



Department of the Treasury Financial Crimes Enforcement Network

Important Notice to BSA E-Filers: Updated Registration and User Account Enhancements

July 30th, 2012

The Financial Crimes Enforcement Network (FinCEN) is pleased to announce new enhancements to its Bank Secrecy Act (BSA) E-Filing System. These enhancements will streamline the process for new users to establish a BSA E-Filing account and allow existing account holders greater flexibility in managing their accounts and dealing with common problems, such as forgotten passwords:

Self-Serve Registration

- The registration process for new Institutions, new Supervisory Users, or new General Users has been automated. Users will now receive an e-mail verification via secure link and need to complete the password and challenge phrase setup to successfully register. Once this is complete, users may start to file immediately.

Password Reset and Unlock Online

- If you are unable to remember your password or if you do not enter the correct password after three attempts, the system will prompt you with your challenge phrase question; and if answered correctly, a secure link will be sent via e-mail allowing you to setup a new password.

Please note, if you are unable to answer your challenge phrase question (s) after three attempts, you will have to contact the BSA E-Filing Help Desk to unlock your account. Once your account is unlocked, the system will allow you to setup a new password as well as new challenge phrase questions.

For questions or assistance, please contact the BSA E-Filing Help Desk at 1-866-346-9478 (option 1) or via email at BSAEFilingHelp@fincen.gov. The Help Desk is available Monday through Friday from 8 a.m. to 6 p.m. EST. Please note that the Help Desk is closed on Federal holidays.