



FINTRAC

2023–24 Annual Report on the Administration of the *Access to Information Act*



September 1, 2024



Safe Canadians,
Secure Economy

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1. Introduction

This report to Parliament, which is prepared and tabled in accordance with Section 94 of the *Access to Information Act* and Section 20 of the *Service Fees Act*, describes the activities of the Financial Transactions and Reports Analysis Centre of Canada (FINTRAC) in administering these Acts during fiscal year 2023–24. This report should be considered along with FINTRAC’s 2023–24 *Annual Report on the Administration of the Privacy Act*, which is tabled separately.

The purpose of the *Access to Information Act* (hereafter the “Act”) is to provide a right of access to information held by government institutions. It does so in accordance with three principles: information should be available to the public; necessary exceptions to the right of access should be limited and specific; and decisions on the disclosure of government information should be reviewed independently of government.

2. About FINTRAC

FINTRAC is Canada’s financial intelligence unit and anti-money laundering and anti-terrorist financing supervisor. It plays a critical role in combatting money laundering, terrorism financing, and threats to the security of Canada. The Centre has two core responsibilities framed around a duty to protect the personal information with which it is entrusted.

First, FINTRAC is responsible for ensuring compliance with Part 1 and 1.1 of the *Proceeds of Crime (Money Laundering) and Terrorist Financing Act* and its associated Regulations. This legal framework establishes obligations for reporting entities to develop a compliance regime in order to identify clients, monitor business relationships, keep records, and report certain types of financial transactions to FINTRAC. These obligations allow for certain economic activities to be more transparent, which helps prevent and deter nefarious individuals and organizations from using Canada’s legitimate economy to launder the proceeds of their crimes or finance terrorist activities. FINTRAC is committed to working with businesses to help them understand and comply with their obligations. The Centre also takes firm action when it is required to ensure that businesses take their responsibilities seriously. This includes undertaking compliance enforcement action such as follow-up examinations, the development and monitoring of action plans imposed on businesses and the levying of administrative monetary penalties. The Centre also maintains a registry of Canadian-based money services businesses and foreign money services businesses that direct and provide services to persons and entities in Canada.

Second, FINTRAC generates actionable financial intelligence that assists Canada's police, law enforcement, national security agencies, and international partners in combatting money laundering, terrorism financing and threats to the security of Canada. In addition, the Centre produces strategic financial intelligence for federal policy and decision-makers, the security and intelligence community, reporting entities across the country, international partners, and other stakeholders. FINTRAC's strategic intelligence provides a wide analytic perspective on the nature, scope, and threat posed by money laundering and terrorism financing.

3. The Access to Information and Privacy Office

FINTRAC's Access to Information and Privacy (ATIP) Office is responsible for leading, coordinating, and undertaking the Centre's access to information and privacy responsibilities. The ATIP Office is part of FINTRAC's Communications Group and led by the Centre's Head of Communications, who reports directly to FINTRAC's Director and Chief Executive Officer. The Head of Communications, who is also the Centre's Chief Privacy Officer, is responsible for the overall management of all access to information and privacy matters within FINTRAC.

FINTRAC's ATIP Office consists of an ATIP Coordinator and two Senior ATIP Advisors. Key responsibilities of the ATIP Office include:

- developing and implementing policies, procedures, and guidelines to ensure FINTRAC's compliance with the Act and the *Privacy Act*;
- ensuring the timely processing of access to information and privacy requests, and meeting proactive disclosure obligations;
- providing advice, guidance, and awareness activities to FINTRAC employees, contractors, and students on ATIP-related matters;
- representing FINTRAC in its discussions and negotiations with external stakeholders, including other government departments, third parties, the Treasury Board of Canada Secretariat, the Office of the Information Commissioner, the Office of the Privacy Commissioner and the general public;
- maintaining Personal Information Banks and conducting privacy impact assessments; and
- preparing annual reports on the administration of the Act and the *Privacy Act* to Parliament and publishing FINTRAC's Info Source Chapter.

To support the ATIP Office in meeting its legislative obligations, FINTRAC has established a collaborative network comprised of representatives from all sectors and relevant units within the Centre. These representatives are responsible for coordinating requests, providing guidance on the Act within their work units, and liaising with the ATIP Office on all ATIP-related matters. FINTRAC is not party to any service agreements under section 96 of the Act.

4. Delegation of authority

Order in Council P.C. 2000-1066 designates the Director and Chief Executive Officer of the Centre as head of FINTRAC for the purposes of administering the Act and FINTRAC's privacy program. Pursuant to Section 73 of the Act, FINTRAC's Director and Chief Executive Officer delegated the authority to exercise the powers, functions and duties under the Act to FINTRAC's Head of Communications and its ATIP Coordinator. These functions have full-delegated authority under the Act and the *Privacy Act*, in accordance with the delegation of authority instrument approved by the Director and Chief Executive Officer in March 2023. A copy of the Director and Chief Executive Officer's Delegation Order in place during 2023–24 is in Annex A.

5. Statistical overview and accomplishments

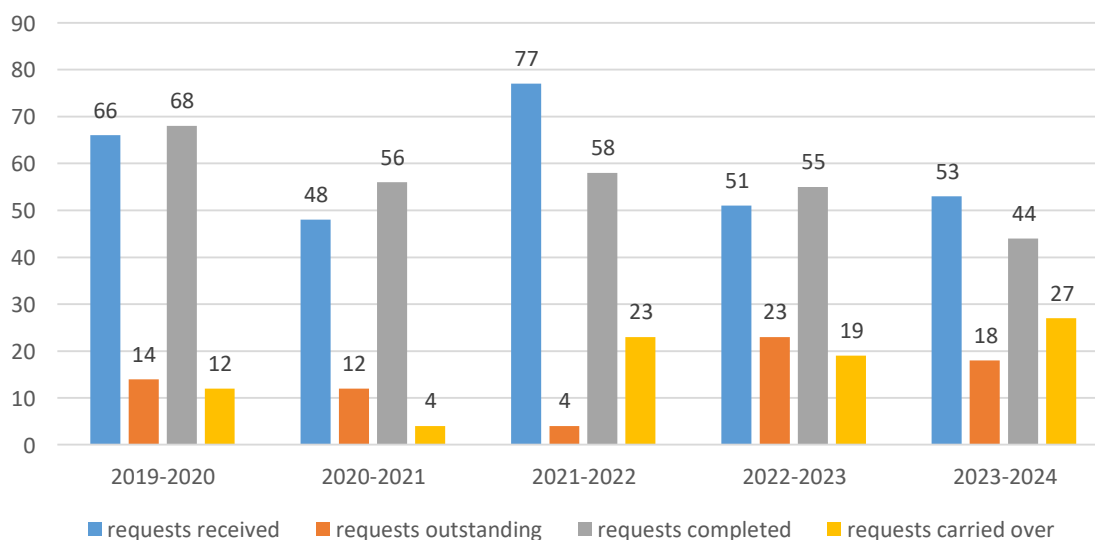
Annex B contains FINTRAC’s detailed Statistical Report on the *Access to Information Act*.

Performance of access request case activity

During the reporting period of April 1, 2023 to March 31, 2024, there was a 4% increase in the number of access requests received by FINTRAC (53) as compared to the previous year (51). FINTRAC also managed 18 requests that were outstanding from a previous fiscal year, bringing the total caseload to 71. Of these, FINTRAC closed 44 requests in 2023–24:

- 9 requests were completed in 1-15 days;
- 19 requests were completed in 16-30 days;
- 4 requests were completed in 31-60 days;
- 8 requests were completed in 61-120 days;
- 1 request was completed in 121-180 days;
- 1 request was completed in 181-365 days; and
- 2 requests were completed in more than 365 days.

Number of access to information requests



Of the 71 requests active during 2023–24, 27 were carried over to 2024–25. Of those, 14 were carried over within the legislated timeline. Of the remaining 13 that were carried over beyond legislated timelines, 3 requests were received in 2023-24 and 10 were carried over from previous fiscal years and are delayed due to unfinished consultations with other government institutions.

In 2023–24, FINTRAC’s on-time response rate improved to 91% from 82% in the previous reporting year. FINTRAC’s on-time response rate is once again above the federal government's overall average response rate of 72% in 2022–23. FINTRAC’s response to many requests required the intensive review of complex records, including extensive internal and external consultations. FINTRAC observed a significant increase in the time required by other institutions to respond to consultations, which was the primary cause of FINTRAC not meeting the statutory deadline on some requests.

Disposition of completed access requests

FINTRAC completed 44 access requests in 2023–24:

- In 9 cases, representing 20.5% of the overall cases, the applicants received full disclosure of the information requested (a combined 59 pages).
- In 15 cases, representing 34% of the overall cases, the applicants received a partial disclosure of the information requested (a combined 1,905 pages).
- In 1 case, representing 2% of the overall cases, the applicant received a response that the information requested was fully withheld from disclosure.
- In 10 cases, representing 23% of the overall cases, it was determined that no responsive records existed.
- In 9 cases, representing 20.5% of the overall cases, the applicants abandoned their requests.

Completion times and extensions of access requests

The Act allows extensions beyond the 30-day statutory period for specific reasons. Of the 44 completed requests during the reporting period, 40 were finalized within the established deadline (the 30-day statutory or an extended deadline pursuant to Section 9 of the Act). Due to delays resulting from internal and/or external consultations, as well as operational challenges/pressures, 4 requests were completed after their established deadline.

In 2023–24, FINTRAC required an extension to the original 30-day statutory deadline in 16 instances. The following is a breakdown of these cases:

- Paragraph 9(1)(a) was invoked 5 times to overcome workload challenges and operational constraints.
- Paragraph 9(1)(b) was invoked 3 times in order to complete consultations with other government institutions.
- Paragraph 9(1)(a) and (b) were invoked 4 times in order to overcome workload challenges and complete consultations with other government institutions.
- Paragraph 9(1)(a) and (c) were invoked 4 times in order to overcome workload challenges and complete third-party consultations.

Consultations under the Act

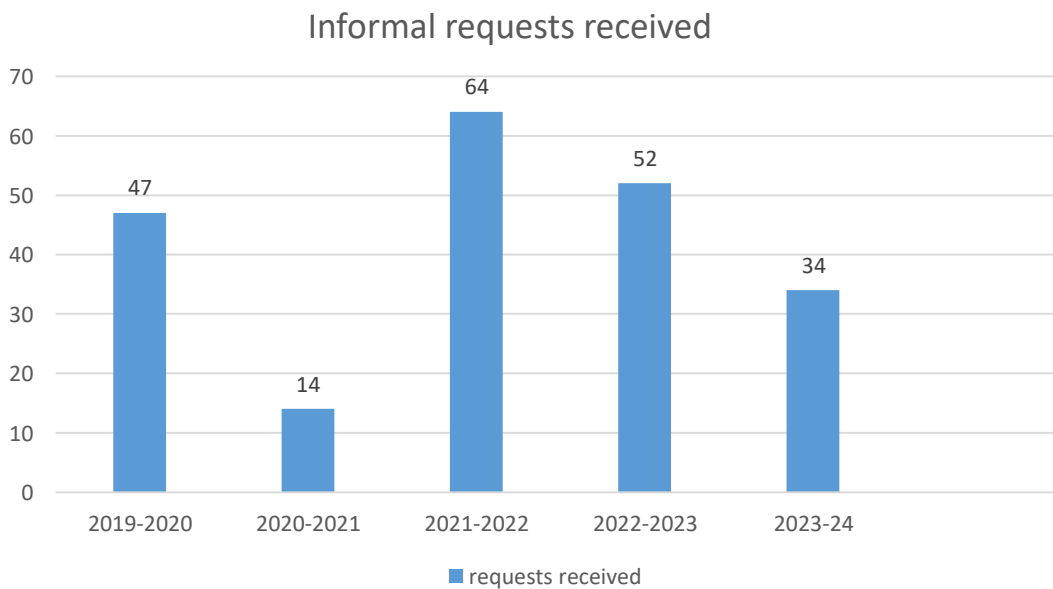
Consultations undertaken between institutions are an essential part of processing requests under the Act. They afford institutions that have an interest in the records proposed for disclosure with an opportunity to make recommendations to the processing institution. For this reporting period, FINTRAC completed 18 consultation requests received from other Government of Canada institutions.

Complaints and investigations of access requests

Subsection 30(1) of the Act describes how the Office of the Information Commissioner receives and investigates complaints from individuals regarding the processing of requests under the Act. In 2023–24, FINTRAC received nine complaints under the Act, eight of which centred on extensions taken by FINTRAC to process and respond to the requests, and one alleged that the Centre improperly withheld information under the Act. FINTRAC provided initial representations to the Office of the Information Commissioner in relation to these complaints; however, only one was resolved during the reporting year. The resolved complaint was discontinued in the course of the investigation.

Informal requests

In 2023–24, FINTRAC received 34 informal requests for copies of records released in previously-processed requests. The Centre processed 28 of the informal requests within 30 days and 6 were carried forward to the next reporting period. The following chart shows the number of informal requests received by FINTRAC over the past five years.



6. Reporting on access to information fees for the purposes of the *Service Fees Act*

The *Service Fees Act* requires a responsible authority to report annually to Parliament on the fees collected by the institution.

With respect to fees collected under the *Access to Information Act*, the information below is reported in accordance with the requirements under section 20 of the *Service Fees Act*.

Cost and revenues associated with the administration of the <i>Access to Information Act</i>	
Total revenues <i>(the \$5 application fee is the only fee charged for an ATI request)</i>	\$230
Total operating cost	\$261,707

In accordance with the *Interim Directive on the Administration of the Act*, issued on May 5, 2016, and the changes to the *Access to Information Act* that came into force on June 21, 2019, FINTRAC waives all fees prescribed by the Act and Regulations, other than the \$5 application fee set out in paragraph 7(1)(a) of the Regulations. During the reporting period, FINTRAC waived the application fee on 7 occasions, totaling \$35.

7. ATIP awareness and education

Information protection is integral to FINTRAC's mandate. As such, FINTRAC requires its employees (including students and contractors) to have a heightened awareness of security, privacy, information management and access to information. The FINTRAC *Code of Conduct, Values and Ethics* specifically describes employees' legal obligations to protect information under the *Proceeds of Crime (Money Laundering) and Terrorist Financing Act* and makes reference to the *Privacy Act*, the *Canadian Charter of Rights and Freedoms*, the *Access to Information Act*, and the Centre's privacy, security and information management policies. Adherence to the *Code of Conduct, Values and Ethics* is a condition of employment for every FINTRAC employee.

The following training and awareness activities took place during the reporting period:

- The ATIP Office published monthly information notices regarding access to information and privacy protection on FINTRAC's intranet site.
- The ATIP Office also raises awareness by providing day-to-day coaching and targeted information sessions to ATIP representatives across the Centre. In 2023–24, 4 one-on-one training sessions were delivered. This focused training fosters a spirit of collaboration and has been essential to the success of FINTRAC's broader ATIP program.

- Work is currently underway to modify FINTRAC’s existing ATIP awareness training to a self-directed, online learning format. While working on this modified training format, the ATIP Office delivered 1 virtual ATIP awareness session to 15 employees during the 2023–24 period.
- Access to information and privacy protection messaging is incorporated in mandatory Information Management awareness sessions and in New Employee Orientation Training. In 2023–24:
 - Information Management awareness training was received by 151 employees. The sessions raised employee awareness about their information management responsibilities, including in relation to ATIP, and covered the obligations and best practices for managing personal information in accordance with the *Privacy Act*, the *Proceeds of Crime (Money Laundering) and Terrorist Financing Act*, and FINTRAC’s privacy, security, and information management policies.
 - The New Employee Orientation Training moved to a virtual/hybrid format and is currently being redesigned into a self-directed, online learning format. The training provides information about the Centre’s mandate and reinforces to employees the importance of information management and safeguarding information and privacy as fundamental components of the work undertaken by FINTRAC. A total of 60 employees and students completed this virtual training.
- FINTRAC employees completed the following online learning courses at the Canada School of Public Service:
 - *Access to Information and Privacy Fundamentals* (4 employees)
 - *Access to Information in the Government of Canada* (2 employee)
 - *Privacy in the Government of Canada* (1 employee)

8. New access to information-related policies, guidelines, procedures, or initiatives

None to Report

9. Access to information program performance and monitoring

FINTRAC’s automated case management system facilitates timely responses to requests, documents important actions and decisions, and monitors performance. The system also includes an audit log, has extensive search capabilities to enable analysis of previously processed information, and generates progress and statistical reports. FINTRAC uses the centralized platform ATIP Online Management Tool to receive requests under the Act and communicate with applicants.

FINTRAC is committed to transparency and to helping requesters gain access to readily available information whenever possible. The ATIP Office works closely with sector representatives on all aspects of requests, including ensuring that it is appropriately consulting with FINTRAC partners on information that may affect them if disclosed to the public.

The ATIP Office works with its operational colleagues to assess the implications of making more information available on the Open Government website, and how it can best accommodate frequent recurring requests for specific information. Of note, FINTRAC regularly receives and responds to requests for specific statistical details from its holdings of financial transaction reports. Such requests frequently require significant effort and review to produce data that is comprehensive enough to assist the requestor, yet ensures that FINTRAC’s financial intelligence is protected.

The ATIP Office provides updates to senior management within FINTRAC’s corporate governance, as well as providing briefings on ATIP files to FINTRAC’s Executive Committee on a regular basis.

Proactive Publication

As per its Directive on Proactive Disclosure, FINTRAC has an established process in place to ensure the Centre meets all of the proactive publication requirements under Part 2 of the Act. The Directive sets out the roles and responsibilities for all proactive publishing obligations. The ATIP Office is responsible for ensuring and documenting FINTRAC’s compliance with the Act’s requirements.

During the 2023–24 reporting period, FINTRAC met the proactive publication requirement 44 out of 47 times, resulting in a compliance rate of 94%. The Centre publishes its proactive disclosure requirements on open.canada.ca and on fintrac-canafe.canada.ca.

The following table identifies the proactive disclosure requirements for FINTRAC under Part 2 of the Act, Sections 82 to 88.

Proactive Publication Requirements Table

Legislative Requirement	Section	Publication Timeline	Institutional Requirement
All Government Institutions as defined in section 3 of the <i>Access to Information Act</i>			
Travel Expenses	82	Within 30 days after the end of the month of reimbursement	✓
Hospitality Expenses	83	Within 30 days after the end of the month of reimbursement	✓
Reports tabled in Parliament	84	Within 30 days after tabling	✓

Government entities or departments, agencies, and other bodies subject to the Act and listed in Schedules I, I.1, or II of the <i>Financial Administration Act</i>			
Contracts over \$10,000	86	Q1-3: Within 30 days after the quarter Q4: Within 60 days after the quarter	✓
Grants & Contributions over \$25,000	87	Within 30 days after the quarter	
Packages of briefing materials prepared for new or incoming deputy heads or equivalent	88(a)	Within 120 days after appointment	✓
Titles and reference numbers of memoranda prepared for a deputy head or equivalent, that is received by their office	88(b)	Within 30 days after the end of the month received	✓
Packages of briefing materials prepared for a deputy head or equivalent's appearance before a committee of Parliament	88(c)	Within 120 days after appearance	✓

10. Closing

FINTRAC remains fully committed to applying the spirit and intent of the Act to ensure openness, transparency, and consistency when processing requests within its organization and when responding to the Canadian public.



Financial Transactions and
Reports Analysis
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DELEGATION ORDER ARRÊTÉ DE DÉLÉGATION DE POUVOIRS

Access to Information Act and Regulations Loi sur l'accès à l'information et règlements

Pursuant to Section 95 of the *Access to Information Act*, the Financial Transactions and Reports Analysis Centre of Canada's Director and Chief Executive Officer delegates the full authority to exercise the powers, functions and duties under the *Access to Information Act* to the Manager of Communications and Chief Privacy Officer, and to the Access to Information and Privacy Coordinator. This delegation order also applies to persons occupying any of these positions on an acting basis.

En vertu de l'article 95 de la *Loi sur l'accès à l'information*, la directrice et présidente-directrice générale du Centre d'analyse des opérations et déclarations financières du Canada délègue au gestionnaire des Communications et chef de la protection des renseignements personnels, et au coordonnateur de l'Accès à l'information et de la protection des renseignements personnels les pouvoirs et fonctions qui lui sont attribués par cette même loi. Le présent arrêté s'applique également aux personnes occupant les postes susmentionnés par intérim.

**This designation takes effect as of March 31, 2023
La présente désignation entre en vigueur le 31 mars 2023**

Paquet, Sarah

Digitally signed by: Paquet, Sarah
DN: CN = Paquet, Sarah C = CA O = GC
OU = FINTRAC-CANAFE
Date: 2023.03.29 17:53:09 -04'00'

Sarah Paquet
Director and Chief Executive Officer
Financial Transactions and Reports Analysis Centre of Canada
Directrice et présidente-directrice générale
Centre d'analyse des opérations et déclarations financières du Canada



Statistical Report on the Access to Information Act

Name of institution: FINTRAC

Reporting period: 01/04/2023 to 31/03/2024

Section 1: Requests Under the Access to Information Act

1.1 Number of requests

		Number of Requests
Received during reporting period		53
Outstanding from previous reporting periods		18
• Outstanding from previous reporting period	8	
• Outstanding from more than one reporting period	10	
Total		71
Closed during reporting period		44
Carried over to next reporting period		27
• Carried over within legislated timeline	14	
• Carried over beyond legislated timeline	13	

1.2 Sources of requests

Source	Number of Requests
Media	25
Academia	0
Business (private sector)	18
Organization	3
Public	7
Decline to Identify	0
Total	53

1.3 Channels of requests

Source	Number of Requests
Online	46
E-mail	2
Mail	5
In person	0
Phone	0
Fax	0
Total	53

Section 2: Informal Requests

2.1 Number of informal requests

		Number of Requests
Received during reporting period		34
Outstanding from previous reporting periods		0
• Outstanding from previous reporting period	0	
• Outstanding from more than one reporting period	0	
Total		34
Closed during reporting period		28
Carried over to next reporting period		6

2.2 Channels of informal requests

Source	Number of Requests
Online	34
E-mail	0
Mail	0
In person	0
Phone	0
Fax	0
Total	34

2.3 Completion time of informal requests

Completion Time

2.5 Pages re-released informally

Less Than 100 Pages Re-released		100-500 Pages Re-released		501-1000 Pages Re-released		1001-5000 Pages Re-released		More Than 5000 Pages Re-released	
Number of Requests	Pages Re-released	Number of Requests	Pages Re-released	Number of Requests	Pages Re-released	Number of Requests	Pages Re-released	Number of Requests	Pages Re-released
22	801	5	736	1	587	0	0	0	0

Section 3: Applications to the Information Commissioner on Declining to Act on Requests

	Number of Requests
Outstanding from previous reporting period	0
Sent during reporting period	0
Total	0
Approved by the Information Commissioner during reporting period	0
Declined by the Information Commissioner during reporting period	0
Withdrawn during reporting period	0
Carried over to next reporting period	0

Section 4: Requests Closed During the Reporting Period

4.1 Disposition and completion time

Disposition of Requests	Completion Time							Total
	0 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	
All disclosed	1	5	0	3	0	0	0	9
Disclosed in part	0	2	4	5	1	1	2	15
All exempted	1	0	0	0	0	0	0	1
All excluded	0	0	0	0	0	0	0	0
No records exist	0	10	0	0	0	0	0	10
Request transferred	0	0	0	0	0	0	0	0
Request abandoned	7	2	0	0	0	0	0	9

Neither confirmed nor denied	0	0	0	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0	0	0
Total	9	19	4	8	1	1	2	44

4.2 Exemptions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
13(1)(a)	2	16(2)	2	18(a)	0	20.1	0
13(1)(b)	0	16(2)(a)	2	18(b)	0	20.2	0
13(1)(c)	1	16(2)(b)	0	18(c)	0	20.4	0
13(1)(d)	1	16(2)(c)	8	18(d)	0	21(1)(a)	5
13(1)(e)	0	16(3)	0	18.1(1)(a)	0	21(1)(b)	5
14	2	16.1(1)(a)	0	18.1(1)(b)	0	21(1)(c)	0
14(a)	0	16.1(1)(b)	0	18.1(1)(c)	0	21(1)(d)	0
14(b)	0	16.1(1)(c)	0	18.1(1)(d)	0	22	0
15(1)	2	16.1(1)(d)	0	19(1)	9	22.1(1)	0
15(1) - I.A.*	3	16.2(1)	0	20(1)(a)	0	23	0
15(1) - Def.*	0	16.3	0	20(1)(b)	5	23.1	0
15(1) - S.A.*	2	16.4(1)(a)	0	20(1)(b.1)	0	24(1)	2
16(1)(a)(i)	1	16.4(1)(b)	0	20(1)(c)	2	26	0
16(1)(a)(ii)	0	16.5	0	20(1)(d)	0		
16(1)(a)(iii)	0	16.6	0				
16(1)(b)	2	17	3				
16(1)(c)	7						
16(1)(d)	0						

* I.A.: International Affairs Def.: Defence of Canada S.A.: Subversive Activities

4.3 Exclusions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
68(a)	1	69(1)	0	69(1)(g) re (a)	0
68(b)	0	69(1)(a)	0	69(1)(g) re (b)	0
68(c)	0	69(1)(b)	0	69(1)(g) re (c)	0
68.1	0	69(1)(c)	0	69(1)(g) re (d)	0
68.2(a)	0	69(1)(d)	0	69(1)(g) re (e)	1
68.2(b)	0	69(1)(e)	0	69(1)(g) re (f)	0
		69(1)(f)	0	69.1(1)	0

4.4 Format of information released

Paper	Electronic				Other
	E-record	Data set	Video	Audio	
0	24	0	0	0	0

4.5 Complexity

4.5.1 Relevant pages processed and disclosed for paper, e-record and dataset formats

Number of Pages Processed	Number of Pages Disclosed	Number of Requests
1965	1391	34

4.5.2 Relevant pages processed per request disposition for paper, e-record and dataset formats by size of requests

Disposition	Less Than 100 Pages Processed		100-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Processed	Number of Requests	Pages Processed	Number of Requests	Pages Processed	Number of Requests	Pages Processed	Number of Requests	Pages Processed
All disclosed	9	59	0	0	0	0	0	0	0	0
Disclosed in part	8	370	7	1535	0	0	0	0	0	0
All exempted	1	1	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0	0	0
Request abandoned	9	0	0	0	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0	0	0	0	0
Total	27	430	7	1535	0	0	0	0	0	0

4.5.3 Relevant minutes processed and disclosed for audio formats

Number of Minutes Processed	Number of Minutes Disclosed	Number of Requests
0	0	0

4.5.4 Relevant minutes processed per request disposition for audio formats by size of requests

Disposition	Less Than 60 Minutes Processed		60 - 120 Minutes Processed		More than 120 Minutes Processed	
	Number of Requests	Minutes Processed	Number of Requests	Minutes Processed	Number of Requests	Minutes Processed
All disclosed	0	0	0	0	0	0
Disclosed in part	0	0	0	0	0	0

All exempted	0	0	0	0	0	0
All excluded	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0
Total	0	0	0	0	0	0

4.5.5 Relevant minutes processed and disclosed for video formats

Number of Minutes Processed	Number of Minutes Disclosed	Number of Requests
0	0	0

4.5.6 Relevant minutes processed per request disposition for video formats by size of requests

Disposition	Less Than 60 Minutes Processed		60 - 120 Minutes Processed		More than 120 Minutes Processed	
	Number of Requests	Minutes Processed	Number of Requests	Minutes Processed	Number of Requests	Minutes Processed
All disclosed	0	0	0	0	0	0
Disclosed in part	0	0	0	0	0	0
All exempted	0	0	0	0	0	0
All excluded	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0
Total	0	0	0	0	0	0

4.5.7 Other complexities

Disposition	Consultation Required	Legal Advice Sought	Other	Total
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All disclosed	3	0	0	3
Disclosed in part	11	1	0	12
All exempted	0	0	0	0
All excluded	0	0	0	0
Request abandoned	0	0	0	0
Neither confirmed nor denied	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0
Total	14	1	0	15

4.6 Closed requests

4.6.1 Requests closed within legislated timelines

Number of requests closed within legislated timelines	40
Percentage of requests closed within legislated timelines (%)	90.90909091

4.7 Deemed refusals

4.7.1 Reasons for not meeting legislated timelines

Number of requests closed past the legislated timelines	Principal Reason			
	Interference with operations/ Workload	External Consultation	Internal Consultation	Other
4		4	0	0

4.7.2 Requests closed beyond legislated timelines (including any extension taken)

Number of days past legislated timelines	Number of requests past legislated timeline where no extension was taken	Number of requests past legislated timeline where an extension was taken	Total
1 to 15 days	0	0	0
16 to 30 days	0	0	0
31 to 60 days	0	2	2
61 to 120 days	0	0	0
121 to 180 days	0	0	0
181 to 365 days	0	1	1
More than 365 days	0	1	1
Total	0	4	4

4.8 Requests for translation

Translation Requests	Accepted	Refused	Total
English to French	0	0	0
French to English	0	0	0
Total	0	0	0

Section 5: Extensions

5.1 Reasons for extensions and disposition of requests

Disposition of Requests Where an Extension Was Taken	9(1)(a) Interference With Operations/ Workload	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
All disclosed	2	0	3	0
Disclosed in part	10		5	4
All exempted	0	0	0	0
All excluded	0	0	0	0
Request abandoned	1	0	0	1
No records exist	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0
Total	13	0	8	5

5.2 Length of extensions

Length of Extensions	9(1)(a) Interference With Operations/ Workload	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
30 days or less	1	0	1	0
31 to 60 days	9	0	6	2
61 to 120 days	2	0	0	2
121 to 180 days	1	0	1	0
181 to 365 days	0	0	0	1
365 days or more	0	0	0	0
Total	13	0	8	5

Section 6: Fees

Fee Collected	Fee Waived	Fee Refunded
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Fee Type	Number of Requests	Amount	Number of Requests	Amount	Number of Requests	Amount
Application	46	\$230.00	7	\$35.00	0	\$0.00
Other fees	0	\$0.00	0	\$0.00	0	\$0.00
Total	46	\$230.00	7	\$35.00	0	\$0.00

Section 7: Consultations Received From Other Institutions and Organizations

7.1 Consultations received from other Government of Canada institutions and other organizations

Consultations	Other Government of Canada Institutions	Number of Pages to Review	Other Organizations	Number of Pages to Review
Received during the reporting period	22	621	0	0
Outstanding from the previous reporting period	0	0	0	0
Total	22	621	0	0
Closed during the reporting period	18	537	0	0
Carried over within negotiated timelines	4	84	0	0
Carried over beyond negotiated timelines	0	0	0	0

7.2 Recommendations and completion time for consultations received from other Government of Canada institutions

Recommendation	Number of Days Required to Complete Consultation Requests							Total
	0 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	
Disclose entirely	6	2	1	0	0	0	0	9
Disclose in part	2	1	3	2	0	0	0	8
Exempt entirely	1	0	0	0	0	0	0	1
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
Total	9	3	4	2	0	0	0	18

Section 8: Completion Time of Consultations on Cabinet Confidences

8.1 Requests with Legal Services

Number of Days	Fewer Than 100 Pages Processed		100-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	1	8	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	1	8	0	0	0	0	0	0	0	0

8.2 Requests with Privy Council Office

Number of Days	Fewer Than 100 Pages Processed		100-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0

Section 9: Investigations and Reports of finding

9.1 Investigations

Section 32 Notice of intention to investigate	Subsection 30(5) Ceased to investigate	Section 35 Formal Representations
8	2	0

9.2 Investigations and Reports of finding

Section 37(1) Initial Reports			Section 37(2) Final Reports		
Received	Containing recommendations issued by the Information Commissioner	Containing an intent to issue an order by the Information Commissioner	Received	Containing recommendations issued by the Information Commissioner	Containing orders issued by the Information Commissioner
0	0	0	0	0	0

Section 10: Court Action

10.1 Court actions on complaints

Section 41				
Complainant (1)	Institution (2)	Third Party (3)	Privacy Commissioner (4)	Total
0	0	0	0	0

10.2 Court actions on third party notifications under paragraph 28(1)(b)

Section 44 - under paragraph 28(1)(b)
0

Section 11: Resources Related to the *Access to Information Act*

11.1 Allocated Costs

Expenditures	Amount
Salaries	\$238,809
Overtime	\$12,989

Goods and Services		\$9,909
• Professional services contracts	\$0	
• Other	\$9,909	
Total		\$261,707

11.2 Human Resources

Resources	Person Years Dedicated to Access to Information Activities
Full-time employees	2.000
Part-time and casual employees	0.000
Regional staff	0.000
Consultants and agency personnel	0.000
Students	0.000
Total	2.000

Note: Enter values to three decimal places.

Supplemental Statistical Report on the *Access to Information Act* and the *Privacy Act*

Name of institution: FINTRAC

Reporting period: 2023-04-01 to 2024-03-31

Section 1: Open Requests and Complaints Under the *Access to Information Act*

1.1 Enter the number of open requests that are outstanding from previous reporting periods.

Fiscal Year Open Requests Were Received	Open Requests that are <i>Within</i> Legislated Timelines as of March 31, 2024	Open Requests that are <i>Beyond</i> Legislated Timelines as of March 31, 2024	Total
Received in 2023-24	14	3	17
Received in 2022-23	0	2	2
Received in 2021-22	0	8	8
Received in 2020-21	0	0	0
Received in 2019-20	0	0	0
Received in 2018-19	0	0	0
Received in 2017-18	0	0	0
Received in 2016-17	0	0	0
Received in 2015-16	0	0	0
Received in 2014-15 or earlier	0	0	0
Total	14	13	27

Row 11, Col. 3 of Section 1.1 must equal Row 7, Col. 1 of Section 1.1 of the 2023-24 Statistical Report on the *Access to Information Act*

1.2 Enter the number of open complaints with the Information Commissioner of Canada that are outstanding from previous reporting periods.

Fiscal Year Open Complaints Were Received by Institution	Number of Open Complaints
Received in 2023-24	6

Received in 2022-23	2
Received in 2021-22	0
Received in 2020-21	0
Received in 2019-20	0
Received in 2018-19	0
Received in 2017-18	0
Received in 2016-17	0
Received in 2015-16	0
Received in 2014-15 or earlier	0
Total	8

Section 2: Open Requests and Complaints Under the *Privacy Act*

2.1 Enter the number of open requests that are outstanding from previous reporting periods.

Fiscal Year Open Requests Were Received	Open Requests that are <i>Within</i> Legislated Timelines as of March 31, 2024	Open Requests that are <i>Beyond</i> Legislated Timelines as of March 31, 2024	Total
Received in 2023-24	5	0	5
Received in 2022-23	0	0	0
Received in 2021-22	0	0	0
Received in 2020-21	0	0	0
Received in 2019-20	0	0	0
Received in 2018-19	0	0	0
Received in 2017-18	0	0	0
Received in 2016-17	0	0	0
Received in 2015-16	0	0	0
Received in 2014-15 or earlier	0	0	0
Total	5	0	5

Row 11, Col. 3 of Section 2.1 must equal Row 7, Col. 1 of Section 1.1 of the 2023-24 Statistical Report on the *Privacy Act*

2.2 Enter the number of open complaints with the Privacy Commissioner of Canada that are outstanding from previous reporting periods.

Fiscal Year Open Complaints Were Received by Institution	Number of Open Complaints
Received in 2023-24	0
Received in 2022-23	0
Received in 2021-22	0
Received in 2020-21	0
Received in 2019-20	0
Received in 2018-19	0
Received in 2017-18	0
Received in 2016-17	0
Received in 2015-16	0
Received in 2014-15 or earlier	0
Total	0

Section 3: Social Insurance Number

Has your institution begun a new collection or a new consistent use of the SIN in 2023-24?	No
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Section 4: Universal Access under the Privacy Act

How many requests were received from foreign nationals outside of Canada in 2023-24?	0
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Row 1, Col. 1 of Section 4 must be equal to or less than Row 1, Col. 1 of Section 1.1 of the 2023-24 Statistical Report on the *Privacy Act*

