwarding features from your business telephone
- Share this information with your employees who handle MoneyGram transactions

If you have any questions, contact MoneyGram Agent Services at **1-800-444-3010**.

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CANADIAN COMPLIANCE REGIME EXPRESS GUIDE

REPORTING

Suspicious activity, including structured transactions

- Report on MoneyGram Canadian Activity Report (CAR)
- Fill out the form with as much information as possible
- Fax CAR to MoneyGram AML Team within 5 days of activity

RECORDKEEPING

Transactions of \$1,000 or more

Verify:

- Customer's name and address
- Use valid, government issued photo ID (passport, driver's licence, etc.)

Canadian compliance regulations require you to record:

- Customer's name, address, and phone number
- Type of ID provided, ID #, and ID issuer
- Customer's date of birth
- Customer's occupation
- Transaction date
- If transaction is conducted on behalf of someone else, record similar information on the other person

For More Information

Financial Transactions and Reports
Analysis Centre of Canada (FINTRAC)
1-866-346-8722

Money Transfers
1-800-642-8050 Ext. 4900

Online: www.fintrac-canafe.gc.ca
www.moneygram.com

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