

# EFIU REGISTRATION USER GUIDE FOR ACCOUNTABLE INSTITUTIONS



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## **Section 1: Introduction and purpose of registration user guide**

The Eswatini Financial Intelligence Unit has implemented a virtual platform for the registration of Accountable Institutions. Section 12 and section 31 (s) read together with section 31 (g) of the Money Laundering and Financing of Terrorism Prevention Act of 2011, as (Amended), provides for an obligation on accountable institutions to file Suspicious Transactions Reports and to register with the Eswatini Financial Intelligence Unit.

### **1.1. Scope of the user guide**

The Registration User Guide applies to financial institutions licensed under the Financial Institutions Act, 2005 and Accountable institutions who carry on the business or activity as listed in Schedule 3 (under Section 2) to the MLTFP Act.

### **1.2. Ownership and review of user guide**

This user guide is owned by the EFIU and shall be reviewed as and when the need arises and especially informed by legislation or industry practices.

### **1.3. Publication of guide**

This guidance shall be made available on the EFIU official website.

### **1.4. Prerequisites**

The registration platform runs within Internet Explorer version 9 and up, Firefox and Google Chrome and Safari.

## Section 2: Registration Platform Access

### 2.1. Accessing the registration platform

- Open preferred internet browser (Internet Explorer, Firefox, Google Chrome or Safari).
- Enter the EFIU official website: <https://www.sfiu.org.sz>

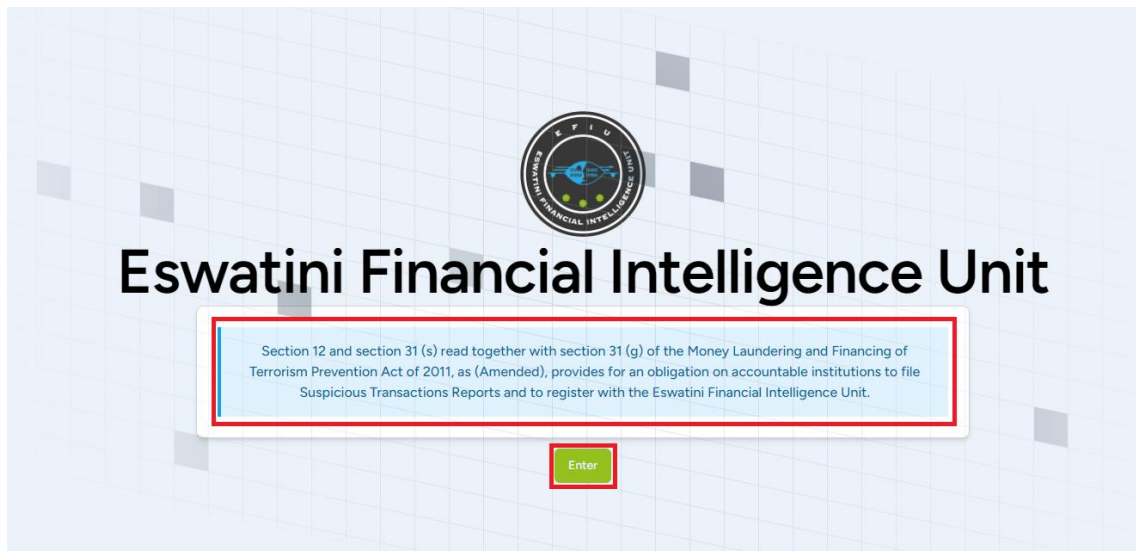
Navigate to the 'Registration' tab either on the top right (1.) or the second tab (2.) at the lower centre of the page and click on it.



## Section 3. Sign Up, Email Verification and Log In

### 3.1. Registration Platform

- The user will be redirected to the URL <https://registration.sfiu.org.sz/> and the registration platform will be automatically launched. (The user may simply enter the <https://registration.sfiu.org.sz/> on any preferred browser and the registration platform will be automatically launched.)
- The landing page of the registration platform will display the Money Laundering and Financing of Terrorism Prevention Act of 2011, as (Amended) obligation clause for accountable institutions to register with the Eswatini Financial Intelligence Unit in accordance with Section 12 and section 31 (s) read together with section 31 (g) of the Act.
- An 'Enter' tab will be displayed below the obligation clause. Click the 'Enter' tab to access the log in/sign-up page of the registration platform.



### 3.2. Log-in page

- Sign-in page contains three (3) mandatory fields.
  - (i) 'Email' → Enter user email address
  - (ii) 'Password' → Enter user password
  - (iii) 'Captcha' → Enter characters displayed in captcha image

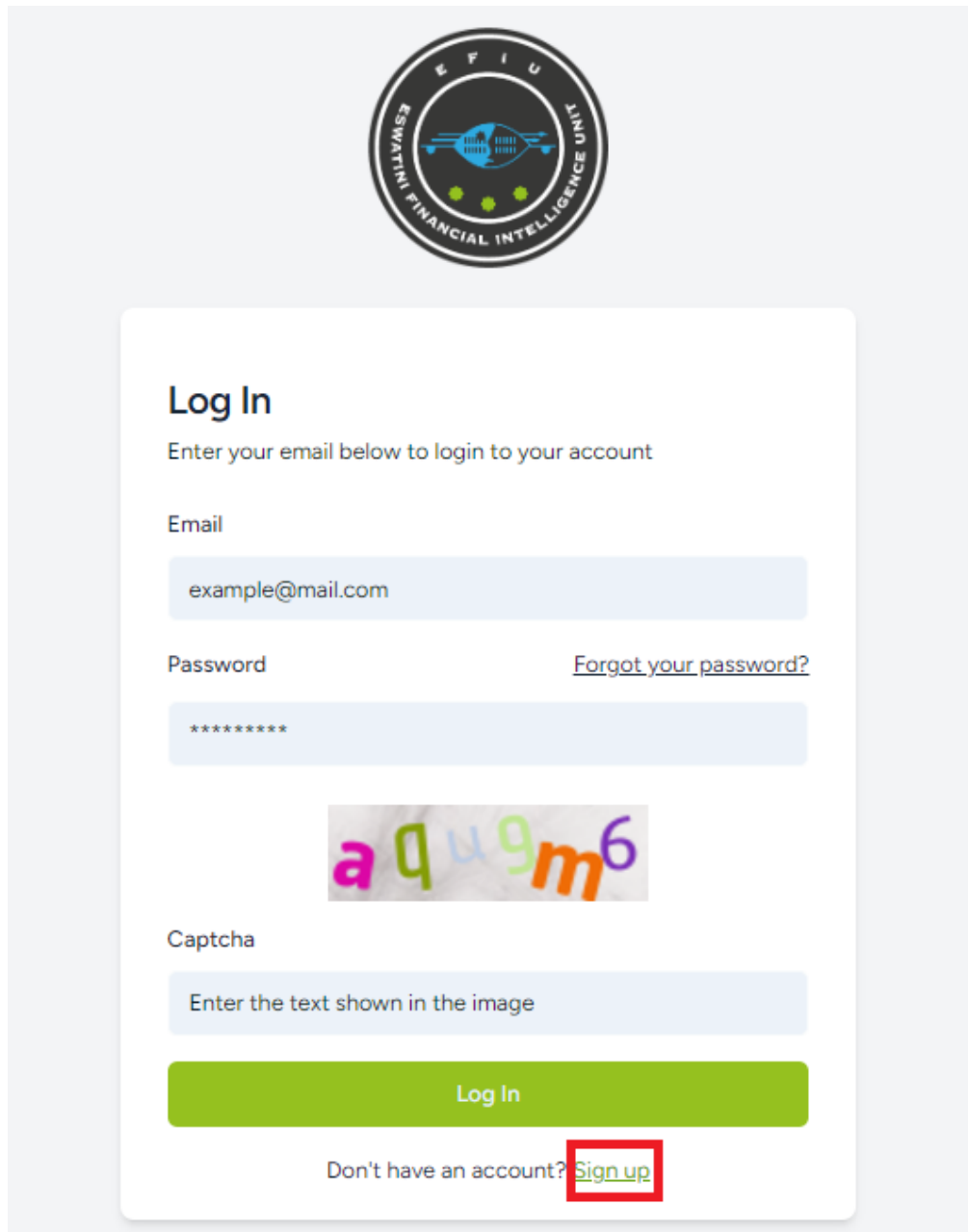
**NB: Log-in option is only for users with already existing account(s).**

- Log-in page contains 'Forgot your Password' link.
- Log-in page contains 'Log-in' tab for users with already existing account(s) and a 'Sign-up' tab for first-time users.

The image is a screenshot of the log-in page for the Eswatini Financial Intelligence Unit. At the top center, there is the EFIU logo. Below the logo, the text "Log In" is highlighted with a red box. Underneath, there is a prompt: "Enter your email below to login to your account". There are three input fields: "Email" with the placeholder text "example@mail.com", "Password" with a "Forgot your password?" link, and "Captcha" with a placeholder text "Enter the text shown in the image". Below the captcha field, there is a green button with the text "Log In" highlighted by a red box. At the bottom, there is a link "Don't have an account? Sign up" where "Sign up" is highlighted with a red box.

### 3.3. Sign-up

- First-time users without an account must navigate to the bottom of the Log-In page and click on the ‘Sign-up’ link to create a new account.



**Log In**

Enter your email below to login to your account

Email

example@mail.com

Password [Forgot your password?](#)

\*\*\*\*\*

**captcha**

Enter the text shown in the image

**Log In**

Don't have an account? [Sign up](#)

### 3.4. Sign up page

- Sign-up page contains six (6) mandatory fields.
  - (i) 'First Name' → Enter user First name
  - (ii) 'Last Name' → Enter user Last name
  - (iii) 'Email' → Enter user email address
  - (iv) 'Password' → Create user password
  - (v) 'Confirm Password' → Enter and confirm user password
  - (vi) 'Captcha' → Enter characters displayed in captcha image
- Click on 'Create an account' tab to submit and create a new account.

**Sign Up**  
Enter your information to create an account

First Name                      Last Name

FirstName                      LastName

Email

example@mail.com

Password

\*\*\*\*\*

Confirm Password

\*\*\*\*\*

**Password requirements:**

- ✓ At least 10 characters
- ✓ At least one lowercase character
- ✓ At least one uppercase character
- ✓ At least one number
- ✓ At least one special character, e.g., ! @ # ?

**9pC0nc**

Captcha

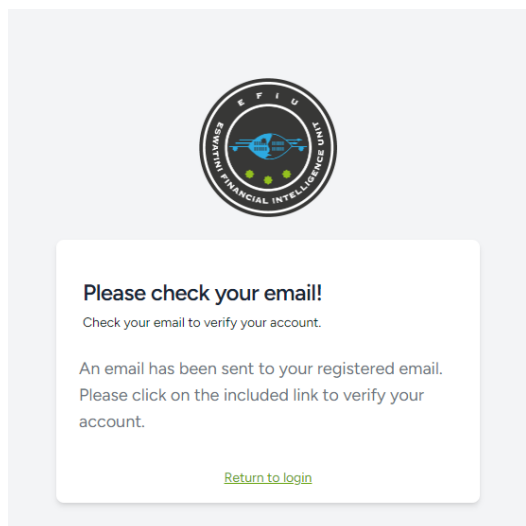
Enter the text shown in the image

**Create an account**

Already have an account? [Log In](#)

### 3.5. Email verification

- User will be prompted to check and verify email address. An email with a verification link will be sent to user via email. Click verification link.
- A confirmation email for successful email verification will be sent to the user via email and user will be redirected to Log in page.



#### EFIU - Verify Your Email Address Inbox x

**EFIU System** <no-reply@sfiu.org.sz>

Dear EFIU Registration

Thank you for registering with the Eswatini Financial Intelligence Unit (EFIU). To complete your registration, please verify your email address by clicking the link below:

[Verify Email](#)

If you did not create an account, please ignore this email.

Thank you,  
EFIU Team



#### EFIU - Your Email Address Has Been Verified Inbox x

**EFIU System** <no-reply@sfiu.org.sz>

Dear EFIU Registration

Congratulations! Your email address has been successfully verified. You can now log in to your account and access the EFIU services.

Thank you,  
EFIU Team



### 3.6. Log in

- Log-in page contains three (3) mandatory fields.
  - (iv) 'Email' → Enter user email address
  - (v) 'Password' → Enter user password
  - (vi) 'Captcha' → Enter characters displayed in captcha image

**Log In**  
Enter your email below to login to your account

1. Email  
example@mail.com

2. Password [Forgot your password?](#)  
\*\*\*\*\*

3. Captcha  
Enter the text shown in the image  
dgaTd3

Log In

Don't have an account? [Sign up](#)

### 3.7. OTP (One Time Pin) requirement

- Upon entering all information correctly and clicking 'Log In', the user will receive an email containing an OTP code. The OTP code is valid for 59 minutes.
- Return to registration platform and enter OTP code then click 'Submit'.

EFIU - Your OTP Code Inbox x

EFIU System <no-reply@sfiu.org.sz>

Dear EFIU Registration

To complete your login, please use the following code:

**358505**

This code is valid for the next 59 minutes. Please enter it to proceed.

Thank you,  
EFIU Team



**OTP**  
Enter OTP sent to your email.

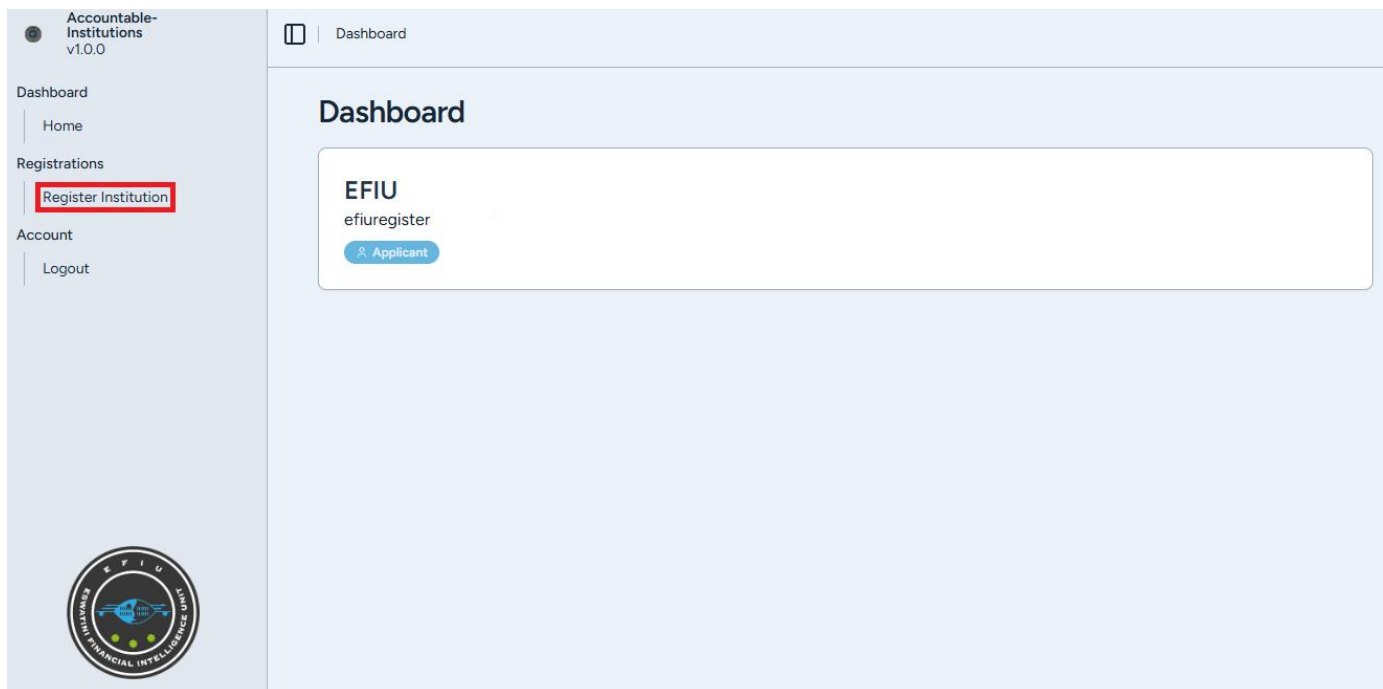
Input field: | .

Submit

## Section 4. Registration Dashboard

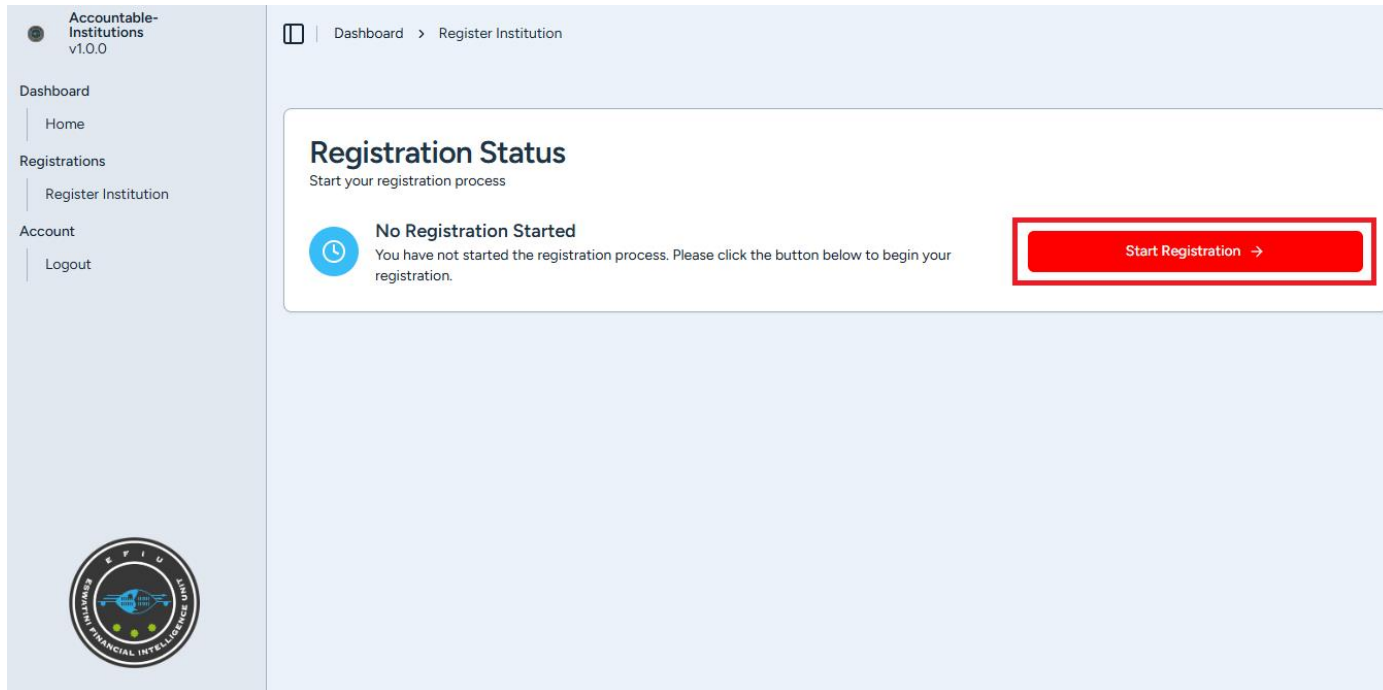
### 4.1. Dashboard

- The Dashboard contains five (5) tabs.
  - (i). Home
  - (ii). Registrations
  - (iii). Register Institution
  - (iv). Account
  - (v). Logout
- Navigate to ‘Register Institution’ tab and click on it.



## 4.2. Start Registration page

- The Start Registration page displays the registration status which will change as the registering accountable institution proceeds with the registration process. Click ‘Start Registration’ to begin registering.



The screenshot shows the 'Register Institution' page. The left sidebar contains navigation links for 'Dashboard', 'Home', 'Registrations', 'Register Institution', 'Account', and 'Logout'. The main content area is titled 'Registration Status' with the subtitle 'Start your registration process'. It displays a message: 'No Registration Started' with a clock icon, stating 'You have not started the registration process. Please click the button below to begin your registration.' A red button labeled 'Start Registration ->' is highlighted with a red border.

### 4.3. Register Institution page

- Register Institution page contains six (6) steps.
  - (i) Step 1 – Entity information
  - (ii) Step 2 – Directors and Shareholders
  - (iii) Step 3 – Contact information
  - (iv) Step 4 – Attachments
  - (v) Step 5 – Review
  - (vi) Step 6 – Submit

Accountable-Institutions v1.0.0

Dashboard > Register Institution

### Register-Institution

Fill in all required details.

1 Step 1 Entity Information

2 Step 2 Directors and Shareholders

3 Step 3 Contact Information

4 Step 4 Attachments

5 Step 5 Review

6 Step 6 Submit

#### Entity Information

Entity Name \*

Entity Sector \*

Company Identity Number \*

Entity Incorporation Country \*

Region \*

Entity Physical Address \*

Entity Postal Address

Entity Phone Numbers \*

Entity Website

Name of Entity Holding Company

Entity Holding Company Incorporation Country

Country

Prev Next

#### 4.4. Step 1 – Entity information

- Step 1 contains eleven (11) fields. There are seven (7) mandatory fields and four (4) non-mandatory fields. Mandatory fields reflect an asterisks icon (\*).
  - (i) Entity name \*
  - (ii) Company Identity Number \*
  - (iii) Region \*
  - (iv) Entity Postal Address
  - (v) Entity Website
  - (vi) Entity Holding Company Incorporation Country
  - (vii) Entity Sector \*
  - (viii) Entity Incorporation Country \*
  - (ix) Entity Physical Address \*
  - (x) Entity Phone Numbers \*
  - (xi) Name of Entity Holding Company
- Fill in entity information in all fields provided. A registering accountable institution cannot proceed with registering if mandatory fields have not been filled in.
- When all required fields have been filled in, click ‘Next’ at the bottom right of the page.

Accountable-Institutions v1.0.0

Dashboard > Register Institution

### Register-Institution

Fill in all required details.

1 Step 1 Entity Information | 2 Step 2 Directors and Shareholders | 3 Step 3 Contact Information | 4 Step 4 Attachments | 5 Step 5 Review | 6 Step 6 Submit

#### Entity Information

Entity Name *	Entity Sector *
Entity Name	Select a sector
Company Identity Number *	Entity Incorporation Country *
Company ID	Country
Region *	Entity Physical Address *
Region	Physical Address
Entity Postal Address	Entity Phone Numbers *
Postal Address	Enter a phone number
Entity Website	Name of Entity Holding Company
Entity Website	Name of Entity Holding Company
Entity Holding Company Incorporation Country	
Country	

Prev Next

#### 4.5. Step 2 – Directors and Shareholders

- Step 2 is divided into three (3) segments which contain ten (10) fields in total. All fields are mandatory.
  
- Segment 1 – **Directors**
  - (i) Director #1 Name and Surname \*
  - (ii) Director #1 Nationality \*
  - (iii) Director #1 ID No./Passport if non-Swazi \*
  
- Segment 2 – **Shareholders**
  - (i) Shareholder #1 Name and Surname \*
  
  - (ii) Shareholder #1 Percentage \*
  
  - (iii) Shareholder #1 Nationality \*
  
  - (iv) Shareholders #1 ID No./Passport if non-Swazi \*
  
- Segment 3 – **Beneficial Owners**
  - (i) Beneficial Owner #1 Name and Surname \*
  
  - (ii) Beneficial Owner #1 Nationality \*
  
  - (iii) Beneficial Owner #1 ID No./Passport if non-Swazi \*

**NB:** Additional Directors, Shareholders and Beneficial Owners may be added by clicking ‘Add Director’ or ‘Add Shareholder’ or ‘Add Beneficial Owner’.

- When all required fields have been filled in, click ‘Next’ at the bottom right of the page.



### Register-Institution

Fill in all required details.



#### Directors, Shareholders and Beneficial Owners

##### Directors

Director #1 Name and Surname:

Director #1 Nationality:

Director #1 ID No./Passport if non-Swazi:

##### Shareholders

Shareholder #1 Name and Surname:

Shareholder #1 Percentage:

Shareholder #1 Nationality:

Shareholder #1 ID No./Passport if non-Swazi:

##### Beneficial Owners

Beneficial Owner #1 Name and Surname:

Beneficial Owner #1 Nationality:

Beneficial Owner #1 ID No./Passport if non-Swazi:

## 4.6. Step 3 – Contact Information

- Step 3 contains five (5) mandatory fields.
  - (i). Entity Contact Person Name and Surname (Section 18 AML Compliance Officer) \*
  - (ii). Email Address \*
  - (iii). ID/Passport if non-Swazi
  - (iv). Contact/Cell Numbers \*
  - (v). Nationality

Accountable Institutions v1.0.0

Dashboard > Register Institution

### Register-Institution

Fill in all required details.

Step 1 Entity Information ✓ Step 2 Directors and Shareholders ✓ Step 3 Contact Information 3 Step 4 Attachments Step 5 Review Step 6 Submit

#### Contact Information

Entity Contact Person Name and Surname (Section 18 AML Compliance Officer) \*

Contact Person Name and Surname

Contact/ Cell Numbers \*

Enter a phone number

Email Address \*

Email Address

ID/Passport if non-Swazi \*

ID/Passport if non-Swazi

Nationality \*

Select nationality

Prev Next

- It is recommended that the Compliance Officer of the accountable institution provide contact information as primary contact person in accordance with Section 18 of the Money Laundering and Financing of Terrorism (Prevention) (as Amended) Act, 2011.
- When all required fields have been filled in, click 'Next' at the bottom right of the page.



## 4.7. Step 4 – Attachments

- Step 4 contains three (3) fields.

- (i) Attachment name
- (ii) Attachment Type
- (iii) Upload file

- Enter 'Attachment name', for example, Certificate of Incorporation → Select 'Attachment Type', for example, Certificate of Incorporation → Upload Files by clicking Choose file and browsing for file from device → Click Upload
- When all required fields have been filled in and files have been uploaded, click 'Next' at the bottom right of the page.

Accountable-Institutions v1.0.0

Dashboard > Register Institution

### Register-Institution

Fill in all required details.

Step 1 Entity Information ✓ Step 2 Directors and Shareholders ✓ Step 3 Contact Information ✓ Step 4 Attachments 4 Step 5 Review 5 Step 6 Submit 6

#### Attachments

No attachments available.

Attachment Name Attachment Name	Attachment Type Select Attachment Type	Upload Files (.pdf) Choose Files No file chosen	Upload
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S.F.D. FINANCIAL INTELLIGENCE

## 4.8. Step 5 – Review

Step 5 contains all entity information as entered by the registering accountable institution. Review and ensure that all information is entered and displayed correctly. If there is incorrect information noted at review, the registering accountable institution may revert to the relevant Step by clicking ‘Prev’ at the bottom right of the page. When all information has been entered correctly, proceed to following Step by clicking ‘Next’ at the bottom right of the page.

Accountable-Institutions v1.0.0

Dashboard > Register Institution

### Register-Institution

Fill in all required details.

Step 1 Entity Information ✓ Step 2 Directors and Shareholders ✓ Step 3 Contact Information ✓ Step 4 Attachments ✓ Step 5 Review 5 Step 6 Submit 6

#### Review Details

**Entity Information**

**Name:** Accountable Institution  
**Sector:** Banking  
**Identity Number:** 20250101990101  
**Incorporation Country:** Eswatini  
**Region:** Hhohho

**Contact Information**

**Address:** Accountable Institution Road, Mbabane  
**Phone:** +26876001100  
**Website:** accountableinstitution.com  
**Email:** efiuregister@mail.com

**Holding Company**

**Name:** Accountable Institution Group  
**Incorporation Country:** Eswatini

**Contact Person**

**Name:** Miss A Institution  
**Cell Number:** +26876001101  
**Nationality:** Swazi  
**ID/Passport Number:** 2401011000316

#### Directors

Mr AB Institution  
Swazi  
2401011000216

#### Shareholders

Mr AB Institution  
100% - Swazi  
2401011000216

#### Beneficial Owners

Mr AB Institution  
Swazi  
2401011000216

#### Attachments

Certificate of Incorporation [View](#)

Prev Next

## 4.9. Step 6 – Submit

- Once fully satisfied that all information has been filled in correctly, proceed to the acknowledgement clause which reads, “I acknowledge that all information and documents provided are accurate and complete.” and click on the box adjacent.
- Finally, click ‘Submit’ and a confirmation message will pop up which reads, “Are you absolutely sure? This action cannot be undone. Again, click ‘Submit’. This shall be the final step of the online application.

**Accountable-Institutions v1.0.0**

Dashboard

- Home

Registrations

- Register Institution

Account

- Logout

**Register-Institution**  
Fill in all required details.

Step 1 Entity Information — Step 2 Directors and Shareholders — Step 3 Contact Information — Step 4 Attachments — Step 5 Review — **6 Step 6 Submit**

**Submit Your Information**

# You have reached the final step of your application.

Please ensure that all details are correct before submitting your application. Review the documents uploaded and confirm your acknowledgment.

I acknowledge that all information and documents provided are accurate and complete.

**Submit**

Prev

**Are you absolutely sure?**  
This action cannot be undone. You will not be able to make change once submitted.

**Submit** Cancel

## Section 5. EFIU Registration Review

### 5.1. Registration status

- Once the application has been submitted, a submission confirmation email shall be sent to the registering accountable institution.
- The EFIU will promptly review the application and notify the registering accountable of the outcome.
- Proceed to log-out.
- The registering accountable institution may at any time check the status of the application.

The screenshot shows a web dashboard for 'Accountable-Institutions v1.0.0'. The left sidebar contains navigation links: Dashboard (Home), Registrations (Register Institution), and Account (Logout). The main content area is titled 'Registration Status' and shows 'Accountable Institution' with a 'Pending' status badge. A 'Registration Submitted' message states 'Your registration has been submitted and is awaiting review.' Below this is a progress bar at 40% and a 'Check Status' button. A 'Recent Activity' section lists 'Registration Submitted' and 'Status Updated'. The EFIU logo is visible in the bottom left corner.



### EFIU - Your Registration Application Submitted Inbox x

**EFIU System** <no-reply@sfIU.org.sz>

Dear EFIU Registration

Your registration application has been successfully submitted. Our team will review your application and notify you of the outcome as soon as possible.

Thank you,  
EFIU Team

## 5.2. Application Approval

- Where the EFIU is fully satisfied with the accuracy and completeness of the information provided by the registering accountable institution, the application shall be approved.
- The registering accountable institution shall receive an email to this effect.
- A Certificate of Registration which contains a unique reporting ID shall be awarded by the EFIU to the accountable institution.

### EFIU - Your Registration Approved Inbox x

**EFIU System** <no-reply@sfiu.org.sz>

to me ▾

Dear EFIU Registration

Your registration has been approved successfully.

Please find attached certificate.

To add users under your registered institution, please send an email to [registration@sfiu.org.sz](mailto:registration@sfiu.org.sz).

Thank you,  
EFIU Team



### 5.3. Application Needs Attention

- If the application is found to be needing attention, the registering accountable institution shall receive an email to this effect along with the reasons thereto.
- Click the link provided in the email which shall redirect the registering accountable institution to the registration platform. Proceed to resubmit and complete application.
- For any enquiries, click on the email address provided in the email. [registration@sfu.org.sz](mailto:registration@sfu.org.sz).

#### EFIU - EFIU Registration Attention Inbox x

**EFIU System** <no-reply@sfu.org.sz>

to me ▾

Dear EFIU Registration

Your application has been reviewed and needs attention.

Comments from Compliance Officer:

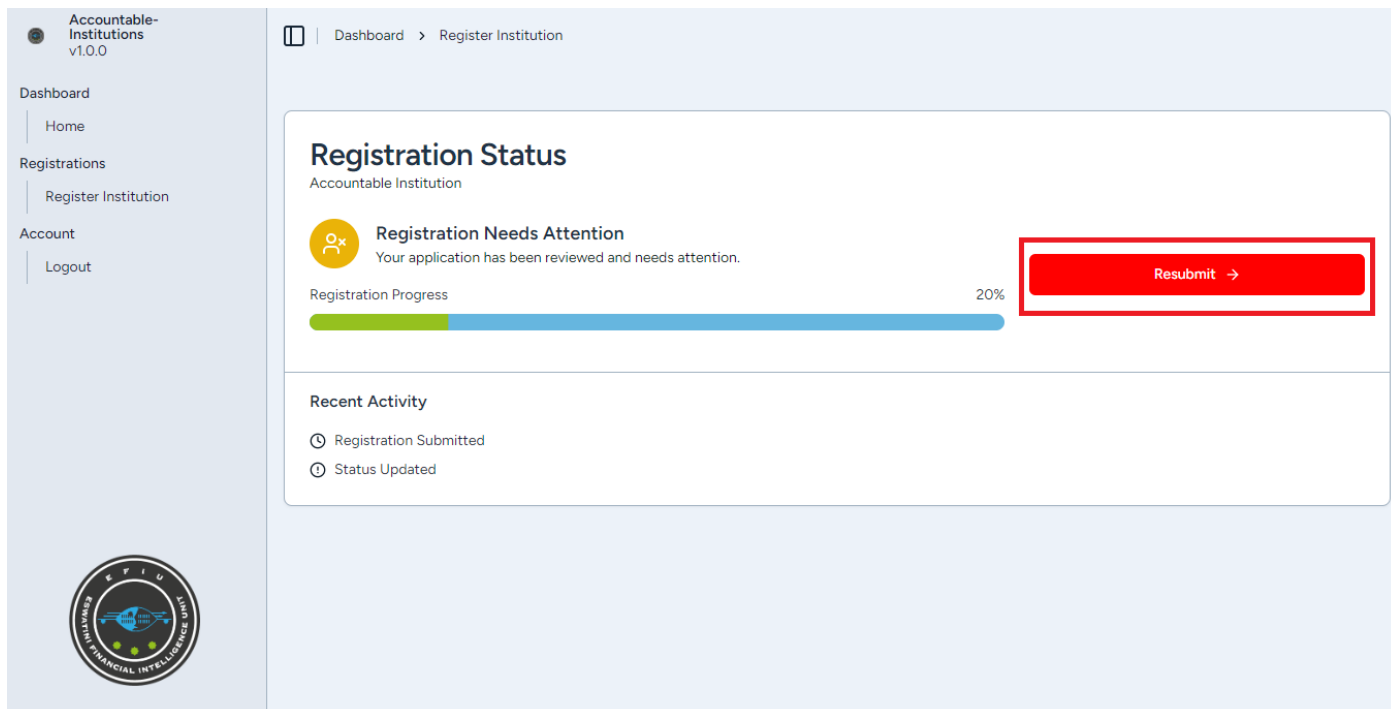
To resubmit, click [here](#) to complete your registration.

**Need to attach directors ID**

For more info, please do not hesitate to contact [registration@sfu.org.sz](mailto:registration@sfu.org.sz).

Thank you,  
EFIU Team

- Click 'Resubmit'. Rectifying application errors and complete application.



The screenshot shows the 'Accountable-Institutions v1.0.0' dashboard. The navigation menu includes 'Dashboard', 'Home', 'Registrations', 'Register Institution', 'Account', and 'Logout'. The main content area is titled 'Registration Status' and shows 'Accountable Institution' with a 'Registration Needs Attention' warning. Below the warning is a 'Registration Progress' bar at 20% and a red 'Resubmit' button. The 'Recent Activity' section lists 'Registration Submitted' and 'Status Updated'.

- Where the EFIU is fully satisfied with the accuracy and completeness of the information provided by the registering accountable institution, the application shall be approved.

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