

# 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](http://www.fintrac-canafe.gc.ca)  
[www.moneygram.com](http://www.moneygram.com)

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