

Frequently asked questions

Why are you asking for my personal information?

Under the Anti-Money Laundering and Counter Terrorism Financing Laws of Australia, all real estate agencies are required to verify the identities of clients before we can do business with them, from 1 July 2026. Verifying your identity means we must collect your name, date of birth, (or) residential address.

Why do you need information about my company / trust / charity / partnership...etc?

Your company / trust / charity / partnership is the customer, and we are required to understand its nature and purpose with us, as well as who the beneficial owners / effective controllers are. To help, we need to collect some information about it.

Is all this information mandatory or are parts of it optional?

This information is required under the AML/CTF Act as of 1 July 2026, if we are to provide you with our designated services to buy/sell/long-term lease property.

Is this under your agency's internal policy, or the AML/CTF Act?

This is under the AML/CTF Act which applies to all real estate agencies across Australia, as well as sectors like law and accounting who provide 'designated services'.

What will you do with this information?

This information will only be used for the purposes of the AML/CTF Act, i.e. to verify your identity.

Where will it be stored? (if you are an AMLHUB user)

Your information will be securely stored in the AMLHUB platform, which is ISO/IEC 27001:2022 certified and built specifically for managing real estate AML/CTF checks. Visit amlhub.com.au/privacy-policy for more information.

How long will you hold on to my information?

The AML/CTF Act requires us to retain your information for seven years.

What happens if I don't give you this information?

If you do not want to provide your information then unfortunately we cannot onboard you and provide our services. All real estate agencies are required to ask for this information.

You've worked with me before – surely you know I'm not a money launderer?

These checks are a requirement of the AML/CTF Act for all real estate, and we have to conduct them on all our clients before we can do business with them – even clients we've worked with before. As a current client, we may simply need to update the information we have on file.

What is AML/CTF?

Anti-money laundering (AML) and Counter Terrorism Financing (CTF) are the laws that work to guide businesses in detecting and deterring money laundering in Australia. From 1 July 2026, these laws require organisations, such as ours, to conduct Customer Due Diligence (CDD) / Know Your Customer (KYC) checks on its clients and related parties. This process is an important part of helping us to comply with our AML/CTF obligations.

Obligations

To comply with the AML/CTF Act, we must conduct CDD/KYC to identify the ownership behind our clients. We are required by law to conduct identity verification on all relevant owners.

What will you be asked to provide?

You will be asked to provide information to confirm your:

- name
- date of birth, or
- address

For companies, you will be asked to provide:

- Confirmation of Nominee Director/Nominee Shareholder
- Constitution/Shareholder Agreement: outlining the powers that bind and regulate.

In the case of companies and trusts, the directors, shareholders, trustees, and any non-discretionary beneficiaries may also need to provide information. Where a trust is involved in the transaction, the trust deed will need to be provided.

Additional documentation may be required based on legislation requirements. For example, information on source of funds/source of wealth.

How do I provide this information?

We have a range of options for you to provide your identity verification.

- **Face-to-face:** If you meet one of our agents face-to-face, you can complete your ID verification in seconds via the AMLHUB mobile app.
- **Remotely:** If you cannot meet face-to-face, you can choose to provide your information via a biometric link that can be emailed or SMS'd to you.

How will your information be used?

Your information will be used for the sole purpose of our business complying with its AML obligations.

Please refer to the AMLHUB Privacy Policy.

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How do I provide this information?

We are partnered with AMLHUB to make it easy to provide this information. Here's how it will work:

1. We will provide your email address and mobile number to AMLHUB.
2. They will get in touch with you to ask some questions about the property.
3. They will then send you a link via email or text where you can complete a biometric check with your photo ID.
4. If you can't complete the biometric check, you will be sent a link to the self-service portal where you can upload the required documents.
5. Once all information is collected from owners, the AMLHUB team will complete the KYC and we can list the property.

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