

**aml**

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**From:** [REDACTED]@samoamoneytransfer.co.nz>  
**Sent:** Wednesday, 27 October 2021 3:45 pm  
**To:** aml  
**Subject:** AML/CFT Statutory Review Consultation 2021

Hi there,

Just wanted to give some feedback about how the Act has caused our business some issues. It has to do with us following all the regulations to then have the banks close all our accounts and only having to have a cash based business. This makes all our customers get cash out and remit with cash only. Some transfer \$10,000.00 to Samoa for a funeral as they cannot travel due to the pandemic and they have to get cash. It's not safe for us and our customers. It causes a lot of issues and then the banks question why we have so many cash deposits and our customers complain about banks closing their accounts due to our cash deposits. We cannot do business if banks continue to treat us and our customers this way.

We have to then pay cash handling fees to our customers and we're only a small business.

We deal with mostly essential business payments and this is payments for food, medicine and timber plus shipping payments. Banks need to understand we are not high risk and if they give us bank accounts we're more than happy to work with them on everything they need from us.

Kind regards,

[REDACTED]

Compliance Officer

Samoa Money Transfer Ltd

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