

AML/CTF and verification of identity

User guide

CITEC Confirm

[1800 773 773](tel:1800773773)

confirm@citec.com.au



Innovative Information Solutions

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1 Introduction

Our solution helps to simplify your AML/CTF checks and meet your obligations under the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006* (AML/CTF Act).

Your AML/CTF checks go through one seamless workflow, covering:

- ▶ Know Your Customer (KYC) and Verification of Identity (VOI) – Verify your clients' identities quickly and accurately and ensure compliance with robust identity checks.
- ▶ Politically Exposed Persons (PEPs) and sanctions screening – Identify high-risk individuals and entities
- ▶ Built-in risk scoring – Automatically assess and manage client risk levels
- ▶ Continuous monitoring – Stay compliant with ongoing tracking and updates.

Checks are also compliant with ARNECC and AUSTRAC, and our system has built-in workflows and records of each AML/CTF step.

You can easily filter and retrieve required information for AUSTRAC reporting as well.

2 Getting Started

You need an invoiced account to receive access to these services.

If you're unsure whether your CITEC Confirm account is invoiced or prepaid, or you'd like to set up an invoiced account, please contact our Customer Service Centre on [1800 773 773](tel:1800773773) or at confirm@citec.com.au. We can check the status of your account and help set you up with access.

Once you have access, from the Confirm main menu, under Corporate and Individual Searches, select **AML/CTF and VOI** and the service you require.

View Menu By Product [View Menu by State](#)

<p>Land Searches</p> <ul style="list-style-type: none"> ACT Land Searches NSW Land Searches NSW Land Tax and Valuation Certificates NT Land Searches QLD Contaminated Land Search QLD Land Searches QLD Land Tax Certificates SA Land Searches TAS Land Searches Telco Cable Search VIC Land Searches WA Land Searches <p>Property Conveyancing and Settlements</p> <ul style="list-style-type: none"> National Settlement Services NSW Conveyancing QLD Conveyancing QLD Transport & Main Roads Property Search VIC Conveyancing VIC Property Sales History Report <p>Manual Services</p> <ul style="list-style-type: none"> National Manual Services 	<p>Corporate and Individual Searches</p> <ul style="list-style-type: none"> ASIC and Business Name Searches <li style="border: 2px solid green; padding: 2px;">AML/CTF and VOI Commercial Enquiries Bankruptcy Register PPSR - Personal Property Securities Register New Zealand Searches <p>Vehicle Searches and Lodgements</p> <ul style="list-style-type: none"> QLD Motor Vehicle Register <p>Court eFiling</p> <ul style="list-style-type: none"> QCAT - QLD Civil and Administrative Tribunal eFiling QLD Magistrates Court eFiling VIC County Court eFiling Court Filing - Manual Services QCAT - Neighbourhood Disputes Registry Search (Tree and Fence) <p>Police Searches</p> <ul style="list-style-type: none"> QLD Property Crime Reports QLD Traffic Incident Reports
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AML/CTF And VOI Menu

Anti-Money Laundering and Counter-Terrorism Financing (AML/CTF) and Verification of Identity (VOI) checks are provided via Dye & Durham's platform using RealAML technology. Please ensure you have read the [Terms and Conditions of Use](#), together with our [Privacy Information](#) and [RealAML's Privacy Policy](#), before you use these services.

AML/CTF and VOI

- [Order AML/CTF and VOI checks](#)
- [Track Order](#)
- [View My Results \(Intelli-Doc\)](#)

Note: Select the information 'i' icons to view details about a service.

AML/CTF and VOI

[Order AML/CTF and VOI checks](#)

Access AML/CTF and VOI checks, including identity verification, AML screening, PEP and sanctions checks.

2.1 Access error

If your account doesn't have access to these services, a Request for access screen will show when you attempt to use a service. Simply complete this form.

Request For Access

⚠ You do not have access to this service.

Please complete the following form. We will contact you once we have processed your request.
* indicates mandatory fields. Please refer to help for further information.

ℹ This Request for Access is required to set up access for your Confirm account to several new [Additional Services](#).
If there are multiple users on your Confirm Account, please ensure the details provided here refer to the Account and not the individual user.
Individual users on your account will be able to specify their details when creating their individual profiles.

Profile Details

Account Code	100012345
Company Name	<input type="text"/> *
Contact Name	<input type="text"/> *
Email	<input type="text"/> *
Phone	<input type="text"/> *
Fax	<input type="text"/>

Address Details

Postal Address	<input type="text"/> * eg. 1 Smith St, PO BOX 1000
Suburb	<input type="text"/> *
State	Select ... ▾ *
Postcode	<input type="text"/> *
DX	<input type="text"/>
DX Suburb	<input type="text"/>

Our team will check the status of your account and help set you up with access.

Note: You need an invoiced account to receive access to these services.

If you're unsure whether your CITEC Confirm account is invoiced or prepaid, or you'd like to set up an invoiced account, please contact our Customer Service Centre on [1800 773 773](tel:1800773773) or confirm@citec.com.au.

2.2 Create User Profile ID

The **Create User Profile** screen will display the first time you select any menu items under the AML/CTF and VOI Menu.

1. To create a user profile, complete at least the mandatory fields marked with an asterisk *. The **Email Results** checkbox is selected by default. Any results will go to the email address in your user profile.
2. Once you've entered your details, select **Submit**.

Create User Profile

Please register your contact details. These details will be used to contact you with enquiries regarding your orders.

Please take care: these details will be used every time you access [Additional Services](#). Your Profile Id is used to track orders and retrieve results. For assistance, contact Confirm Service Centre on 1800 773 773.

* indicates mandatory fields.

Profile Details

Profile Id	cnf <input type="text" value="smithj"/> *	Your Profile Id will start with 'cnf'.
Company Name	<input type="text"/>	*
Contact Name	<input type="text"/>	*
Email	<input type="text"/>	*
Email Results	<input checked="" type="checkbox"/> Please email me a copy of my search results.	
Phone	<input type="text"/>	*
Fax	<input type="text"/>	

Address Details

Postal Address	<input type="text"/>	eg. 1 Smith St, PO BOX 1000
Suburb	<input type="text"/>	*
State	<input type="text" value="Select ..."/>	*
Postcode	<input type="text"/>	*
DX	<input type="text"/>	
DX Suburb	<input type="text"/>	

✕ Clear all

Submit ▶

- Your user profile will be set up, and your Profile ID will include the prefix 'CNF' and your CITEC Confirm UserID. Confirm the details are correct to proceed to the service that you've selected.

Confirm Profile Details

Please confirm your details are correct before proceeding with your order.

! If these details are incorrect, please contact the Confirm Service Centre on 1800 773 773.

Profile Id	cnfsmithj
Company Name	Sample Company
Contact Name	John Smith
Email	john.smith@email.com.au
Email Results	Yes
Phone	30000000
Fax	none supplied
Postal Address	1 Sample St
Suburb	Brisbane City
State	QLD
Postcode	4000
DX	none supplied
DX Suburb	none supplied

✔ Yes, these details are correct

Note: Whenever you sign in to CITEC Confirm and select a service under the **AML/CTF and VOI Menu**, the Confirm Profile Details screen will display once for the session so that you can check your Profile details are still current.

If the details are current and accurate, select **Yes, these details are correct** to proceed.

Confirm Profile Details

Please confirm your details are correct before proceeding with your order.

i If these details are incorrect, please contact the Confirm Service Centre on 1800 773 773.

Profile Id	cnfsmithj
Company Name	Sample Company
Contact Name	John Smith
Email	john.smith@email.com.au
Email Results	Yes
Phone	30000000
Fax	none supplied
Postal Address	1 Sample St
Suburb	Brisbane City
State	QLD
Postcode	4000
DX	none supplied
DX Suburb	none supplied

Yes, these details are correct

To update your user profile details, contact our Customer Service Centre on [1800 773 773](tel:1800773773), so the details can be updated immediately. Once the update has been made, you'll need to close this window and go back to the AML/CTF and VOI Menu to ensure that your updated details apply as you pass through to the selected service.

3 Order AML/CTF and VOI checks

Multiple checks are available to suit your organisation's compliance needs, including:

- VOI plus AML, and ID check with FaceMatch
- AML and ID check with FaceMatch
- AML and ID check
- VOI only
- PEP and sanctions only.

To complete the check:

1. add your matter/file reference to identify the matter among your records and select the check type

AML/CTF and VOI

Matter/File Reference *

[Check History](#)

[AUSTRAC Report](#)

Individuals

Company & Business Coming Soon

Trusts Coming Soon

1. Select Check Type [Sample Report](#)

POPULAR

Complete VOI & AML Check with FaceMatch \$27.50 /

VOI - Verification of Identity (commonly required in property transactions in Australia).
AML screening - Anti-money laundering checks.

- VOI plus AML
- ID Check (IDV)
- PEP
- Sanctions
- FaceMatch

AUSTRAC Compliant
ARNECC Compliant

AML & ID Check with FaceMatch \$22.00 /

Standard AML screening plus identity check with FaceMatch (cannot be used as the official VOI check required by ARNECC).

- ID Check (IDV)
- PEP
- Sanctions
- FaceMatch

AUSTRAC Compliant

AML & ID Check \$16.50 /

Standard AML screening plus identity check (cannot be used as the official VOI check required by ARNECC).

- ID Check (IDV)
- PEP
- Sanctions

AUSTRAC Compliant

VOI Only \$16.50 /

VOI - Verification of Identity (commonly required in property transactions in Australia).

- VOI

ARNECC Compliant

PEP & Sanctions Only \$11.00 /

PEP - Politically Exposed Person screening.
Sanctions - Check against global sanctions lists.

- PEP
- Sanctions

VOI + AML with eCAF

Coming soon

Note: The figures above represent test data for display purposes only and are not indicative of actual prices.

2. add your client/s details

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2. Clients

Client - 1
^

PEP & Sanctions Screening Jurisdiction
 Search globally ▼

First Name
First Name

Middle Name(s)
Middle Name (optional)

Last Name
Last Name

Email

Code
+61 ▼

Mobile
0412 123 123

➕ Add New Client

3. provide any notes relevant to the matter, if required, and select **Run Check**

3. Notes Notes show only in the PDF and history

Notes (optional)

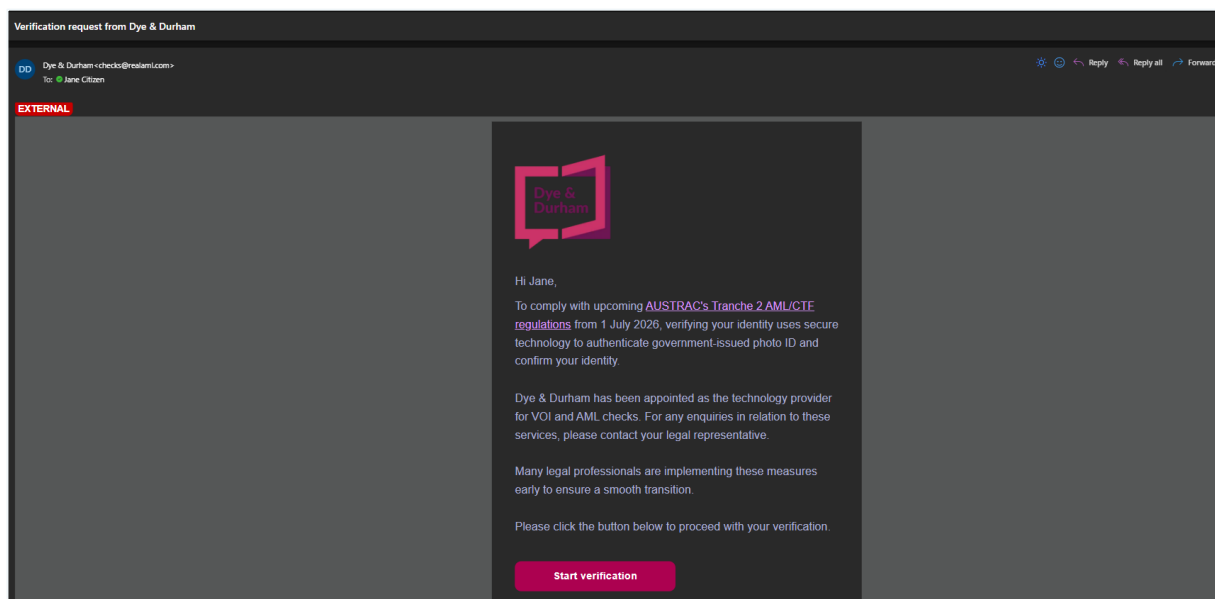
1 Client to run "Complete VOI & AML Check with FaceMatch" Check

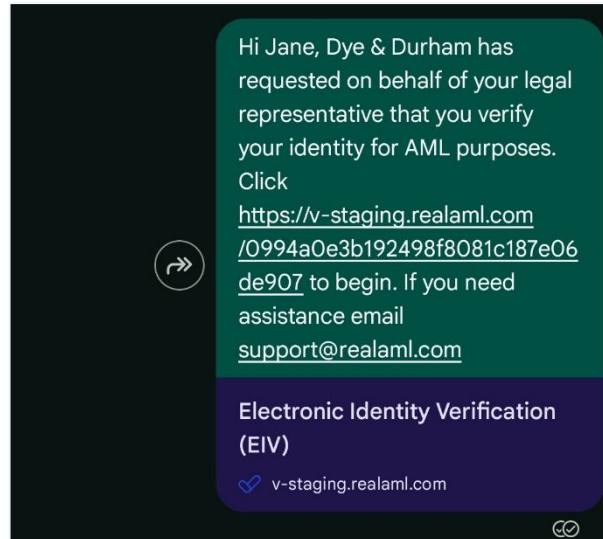
By running checks I agree to the [Terms & Conditions](#) and [Privacy Policy](#)

Total \$27.50
(excl gst.)

Run Check

Your client will receive a secure link via email and SMS from Dye & Durham to complete the check. The email will be sent from checks@reaml.com with the subject line 'Verification request from Dye & Durham'.





Dye & Durham

Data consent

To comply with AUSTRAC's upcoming **Tranche 2 AML/CTF regulations**, verifying your identity uses secure technology to authenticate government-issued photo ID and confirm your identity.

Dye & Durham has been appointed as the technology provider for VOI and AML checks. For any enquiries in relation to these services, please contact your legal representative.

Dye & Durham collects personal information (name, date of birth, and address) for verification with document issuers, official record holders, credit bureaus, and authorised third-party providers.

This may also include capturing images of your identity documents and a live photo via your device's camera for validation.

I, Jane Citizen, confirm that I have read, understood, and accept the data consent outlined above.

I Accept

When they've completed the check, you'll receive an email with the report attached. A copy of the report will also be available under **Check History**.

Note: If you need to resend your check to your client:

- select 'Check history'

AML/CTF and VOI

Matter/File Reference *

Check History

AUSTRAC Report

- select 'Resend' from the Actions menu for the relevant customer

#11	Jane Citizen	jane.citizen@email.com... +61 412 345 678	Complete VOI & AML Check... 23 Jun, 2026	🕒	--	Assess
#12	John Citizen	john.citizen@email.com... +61 412 345 678	AML & ID Check 17 Feb, 2026	🕒	✓ LOW	Resend

- before sending, you can update your customer's details, as required.

Resend

First Name * jane

Middle Name(s) (optional)

Last Name * Citizen

Email * jane.citizen@email.com.au

Code * Australia (+61)

Mobile * 0412 345 678

Cancel Submit

3.1 Risk assessment

The risk assessment tool is an internal self-assessment tool for you to determine your customer’s risk rating.

To access the risk assessment tool:

1. Select ‘Check history’ on the AML/CTF and VOI screen

The screenshot shows the 'AML/CTF and VOI' interface. At the top right, there are two buttons: 'Check History' and 'AUSTRAC Report'. The 'Check History' button is highlighted with a green rectangular box. Below the buttons, there are tabs for 'Individuals', 'Company & Business', and 'Trusts'. A section titled '1. Select Check Type' contains several check options with their respective prices and descriptions. The 'Complete VOI & AML' option is selected and highlighted with a blue border.

2. select **Assess** on the relevant matter.

The screenshot shows the 'AML/CTF and VOI' interface with a search bar and filters. Below the filters is a table with columns: Matter, Client, Contact Details, Check Type, Verification, Risk Rating, and Actions. Two rows are visible, both with a 'HIGH RISK' status. The '+ Assess' button in the Actions column of the first row is highlighted with a green rectangular box.

Matter	Client	Contact Details	Check Type	Verification	Risk Rating	Actions
BC:1234	#1 Jane Citizen	jane.citizen@email.com... +61 400 000 000	Complete VOI & AML Check... 23 Jun, 2026	!	--	+ Assess AML Report
AB:1234	#1 Jane Citizen	jane.citizen@email.com... +61 400 000 000	Complete VOI & AML Check... 23 Jun, 2026	!	--	+ Assess AML Report

3. Complete the assessment.

Risk Assessment
✕

The Customer

Who is the customer and what type of structure are they using?

- Individual acting for themselves, Australian listed company, or Australian government body/statutory authority
- Australian company or partnership with clear ownership
- Trust, foreign company, charity, or complex structure

[+ Add Comment](#)

Is it clear who ultimately owns or controls the customer?

- Ownership and control are clear and verified

Close

4. Once you've completed the assessment, you can download a combined report of the checks and risk rating summary on-screen. You'll also receive the report via email.

AML/CTF and VOI

Search

Order Checks
AUSTRAC Report

Check Type
All ▾

Verification
All ▾

Risk Rating
All ▾

Matter	Client	Contact Details	Check Type ↓	Verification	Risk Rating	Actions
BC:1234	#1 Jane Citizen	jane.citizen@email.com... +61 412 345 678	Complete VOI & AML Check... 23 Jun, 2026	!	✓ LOW	+ Assess 📄 Combined Report ⋮

3.2 AUSTRAC Report

AUSTRAC Report allows you to export data for AUSTRAC required reporting. To access the tool, on the AML/CTF and VOI screen:

1. select 'AUSTRAC Report'

The screenshot shows the 'AML/CTF and VOI' interface. At the top right, there are two buttons: 'Check History' and 'AUSTRAC Report'. The 'AUSTRAC Report' button is highlighted with a green border. Below this, there are tabs for 'Individuals', 'Company & Business', 'Trusts', and 'Coming Soon'. The main area is titled '1. Select Check Type' and contains six check type options, each with a price and a list of features. The 'Complete VOI & AML Check with FaceMatch' option is selected and highlighted with a blue border. It includes features like VOI plus AML, ID Check (IDV), PEP, Sanctions, and FaceMatch. Other options include 'AML & ID Check with FaceMatch', 'AML & ID Check', 'VOI Only', 'PEP & Sanctions Only', and 'VOI + AML with eCAF'.

2. filter your report as required and select **Generate Report**.

The screenshot shows a dialog box titled 'AUSTRAC Report'. It contains a text area with the instruction: 'Generate an AUSTRAC Report based on the selected filter criteria. Your reports are stored in Order Manager under the "AUSTRAC Reports" matter reference.' Below this, there are three dropdown menus for 'Status' (set to 'All Statuses'), 'Check Type' (set to 'All Types'), and 'Risk Level' (set to 'All Risks'). There are also two date input fields for 'From Date' and 'To Date', both with a calendar icon. At the bottom right, there are two buttons: 'Cancel' and 'Generate Report'.

3. A report will be available in CSV format. You'll also receive the report via email.

You can use the report for AUSTRAC reporting.

4 Track order

You can track the status of each check via **Track Order** on the AML/CTF and VOI menu. From here, you can also download your results.

AML/CTF And VOI Menu

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AML/CTF and VOI

- [Order AML/CTF and VOI checks](#)
- [Track Order](#)
- [View My Results \(intelli-Doc\)](#)

Recent Matters display your recent orders by matter reference and date. Select the relevant order and the details will show onscreen.

The **Matter Details** section provides key order details.

Order Manager

MATTER DETAILS

RECENT MATTERS

 Show only my matters

Matter Reference	Order Date
BC:1234	23/06/2026
AB:1234	23/06/2026
DE:1234	23/06/2026
FG:1234	23/06/2026

Matter Reference BC:1234

Date Created 23/06/2026

Expected Completion Date 23/06/2026

ORDER DETAILS
DOCUMENTS
BILLING

Order: OR-1E6ER05DH55OXH [Contact us about this order](#)

Order Date: 23/06/2026 **Ordered By:** John Smith

Product Name	Documents	Authority	Search Criteria	Due Date	Status
VOI, IDV & FaceMatch Check (Incl. PEP & Sanctions)		Realaml	Jane Citizen	23/06/2026	COMPLETE

5 View my results (intelli-Doc)

You can retrieve results associated with your orders from **View My Results (intelli-Doc)**, which is available from the AML/CTF and VOI menu.

AML/CTF And VOI Menu

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AML/CTF and VOI

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To search for documents, use the date range, keyword or file reference. From intelli-Doc, you can also email or save documents.

intelli-Doc

Due to requirements from various Land Registries, some of your documents may expire after a certain time. Please ensure you download any documents currently in intelli-Doc as they are delivered. i

Last 7 Days 18/06/2026 to 24/06/2026

<input type="checkbox"/>	File Reference	Date	Document Details	Status
<input type="checkbox"/>	BC:1234	23/06/2026 04:01 PM	RealAML Verification Report - voi_quick_id Jane Citizen	Complete
<input type="checkbox"/>	AB:1234	23/06/2026 03:58 PM	RealAML Verification Report - voi_quick_id John Citizen	Complete

10 items per page 1 - 2 of 2 items

Shared View: Just Mine

Keyword... Filter

Search by File Reference

Enter File Reference...

Show docs by File Reference

- BC:1234
- AB:1234
- DE:1234
- JS:1234

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