

Date: 13 May 2026

Notice No.: FSRA/FCCP/83/2026

To: Senior Executive Officers (SEO) and Money Laundering Reporting Officers (MLRO)

Dear SEO/MLRO,

RE: IEMS User Guide

Pursuant to the UAE Financial Intelligence Unit (UAEFIU) **Integrated Enquiry Management System (IEMS) User Guide** - V2.1.2 issued on 17/03/2022.

All ADGM Relevant Persons (RPs), including Financial Institutions (FIs), Virtual Asset Service Providers (VASPs), and Designated Non-Financial Businesses and Professions (DNFBPs), are reminded of their obligation to respond promptly to all UAE FIU requests received through the IEMS or the goAML dashboard.

The IEMS User Guide sets out the operational requirements, procedures, and expectations relating to the effective use of the IEMS platform, including the secure receipt, management, and submission of responses to enquiries issued by the UAEFIU and other competent authorities.

Relevant Persons are expected to:

- Regularly review and maintain familiarity with their obligations relating to goAML and IEMS access, usage, and reporting requirements;
- Ensure that all enquiries, requests, and instructions received through the IEMS platform are reviewed and addressed accurately, comprehensively, and within the prescribed timelines;
- Carefully review and comply with all instructions contained in the “FIU Comments” field, attached notices, and checklist requirements associated with each request;
- Ensure that requested documentation, including account statements and supporting records, is submitted in the required format and for the exact review period specified in the request;

- Maintain adequate internal procedures and controls to ensure the timely escalation, review, and handling of IEMS requests;
- Ensure that relevant personnel responsible for AML/CFT/CPF compliance, regulatory reporting, and FIU engagement are adequately trained and fully aware of the procedures and obligations outlined in the User Guide; and
- Implement freeze orders immediately, where applicable, in accordance with the instructions contained in the relevant request, irrespective of any liabilities or obligations owed by the customer.

Timely, accurate, and complete responses to UAEFIU enquiries are critical to supporting the UAE's AML/CFT/CPF framework and ensuring compliance with applicable regulatory obligations. All Relevant Persons are therefore expected to take the necessary measures to ensure ongoing compliance with their IEMS obligations and to prioritise the prompt handling of all UAEFIU requests.

RPs are reminded of their obligations to ensure compliance with Federal AML/TFS Legislations, National Directives and the ADGM AML Rulebook. The Financial Services Regulatory Authority (FSRA) will take appropriate action against Relevant Persons who contravene FSRA administered regulations and rules and the Federal AML/CFT Laws.

The IEMS User Guide has been officially published on the FCCP website and can be accessed through this [link](#).

Sincerely,

Financial & Cyber Crime Prevention