

# Suspicious Transaction Report (STR) Guide

## What is an STR?

STRs are documents that reporting institutions are required to submit when having suspicion that a customer is involved in **money laundering (ML), terrorism financing (TF) or other serious crimes**



## Why submit STRs?

STRs provide law enforcement agencies valuable information/ intelligence of potential crime activities

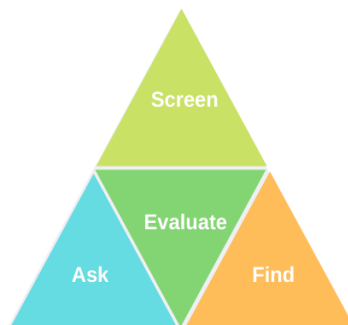
## When to submit STRs?

**Regardless of the amount being transacted**, you are required to promptly submit an STR, whenever you suspect or have reasons to suspect that the transaction (including attempted transactions):

- appears unusual
- has no clear economic purpose
- appears illegal
- involves proceeds from an unlawful activity or instrumentalities of an offence
- indicates that the customer is involved in ML/TF



## How do you recognise suspicious transactions?



1. **Screen** customer account
2. **Ask** customer appropriate questions
3. **Find** out customer's record/ review known information
4. **Evaluate** information gathered and consider to submit an STR

You are also required to establish **red flags** relevant to your business or service to facilitate the detection of suspicious transactions.

Examples of red flags are provided in the Policy Document.





DO

- Ensure that STRs are submitted within the next working day, from the date the Compliance Officer establishes the suspicion
- Establish reporting mechanism for submission of STR
- Establish policies on the duration for Compliance Officer to review internal STRs
- Ensure that STR is treated with utmost confidentiality



DON'T

- Disclose submission of STRs to anyone else, except under certain circumstances (refer to Section 14A of Anti-Money Laundering, Anti-Terrorism Financing and Proceeds of Unlawful Activities Act 2001 (AMLA) and Paragraph 20 of the Policy Document)
- Tip off the person(s) being reported - do treat them as normal clients so they do not suspect that STRs have been filed on them

## How to submit STRs?

1. Fill up the STR form, which can be found at [www.amlcft.bnm.gov.my](http://www.amlcft.bnm.gov.my) or the relevant appendix of the Anti-Money Laundering, Countering Financing of Terrorism and Targeted Financial Sanctions for Designated Non-Financial Businesses and Professions (DNFBPs) & Non-Bank Financial Institutions (NBFIs) (AML/CFT and TFS for DNFBPs & NBFIs Policy Document)
2. The Compliance Officer of the reporting institution to submit the STR via any of the following methods:
  - a) **Mail:** Director  
Financial Intelligence and Enforcement Department  
Bank Negara Malaysia  
Jalan Dato' Onn  
50480 Kuala Lumpur  
(To be opened by addressee only)
  - b) **Fax:** +603-26933625
  - c) **Email:** [str@bnm.gov.my](mailto:str@bnm.gov.my)
  - d) **FINS platform** (where applicable):  
<https://bnmapp.bnm.gov.my/fins2>

**Note:** Please refer to Section 14 of the Anti-Money Laundering, Anti-Terrorism Financing and Proceeds of Unlawful Activities Act 2001 and Paragraph 19 of the Anti-Money Laundering, Countering Financing of Terrorism and Targeted Financial Sanctions for Designated Non-Financial Businesses and Professions (DNFBPs) & Non-Bank Financial Institutions (NBFIs) (AML/CFT and TFS for DNFBPs & NBFIs Policy Document)

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