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## FATF Recommendation 11: Customer due diligence and record-keeping

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### *Text of the Recommendation and Interpretative Note*

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See also: [The full text of the 40 Recommendations, glossary and interpretative notes](#) 

 [Return to the FATF 40 Recommendations page.](#)

#### Recommendation 11

##### **B. MEASURES TO BE TAKEN BY FINANCIAL INSTITUTIONS AND NONFINANCIAL BUSINESSES AND PROFESSIONS TO PREVENT MONEY LAUNDERING AND TERRORIST FINANCING**

##### ***Customer due diligence and record-keeping***

Financial institutions should pay special attention to all complex, unusual large transactions, and all unusual patterns of transactions, which have no apparent economic or visible lawful purpose. The background and purpose of such transactions should, as far as possible, be examined, the findings established in writing, and be available to help competent authorities and auditors.

#### Interpretative Notes

##### **General**

1. Reference in this document to “countries” should be taken to apply equally to “territories” or “jurisdictions”.
2. Recommendations 5-16 and 21-22 state that financial institutions or designated non-financial businesses and professions should take certain actions. These references require countries to take measures that will oblige financial institutions or designated non-financial businesses and professions to comply with each Recommendation. The basic obligations under Recommendations 5, 10 and 13 should be set out in law or regulation, while more detailed elements in those Recommendations, as well as obligations under other Recommendations, could be required either by law or regulation or by other enforceable means issued by a competent authority.
3. Where reference is made to a financial institution being satisfied as to a matter, that institution must be able to justify its assessment to competent authorities.
4. To comply with Recommendations 12 and 16, countries do not need to issue laws or regulations that relate exclusively to lawyers, notaries, accountants and the other designated non-financial businesses and professions so long as these businesses or professions are included in laws or regulations covering the underlying activities.
5. The Interpretative Notes that apply to financial institutions are also relevant to designated non-financial businesses and professions, where applicable.

##### **Recommendations 10 and 11**

In relation to insurance business, the word "transactions" should be understood to refer to the insurance product itself, the premium payment and the benefits.

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**Also available:**

- [Recommandation 11 du GAFI: Devoir de vigilance \(« due diligence »\) relatif à la clientèle et devoir de conservation des documents \(French\)](#)

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**Related documents:**

- [40 Recommendations - English 20 June 2003 \(incorporating the amendments of 22 October 2004\) \(English\)](#)
- [The 40 Recommendations \(English\)](#)

