



# **Website user guide**

## **Part 1. Registration of Users**

**FIU-Latvia version 1.0.0**

Last change: *1/06/2021*



**This document is intended for users of the Latvia's Financial Intelligence Unit's website at <https://goaml.fid.gov.lv>. This part of the manual deals with the registration of new users.**

**Disclaimer:** the purpose of this document is to provide assistance in choosing the appropriate type of registration and filling out the online request forms. It is up to the user to assess which user group it belongs to and submit the request form to the extent and quality required.

The document will be modified following the changes in the functionality of the goAML system and in other cases if such a need arises from the point of view of data analysis or legislation.

In case of uncertainties, we invite you to contact the user support [info.goAML@fid.gov.lv](mailto:info.goAML@fid.gov.lv).

| <b>FIU-LV version</b> | <b>Date</b> | <b>Author</b> | <b>Explanation</b>  |
|-----------------------|-------------|---------------|---|
| 1.0.0                 | 01.06.2021  | FIU Latvia    | 1. The initial version of the document, which covers registration types, data entry fields, instructions after registration, and information on automated emails. |



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# 1 Introduction

This guide is intended for users of the <https://goaml.fid.gov.lv> website (“Website”) who, in accordance with the [Law on the Prevention of Money Laundering and Terrorism and Proliferation Financing](#) (“Law”), use this website in order to report suspicious transactions and activities, submit threshold declarations (collectively referred to as “Reports”) to the Financial Intelligence Unit of Latvia (“FIU”) or exchange other information with the FIU.

The FIU provides Website users with the following manuals:

1. **User registration (this document)**
2. User Account Management
3. Transactions in goAML
4. Submission of Reports (in progress)
5. Other correspondence with FIU (in progress)

# 2 User registration

The reporting functionality is available only to registered users. Registration of users is divided into two groups – users as organisations and users as natural persons.

To start registration, select English language as your preferred Website language. Next, press **Register**.

The screenshot shows the homepage of the Financial Intelligence Unit of Latvia (FIU). At the top right, there is a language selector with a red arrow pointing to it. The main header features the FIU logo and the text 'Finanšu izlūkošanas dienests'. Below this is a banner with the title 'Informācijas sniegšana par aizdomīgiem finanšu darījumiem un sliekšņa deklarācijām' and its English translation 'System for submitting reports on suspicious transactions and threshold declarations'. A 'LOGIN >>' button is visible on the left side of the banner. The page is divided into three columns: 'Reģistrēšanās' (Registration), 'Kontaktinformācija' (Contact information), and 'Metodiskie materiāli' (Methodological materials). The 'Reģistrēšanās' section includes a 'Register' button with a red arrow pointing to it. The 'Kontaktinformācija' section provides email addresses for user support. The 'Metodiskie materiāli' section contains text about methodological materials available on the website.



**First-Time Registration for Obligated Entities and Other Bodies (including legal entities for own-initiative reporting)**

|   |  |   |
|---|--|---|
| <p style="text-align: center;"><b>Obligated Entity</b></p> <p style="text-align: center;"></p> <p style="font-size: small;">Includes registration of entity's primary user account with automatically assigned administrator rights</p> | <p style="text-align: center;"><b>Inactive</b></p> <p style="text-align: center;"></p> <p style="text-align: center; font-size: small;">Do not use this card</p> | <p style="text-align: center;"><b>Partner of the FIU-Latvia or Other Legal Entity When Reporting on Its Own Initiative</b></p> <p style="text-align: center;"></p> <p style="font-size: small;">Includes registration of entity's primary user account with automatically assigned administrator rights</p> |
|---|--|---|

**Registration for Natural Persons, either as an Entity's Additional User or a Person Reporting on Own Initiative**

|   |   |
|---|---|
| <p style="text-align: center;"><b>Natural Person – Additional User for an Organisation</b></p> <p style="text-align: center;"></p> <p style="font-size: small;">The account will be activated by organisation's users with administrator rights</p> | <p style="text-align: center;"><b>Natural Person – Reporting on Own Initiative</b></p> <p style="text-align: center;"></p> <p style="font-size: small;">Register as an individual user. The account will be activated by the FIU.</p> |
|---|---|

Now, for each registration type, there are four active registration cards. Select the appropriate registration type for your user. All obligated entities, including self-employed natural persons, shall register as an organisation and select **Obligated Entity** card.

Legal entities, reporting on their own initiative (according to Article 3.<sup>1</sup> of the Law), and FIU cooperation partners shall register as **Partner of the FIU-Latvia or Other Legal Entity When reporting on Its Own Initiative**.

Representatives of already registered organisations shall register as **Natural Person – Additional User for an Organisation**. Persons, reporting on their own initiative (according to Article 3.<sup>1</sup> of the Law), shall choose **Natural Person – Reporting on Own Initiative** registration card.

Table 2- 1. Comparison of types of registration



| Type of Registration   | Applies only to legal entities? | Intended for first-time registration only? |
|--|---------------------------------|--|
| <b>Obligated Entity</b>  | No                              | Yes  |
| <b>FIU Partner/Legal entity that reports on own initiative</b> | Yes                             | Yes  |
| <b>Natural Person - Additional User</b>                        | No                              | No   |
| <b>Natural Person that reports on own initiative</b>           | No                              | Yes  |



## 2.1 Obligated Entities and Legal Persons



The authorised person who requests registration on behalf of an organisation will have to provide details on both the organisation and its primary representative. Since the primary representative user account has administrator rights, it is advised that the designated primary representative is the one who actually fills the forms in.

There are two types of registration for organisations:

|   |   |
|---|---|
|    | <p>The obliged entities, both legal and natural persons, choose the type “<b>Obligated Entity</b>”. Registration will be approved by the FIU on the basis of attached documents confirming the authorisation to represent the entity, unless the rights of representation arise from information published by the Enterprise Register of the Republic of Latvia. Do note that the obliged entity has to be listed with the corresponding supervisory and control authority.</p> <p><b>The primary representative</b> shall, when registering the obliged entity, attach either a digitally signed document confirming his or her rights to represent the entity, or a printout/screenshot from a public register.</p> |
|  | <p>“<b>Partner of the FIU-Latvia or Other Legal Entity When reporting on Its Own Initiative</b>”. Registration will be approved by the FIU on the basis of attached documents confirming the rights to represent the legal person, unless the rights of representation arise from information published by the Enterprise Register of the Republic of Latvia.</p> <p><b>The primary representative</b> shall, when registering the legal person, attach a digitally signed document confirming his or her rights to represent the person, or a printout/screenshot from a public register.</p>  |

After successful registration, the primary representative will have the rights to submit Reports on behalf of the organisation as well as activate additional user account if required. Additional users can be invited to register after the primary account has been activated. They will have to know **Organisation ID** and choose **Natural Person – Additional User for an Organisation** registration card.

## 2.2 Natural Persons

|   |  |
|---|--|
|  | <p>“<b>Additional User for an Organisation</b>” registration is only applicable for those persons who intend to use the Website on behalf of a previously registered organisation. The account will be approved and activated by the primary representative of the organisation - the administrator.</p> |
|  | <p>Natural persons wishing to submit a report on their own initiative shall choose “<b>Natural Person — Reporting on Own initiative</b>” registration card. The user account is approved and activated by the FIU. The account remains activated and can be used for reporting at any time.</p>          |



## 2.3 Filling out Registration Forms

All data entry web forms have a uniform layout. On the left, there is a navigation bar with tabs showing sections that have to be completed. Before the **Preview and Submit** tab is activated, each tab above it can be completed in any order. To the right, there are data entry fields for the selected section. Mandatory fields are marked with asterisk and highlighted in red when they are empty.

Figure 2- 1 The Navigation bar shows form sections and their completeness status. If the indicator to the left of each tab is green, then the section is complete. Here you can see that the section “Primary Representative – Administrator” is not yet complete, and therefore the “Preview and Submit” tab is not active.

### 2.3.1 Organisation Details Form

|  |  |
|--|--|
|  | <p><b>Important!</b> Each organisation can be registered only once. Therefore, keep the user name, password, and email address of the primary representative of the organisation, the administrator, in a safe place! A forgotten password can be reset only if you know your user name and email address.</p> |
|--|--|



Mandatory fields are marked with asterisk (\*).

Table 2- 2. Organisation form fields

| Label                          | Explanatory notes with examples  |
|--------------------------------|--|
| <b>* Organisation Type</b>     | Select the appropriate value from a drop-down list. Only applicable values are listed.<br><br>Example: <i>Payment institutions</i>   |
| <b>* Name</b>                  | Complete name of the organisation. Choose the name that is used for professional communication or registered in a public register.<br><br>Example: <i>Sample Payment Services Ltd</i>  |
| <b>* Email</b>                 | Email address. Messages addressed to the organisation, such as notifications regarding accepted or rejected reports, will be sent to this address. To find out more about when emails are being sent, see <a href="#">4.1 Emails Sent from the Website</a><br><br>Examples: <i>aml-compliance-department@sample-payments.lv</i>  |
| <b>* Registration Number</b>   | Registration number in a public or informative register in the country of registration. For Latvian entities, it will most often be a registration number from registers kept by the Enterprise Register, for example, the Commercial Register. Self-employed persons, on the other hand, enter their Latvian identity number here. If the organisation is being registered with a Latvian identity number, the number shall be entered without a hyphen '-'.<br><br>Examples: <ul style="list-style-type: none"> <li>• <i>AB123456</i> (registration number)</li> <li>• <i>01013012345</i> (National identity number assigned in Latvia)</li> </ul> |
| <b>* Registration Country</b>  | Depending on the registration number entered, the country of registration must be selected from a drop-down list.<br><br>Example: <i>UNITED KINGDOM</i>  |
| <b>Legal Form</b>              | The drop-down list includes all current types of legal forms available for registration in Latvia, as well as common international and certain adjusted, or historical values, which are used by the FIU in data processing. Choose the right one for your organisation.<br><br>Example: <i>LTD</i>  |
| <b>is a credit institution</b> | To be checked only if the entity is a credit institution.  |





|                           |   |
|---------------------------|---|
| <b>SWIFT-assigned BIC</b> | The SWIFT code should only be provided if your organisation is registered with swift.com. If the entity is marked as a credit institution, this field is mandatory. |
| <b>Contact Person</b>     | If the entity has a permanent contact person, you can enter his or her first and last names here.   |
| <b>Website</b>            | Here you can provide a permanent address (URL) for the organisation's website.<br><br>Example: <i>https://www.sample-payments.lv</i>                                |

In addition, it is mandatory for organisations to provide address details (see section 2.3.2). You may also provide contact information by adding one or more phones (see section 2.3.3).

### 2.3.1.1 Examples for some obliged entity types

Table 2- 3. Corresponding registration number and legal form values, depending on the type of obliged entity

| Obligated Entity Type                       | Registration number                          | Legal form                      |
|---|--|---------------------------------|
| <b>Credit institution</b>                   | Number in the Commercial Register            | AS – Public Limited Company     |
| <b>Foreign company Ltd</b>                  | Incorporation number                         | LTD                             |
| <b>Self-employed outsourced accountant</b>  | Latvian identity number without a hyphen “-” | (left blank)                    |
| <b>Outsourced accountant — legal entity</b> | Number in the Commercial Register            | SIA – Limited Liability Company |
| <b>Insolvency practitioner in Latvia</b>    | Latvian identity number without a hyphen “-” | (left blank)                    |

### 2.3.1.2 Notes on choosing the right type of legal form

The list of legal forms includes the current list of legal forms available for registration in Latvia, as well as certain adjusted, international or historical values, which are used by the FIU in data processing.

In some cases, the optional value may differ from the actual legal form.


Table 2- 4. Examples where the advised choice of form will differ from the actual legal form

| Example Entity                     | Actual Legal Form           | Legal Form to be Chosen for Correct Processing of FIU Data |
|------------------------------------|-----------------------------|--|
| <b>Latvian State Stock company</b> | AS – Public Limited Company | <b>VAS</b> – State Stock Company                           |




|  |                                 |   |
|--|---------------------------------|---|
| <b>Latvian State Limited liability company</b>           | SIA – Limited Liability Company | <b>VSIA</b> – State Limited Liability Company     |
| <b>Insolvent Latvian Stock company (AS)</b>              | AS – Public Limited Company     | <b>MAS</b> – Insolvent Stock Company              |
| <b>Insolvent Latvian Limited liability company (SIA)</b> | SIA – Limited Liability Company | <b>MSIA</b> – Insolvent Limited Liability Company |

### 2.3.2 Address Details Form

The “Address” input form is mandatory for obliged entities and other organisations, but optional for natural persons. If the form is optional, you may add one and open it by pressing 

When the form is open, mandatory fields are marked with asterisk and highlighted in red when they are empty.

 **Addresses\***      **Address #1**

Type is required!      Address is required!      City or County is req...      Postal code

▼

\* Country

LATVIA ▼

Comments

Mandatory fields are marked with an asterisk (\*).

Table 2- 5. Address form fields

| Label            | Explanatory notes with examples  |
|------------------|--|
| <b>* Type</b>    | Select the appropriate address type from a drop-down list.<br><br>Example: <i>Legal</i>  |
| <b>* Address</b> | Information regarding the street, house, apartment, village, parish according to the address regulations.<br><br>Examples include: <ul style="list-style-type: none"> <li>• <i>Lielā iela 2A – 3</i></li> <li>• <i>"Ceriņi 2A", Armaņi, Andzeļu pag</i></li> </ul> |



|                         |  |
|-------------------------|--|
| <b>* City or County</b> | Here you should enter either city or county.<br><br>Examples: <ul style="list-style-type: none"> <li>• <i>Riga</i></li> <li>• <i>Dobeles nov.</i></li> </ul> |
| <b>Postal Code</b>      | Example: <i>LV-1010</i>  |
| <b>* Country</b>        | Select the appropriate address country from a drop-down list.<br><br>Example: <i>LV — Latvia</i>   |
| <b>Comments</b>         | If you have important information about this address, which could not be entered in other fields on the form, you can type it freely in the comments field.  |

You can add multiple addresses. To add an additional address, press again

If the address form is optional, you can remove an open form by pressing

### 2.3.3 Phone/Contact Details Form

The “Phone” input form is a mandatory section for the Natural Person Details form. It may also be used to provide additional contact information for organisations. In most cases, it will be a phone number.

If the form is optional, you may add one and open it by pressing

When the form is open, mandatory fields are marked with asterisk and highlighted in red when they are empty.

**Addresses\***

▼ **Address #1**

Type is required!  Address is required!  City or County is req...  Postal code

\* Country


Comments




Mandatory fields are marked with an asterisk (\*).

Table 2- 6. Contact form fields

| Label                 | Explanatory Notes with Examples  |
|-----------------------|--|
| <b>* Contact Type</b> | Select the appropriate contact type from a drop-down list.<br><br>Example: <i>Work</i>   |
| <b>* Comm. Type</b>   | Select the appropriate type of communication from a drop-down list.<br><br>Example: <i>Phone</i>   |
| <b>Country Prefix</b> | If it is not a Latvian phone number, the country calling code should be provided, prefixed with a plus sign "+".<br><br>Examples: <ul style="list-style-type: none"> <li>• +372</li> <li>• +1</li> </ul> |
| <b>* Number</b>       | Number without country calling code.<br><br>Example: <i>11111111</i>   |
| <b>Comments</b>       | If you have important information about this communication channel, which could not be entered in other fields on the form, you can type it freely in the comments field.                                |

You can provide multiple phones numbers. To add an additional number, press again 

If the contact form is optional, you can remove an open form by pressing 

## 2.4 Natural Person Details Form — entity’s primary representative, additional user or a person reporting on one's own initiative

Regardless the type of registration selected, this form is always included and provides basic information about the person using the account.



Mandatory fields are marked with an asterisk (\*).

Table 2- 7. Natural person form fields

| Label              | Explanatory Notes with Examples   |
|--------------------|---|
| * Organisation ID  | <p>This field is available only when registering an additional user for an organisation. Here you must enter the identifier assigned to the organisation. The ID was emailed to the primary representative after the initial registration was completed.</p> <p><b>Do not use any previously assigned identifiers from the old FIU reporting system!</b></p>  |
| * User Name        | <p>Your user name to be used to login to the system.</p> <ul style="list-style-type: none"> <li>User name must be at least four characters long</li> </ul> <p>⚠ Keep your user name in a safe place, as it cannot be changed.</p>   |
| * Password         | <p>Set a password to be used with the user name to login to the system.</p> <ul style="list-style-type: none"> <li>Password must be at least nine characters long,</li> <li>It must contain at least one uppercase letter of the Latin alphabet, at least one lowercase letter of the Latin alphabet,</li> <li>and at least one digit and at least one special character. The following special characters are accepted:<br/> <b>*!@#\$\$%^&amp;(){}[]:;&lt;&gt; .?/~_+ -=   \.</b></li> </ul> <p>⚠ Keep your password in a safe place and never give it out to anyone.</p> |
| * Confirm Password | Re-enter the password for confirmation.   |
| * First Name       | <p>The actual first name of the user. If there is a middle name or more names the persons wish to provide, you must enter them all in this field.</p> <p>Example: <i>Anna Maria</i></p>   |
| * Last Name        | <p>The actual last name of the user. If the last name contains two or more words, you must enter them all in this field.</p> <p>Example: <i>da Silva-Forest</i></p>   |
| * Email            | <p>The user's email address. To find out more about when emails are being sent, see <a href="#">4.1 Emails Sent from the Website</a>.</p> <p>Example: <i>aml-compliance-officer@sample-payments.lv</i></p>  |



|                                       |  |
|---------------------------------------|--|
| <b>Occupation</b>                     | Occupation or position in your organisation.<br><br>Example: <i>Compliance officer</i>   |
| <b>Latvian Identity Number</b>        | Mandatory field if the person has an identity number issued in Latvia. The 11-digit identity number must be written with a hyphen '-' between the sixth and the seventh digit.   |
| <b>Birth Date</b>                     | Mandatory field if the person does not have an identity number issued in Latvia.<br><br>Example: <i>13.12.1900</i>   |
| <b>SSN or Foreign Identity Number</b> | Social security number or other identity number. Applies only to persons who do not have an identity number issued in Latvia.  |
| <b>Passport Number</b>                | Applies only to persons who do not have an identity number issued in Latvia.   |
| <b>Passport Country</b>               | Applies only to persons who do not have an identity number issued in Latvia. If the passport country is selected, the passport number field is mandatory. Select the appropriate passport country from a drop-down list. |
| <b>Nationality</b>                    | This field is mandatory, if the person does neither have a passport nor an identity number issued in Latvia. Select the country the person comes from.   |

In addition, it is mandatory for persons to provide phone details (see section 2.3.3). You may also provide address information by adding one or more addresses (see section 2.3.2).

## 2.5 Attachments

- 1. Obligated Entity
- 2. Primary Representative – Administr...
- 3. Attachments**
- 4. Preview and Submit

Cannot submit until the form is complete

Cancel

### Attachments

Select files

Drop files here to select



**Important!** The tab “Attachments” is always marked in green, and it is technically possible to send a registration request without attaching a file. Attachments are indeed optional when registering a natural person, but **at least one file must be attached when registering an organisation!**



When registering an organisation, the primary representative has to attach either a digitally signed document confirming his or her rights to represent the entity, or a printout/screenshot from a public register that confirms the rights of representation.

Files with the following extensions are supported: .doc, .docx, .pdf, .rtf, .zip, .edoc, .asice, .png, .jpg

The maximum file size is 30 MB.

## 2.6 Submission of Registration Form

Once all the sections are complete, the **Preview and Submit** tab is available. Selecting it shows a preview of all the data provided for the registration and opens the CAPTCHA box in the tab ready to submit the form. Until the data is submitted, you are free to return to previous form sections and continue editing.

Once the data is reviewed and is correct, the CAPTCHA code needs to be entered that corresponds to the image above it. Then press the green **Submit** button.

Table 2- 8. The navigation bar shows the CAPTCHA code and a green "Submit" button.

The screenshot shows a vertical navigation bar with three main sections:
 

- 1. Natural Person – Additional User f...** (highlighted with a green bar on the left)
- 2. Attachments**
- 3. Preview and Submit** (the active section)

 In the '3. Preview and Submit' section, there is a CAPTCHA image showing the number '140073' and a refresh button. Below the image is the instruction 'Enter the code above in the box below.' followed by an empty text input field. At the bottom of this section is a large green button labeled 'Submit New User'. At the very bottom of the navigation bar is a grey button labeled 'Cancel'.

|  |  |
|--|--|
|  | <b>Important!</b> Keep the username, password, and email address you submitted in a safe place! A forgotten password can be reset only if you know your user name and email address. |
|--|--|

After successful submission, a confirmation screen with a message "Registration info has been submitted" will appear and an email be sent. You may take a note of the registration request number in green as this can be used to reference the request if you need to contact the FIU.



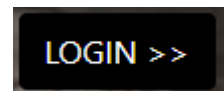
### 3 Steps After Registration

Within three working days of submission and after checking the application and attached documents, the FIU will either activate the account or reject the request. When registering as “Obligated Entity”, do note that the entity has to be listed with the corresponding supervisory and control authority. If it is not, the request will be rejected.

After verification of the registration request and taking a decision, an email will be sent to the email address of the organisation or the natural person indicated in the application. In case of a positive decision, the email will contain the organisation identifier and confirmation of account activation, but in case of refusal – the reasons for rejection.

#### 3.1 Login on the System

To login on the Website's reporting system, navigate to the homepage and click **Login**. The login form will pop up. Enter the user's credentials — username and password — provided in the registration application.



**Finanšu izlūkošanas dienests**

Informācijas sniegšana par aizdomīgiem finanšu darījumiem un sliekšņa deklarācijām  
*System for submitting reports on suspicious transactions and threshold declarations*

**Reģistrēšanās**  
goAML tīmekļvietnes funkcionalitāte ir pieejama tikai reģistrētiem lietotājiem. Ir paredzēti divu veidu lietotāji – institūcijas un lietotāji kā fiziskas personas. Institūcijas pārstāvis, kas pirmais reģistrē institūciju, turpmākajā ziņošanas procesā būs atbildīgs par savas institūcijas lietotāju pārvaldību.  
*The functionality of the goAML system is available only to registered users. There are two types of users - institutions and users as individuals. The representative of the institution who registers the institution will be responsible for the management of the other users of this institution in the subsequent reporting process.*

**Kontaktinformācija**  
**Lietotāju atbalsta e-pasts:**  
[info.goAML@fid.gov.lv](mailto:info.goAML@fid.gov.lv)  
**User support e-mail:**  
[info.goAML@fid.gov.lv](mailto:info.goAML@fid.gov.lv)

**Metodiskie materiāli**  
Metodiskos materiālus par goAML tīmekļvietnes lietošanu aicinām skatīt Finanšu izlūkošanas dienesta mājaslapā.  
Lai ziņojuma vai sliekšņa deklarācijas iesniegšana būtu veiksmīga, iesakām sākotnēji iepazīties ar Finanšu izlūkošanas dienesta sagatavotajiem materiāliem, kurus regulāri atjaunināsim.  
*Methodological materials regarding the use of the goAML system are available on the website of the Financial Intelligence Service.  
To ensure the successful submission of a report or threshold declaration, it is recommended to get acquainted with the materials prepared by the Financial Intelligence Service, which will be constantly updated.*

Register





## 3.2 Password Reset

To reset your password, navigate to the homepage and click **Login** to open the login form. Then press

**Forgot Password**

In the “Reset Password Request” form, enter the user name and email address provided in the registration application. Then enter the *CAPTCHA* code that corresponds to the image above it and **Submit** the request.



**Important!** In case of lost user name or email address, contact the FIU. You will be asked to prove your identity by answering questions related to your last activities on the Website. The FIU does not guarantee immediate assistance. User support email address: [info.goAML@fid.gov.lv](mailto:info.goAML@fid.gov.lv)

## 4 Useful Information

### 4.1 Emails Sent from the Website

Table 4- 1. Automated emails sent by the Website.

| When email is sent   | Recipient   |
|--|---|
| New organisation registration request submitted                            | Organisation email address and primary representative email address |
| New organisation registration request accepted                             | Organisation email address  |
| New organisation registration request rejected                             | Organisation email address  |
| Organisation change request accepted                                       | Organisation email address  |
| Organisation change request rejected                                       | Organisation email address  |
| New message in the message board, including report acceptance or rejection | Organisation email address  |
| Report is submitted and validated (or determined invalid)                  | User email address  |
| New user registration request submitted                                    | User email address  |
| New user registration request accepted                                     | User email address  |



|   |                    |
|---|--------------------|
| <b>New user registration request rejected</b> | User email address |
| <b>User change request accepted</b>           | User email address |
| <b>User change request rejected</b>           | User email address |
| <b>Password reset link</b>                    | User email address |
| <b>Password reset confirmation</b>            | User email address |

## 4.2 Contact Information

User support email address: [info.goAML@fid.gov.lv](mailto:info.goAML@fid.gov.lv)