

AUSTRAC is Australia's financial intelligence unit and its anti-money laundering and counter-terrorism financing regulator. What we can and can't help you with Before you take the time to contact us, here's what we can and can't assist you with. We can help with: questions about your anti-money laundering/counter-terrorism financing obligations questions about AUSTRAC. We can't help you with: tax enquiries – contact the Australian Taxation Office (ATO) complaints about financial service providers making sure financial services providers meet their other legal obligations complaints about scams. If you believe you have been scammed, contact Scamwatch or your local police. For online or email scams, contact the Australian Cybercrime Online Reporting Network. Contact details Phone: 1300 021 037 (local call cost within Australia) Submit your query online You can find and submit the form here. Hours of operation Monday to Friday 8:30am to 5:00pm Australian Eastern Daylight Time (or AEDT) excluding national public holidays. Deliveries and direct enquiries If you have a delivery or need to speak with someone specific at AUSTRAC, please call the person directly.