goAML Web User's Guide

Changes to existing accounts and Delegation
version 1.0

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Introduction

The goAML system allows multiple Organizations to be linked together, under the administration of the same "Admin User", through the Delegation functionality (available after log in).

In practice, when several Reporting Entities are related (e.g. in the same portfolio, same Group of companies, same administration etc) and there is only one designated MLRO/"Admin User" for these Reporting Entities, then the Delegation feature can be used to bypass the need for multiple email addresses in separate registrations. Currently, the Delegation functionality is extensively used by certain financial institutions in Mauritius.

If you have never used the Delegation functionality of your goAML account, it would be advisable to contact the FIU first to determine whether this functionality would be appropriate for your Reporting Entities.

This guide provides step-by-step procedures for processing changes to existing accounts on the goAML platform. It is intended for use by MLROs, DMLROs, Compliance Officers, Administrators, and other authorised personnel involved in maintaining the goAML platform.

The guide applies to all organisations registered on goAML platform that require updates due to:
- Appointment or resignation of an MLRO
- Transfer or restructuring of delegation arrangements
- Changes to management companies

This guide will become effective as from 09 January 2026.

Legal Disclaimer

The FIU reserves the right to amend, modify or change the contents of this document

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1.   Definitions

Term	Description
MLRO	Money Laundering Reporting Officer – the primary contact person for an organisation
DMLRO	Deputy Money Laundering Reporting Officer – authorised to act in the MLRO's absence
Org ID	The unique Organisation Identification Number assigned in goAML
Admin User	A user account in goAML with administrative privileges for an organisation
Supervisory Body	The authority responsible for validating organisational changes in goAML
MC	Management Company
GHA	goAML Helpdesk Assistance

2.   Key Details to Remember

- A goAML account may have multiple Admin Users; however, the decision to maintain additional Admin Users lies with the current MLRO.

- The terms "Parent Entity" and "Child Entity" are specific to goAML and are used to describe different levels within the delegation structure, where the Parent represents the main entity and a Child represents a sub-entity registered under it. These terms are specific to the goAML system and do not correspond to legal terminology used within your organisation.

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3.   CHANGE IN MLRO

3.1   Outgoing MLRO remains within the Organisation

Steps:
a)   The new MLRO registers as a Person under the same organisation in goAML.

b)   The outgoing MLRO provides the Organisation ID to the new MLRO.

c)   The outgoing MLRO approves the new MLRO's registration.

d)   The outgoing MLRO grants Admin rights to the new MLRO.

e)   The new MLRO deactivates the outgoing MLRO's account.

f)   The new MLRO updates the Organisation form, including Contact Person and Email address, and attaches the necessary supporting documents.

g)   The Supervisory Body reviews and validates the changes made to the organisation.

3.2   MLRO Resigned and Admin rights had been delegated to the DMLRO

The steps for this scenario are the same as 3.1 above, except the outgoing MLRO is replaced by the current Admin User (i.e., DMLRO) who performs the approval and transfer of Admin rights. After completing the registration process, the new MLRO decides whether the DMLRO should retain Admin rights.

3.3   MLRO Resigned but no Admin user available

Steps:
a)   The new MLRO registers as a Person under the same organisation in goAML.

b)   If the Organisation ID is unknown, the new MLRO requests it from the GHA team.

c)   All required supporting documents must be attached during registration.

d)   The new MLRO emails the GHA team with the registration reference, indicating that no Admin User is available to validate the registration.

e)   After verification, the GHA team validates the registration (Admin rights are not granted yet) and provides next steps.

f)   The new MLRO updates the Organisation form, including Contact Person and Email address, and attaches the necessary supporting documents.

g)   The Supervisory Body reviews and validates the organisational changes.

h)   Upon validation, Admin rights are granted to the new MLRO.

4.   CHANGE IN DELEGATION – WITHIN THE SAME MC

4.1   Transferring Child entities to a New Delegation

Current Delegation Structure		New Delegation Structures		
Group 1		**Group 1**		**Group 2**
Company A	Parent	Company A	Parent	Company D	New Parent
Company B	Child	Company B	Child	Company E	Child
Company C	Child	Company C	Child		
Company D	Child				
Company E	Child				

Steps:

a)   Suppose Company D and E are moving out of the delegation Group 1.

b)   The new MLRO registers as a Person under Company D.

c)   The MLRO of delegation Group 1 approves the new MLRO's registration.

d)   If no user was previously registered under Company D, the new MLRO automatically becomes the Admin User of Company D; otherwise, MLRO of delegation Group 1 grants Admin rights to the new MLRO.

e)   The MLRO of delegation Group 1 removes Company D from its delegation by clearing the "Delegate Org ID" field and removing any MLRO data linked to delegation Group 1.

f)   Notify the GHA team of the change, providing the registration reference.

g)   After verification, the GHA team validates the registration and provides next steps.

h)   The MLRO of Company A transfers Company E to the new delegation by updating the "Delegate Org ID" with the Org ID of Company D and removing MLRO data linked to delegation Group 1.

i)   Notify the GHA team again with the registration reference.

j)   After verification, the GHA team validates the registration and provides next steps.

k)   The new MLRO of the delegation Group 2 updates the contact details of all entities under the new delegation (Contact Person, Email, etc.) and attaches necessary supporting documents.

l)   The Supervisory Body reviews and validates the organisational changes.

4.2   Transferring Child entities to an Existing Delegation

Current Delegation Structures				New Delegation Structures			
Group 1		**Group 2**		**Group 1**		**Group 2**	
Company A	Parent	Company P	Parent	Company A	Parent	Company P	Parent
Company B	Child	Company Q	Child	Company B	Child	Company Q	Child
Company C	Child	Company R	Child			Company R	Child
Company D	Child	Company S	Child			Company S	Child
						Company C	New Child
						Company D	New Child

Steps:

a)   Suppose Company C and D are moving out of the delegation Group 1 and moving into delegation Group 2.

b)   The MLRO of delegation Group 1 transfers Companies C and D to delegation Group 2 by updating "Delegate Org ID" with the Org ID of Company P and removing MLRO data linked to delegation Group 1.

c)   Notify the GHA team with the registration reference.

d)   After verification, the GHA team validates the registration and provides next steps.

e)   The MLRO of delegation Group 2 updates contact details of Companies C and D including Contact Person and Email address, and attaches the necessary supporting documents.

f)   The Supervisory Body validates the organisational changes.

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4.3 Transferring all Child entities to a New Parent entity as current Parent entity is defunct

Current Delegation Structure	
Group 1	
Company A	Parent
Company B	Child
Company C	Child
Company D	Child
Company E	Child

New Delegation Structure	

Stand-Alone		**New Group 1**	
Company A	Defunct	Company B	New Parent
		Company C	Child
		Company D	Child
		Company E	Child

Steps:

a) Suppose Company A moves out of delegation Group 1 and Company B becomes the new Parent entity.

b) The MLRO of delegation Group 1 registers as a Person under Company B.

c) The MLRO of delegation Group 1 approves this registration.

d) If no user was registered under Company B, the MLRO automatically becomes Admin User of Company B; otherwise, MLRO of delegation Group 1 grants Admin rights to MLRO of Company B.

e) The MLRO of delegation Group 1 removes Company B from its delegation by clearing "Delegate Org ID."

f) Notify the GHA team with the registration reference.

g) After verification, the GHA team validates the registration and provides next steps.

h) The MLRO of delegation Group 1 transfers Companies C, D & E to the new delegation Group 1 by updating "Delegate Org ID" with the Org ID of Company B.

i) Notify the GHA team with the registration reference and indicate that Company A is defunct.

j) After verification, the GHA team validates the registration, disconnects Company A from MLRO and provides next steps.

k) The MLRO of the new delegation Group 1 updates contact details for all entities under the new delegation including Contact Person and Email address, and attaches the necessary supporting documents.

l) The Supervisory Body validates the organisational changes.

5.   CHANGE IN MANAGEMENT COMPANY

5.1   Child entity moves from MC 1 to MC 2

Current Delegation of MC 1	
Company A	Parent
Company B	Child
Company C	Child
Company D	Child

Current Delegation of MC 2	
Company P	Parent
Company Q	Child
Company R	Child
Company S	Child

New Delegation of MC 1	
Company A	Parent
Company B	Child
Company C	Child

New Delegation of MC 2	
Company P	Parent
Company Q	Child
Company R	Child
Company S	Child
Company D	New Child

Steps:

a)   Suppose Company D moves out of MC 1 and moves into MC2 as a child entity.

b)   The MLRO of the delegation under MC 1 removes Company D from its delegation by clearing "Delegate Org ID" and removing MLRO data linked to MC 1.

c)   Notify the GHA team of this change with registration reference and stating Company D is transferring out of MC 1.

d)   After verification, the GHA team validates the registration and provides next steps.

e)   The MLRO of the delegation under MC 2 contacts GHA team to obtain Org ID of Company D.

f)   The MLRO of delegation under MC 2 registers as a Person under Company D and attaches the necessary supporting documents.

g)   Notify the GHA team with registration reference.

h)   After verification, the GHA team validates registration and replies with next steps.

i)   The MLRO of delegation under MC 2 logs into the new account under Company D.

j)   The MLRO of delegation under MC 2 transfers Company D under its delegation by updating "Delegate Org ID" with the Org ID of Company P and attaches the necessary supporting documents.

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k)   Notify the GHA team with registration reference.

l)   After verification, the GHA team validates registration and replies with next steps.

m)   The MLRO of delegation under MC 2 updates contact details for Company D including Contact Person and Email address, and attaches the necessary supporting documents.

n)   The Supervisory Body validates organisational changes.

5.2   Parent entity moves from MC 1 to MC 2

Current Delegation of MC 1	
Company A	Parent
Company B	Child
Company C	Child
Company D	Child

Current Delegation of MC 2	
Company P	Parent
Company Q	Child
Company R	Child
Company S	Child

New Delegation of MC 1	
Company B	New Parent
Company C	Child
Company D	Child

New Delegation of MC 2	
Company P	Parent
Company Q	Child
Company R	Child
Company S	Child
Company A	New Child

Steps:

a)   Suppose Company A moves out of MC 1 and moves into MC 2 as a child entity.

b)   The MLRO of the delegation under MC 1 registers as a Person under Company B.

c)   The MLRO of the delegation under MC 1 approves this registration.

d)   If no user was registered under Company B, the MLRO automatically becomes Admin User of Company B; otherwise, MLRO of the delegation under MC 1 grants Admin rights to MLRO of Company B.

e)   The MLRO of the delegation under MC 1 removes Company B from its delegation by clearing "Delegate Org ID."

f)   Notify the GHA team with the registration reference.

g)   After verification, the GHA team validates the registration and provides next steps.

h)   The MLRO of the delegation under MC 1 transfers Companies C & D to the new delegation under MC 1 by updating "Delegate Org ID" with the Org ID of Company B.

i)   Notify the GHA team with the registration reference and indicate that Company A is moving to another MC.

j)   After verification, the GHA team validates the registration, disconnects Company A from MC 1 and provides next steps.

k)   The MLRO of the new delegation under MC 1 updates contact details for all entities under the new delegation including Contact Person and Email address, and attaches the necessary supporting documents.

l)   The Supervisory Body validates the organisational changes.

m)   The MLRO of the delegation under MC 2 contacts GHA team to obtain Org ID of Company A.

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n)   The MLRO of delegation under MC 2 registers as a Person under Company A and attaches the necessary supporting documents.
o)   Notify the GHA team with registration reference.
p)   After verification, the GHA team validates registration and replies with next steps.
q)   The MLRO of delegation under MC 2 logs into the new account under Company A.
r)   The MLRO of delegation under MC 2 transfers Company A under its delegation by updating "Delegate Org ID" with the Org ID of Company P and attaches the necessary supporting documents.
s)   Notify the GHA team with registration reference.
t)   After verification, the GHA team validates registration and replies with next steps.
u)   The MLRO of delegation under MC 2 updates contact details for Company A including Contact Person and Email address, and attaches the necessary supporting documents.
v)   The Supervisory Body validates organisational changes.

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