TransferPay®

National Crimen Agency

TransferPay is subscribed and forms part of the SAR ONLINE system for sending suspicious activity reports, as well as sending a SAR form.

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English

The National Crime Agency (NCA) is a national law enforcement agency in the United Kingdom. It is the UK's lead agency against organised crime; human, weapon and drug trafficking; cyber crime; and economic crime that goes across regional and international borders, but can be tasked to investigate any crime. The NCA has a strategic role in which it looks at the bigger picture across the UK, analysing how criminals are operating and how they can be disrupted. To do this it works closely with regional organised crime units (ROCUs), the Serious Fraud Office, as well as individual police forces.

The NCA receives and analyzes suspicious activity (SAR) reports on suspected proceeds from crime to counter money laundering and terrorism, and makes them available to law enforcement to take appropriate action. SARs are also known as 'disclosures', and can intelligently contribute to existing police operations, identify the proceeds of crime and initiate the investigation of previously unknown criminal activities.

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We do our utmost to provide the public with the best possible service, and to act professionally and courteously at all times. If however you're not satisfied with the service, you are entitled to make a complaint.

To make a complaint (or to request a review of how your complaint was handled) please complete a form: **https://www.nationalcrimeagency.gov.uk/who-we-are/publications/35-nca-public-complaint-form** and email it to public.complaints@nca.gov.uk.

Alternatively you can post the completed form to:

Unidad de estándares profesionales
PO Box 8000London SE11 5EN
Teléfono: 020 7238 2626

You may ask to speak directly with a member of staff who will be able to talk you through the process.

Who can make a complaint in England, Wales and Scotland

You can make a complaint if you are:

- The person in relation to whom the alleged conduct occurred;
- Any other person who claims to be adversely affected by the alleged conduct;
- Any person who claims to have witnessed the alleged conduct.

If you need more information, you can go directly to the official website of the NCA agency: **https://www.nationalcrimeagency.gov.uk/contact-us/complaints**

If you want more information about our policies, collaboration, transfer of information to the NCA, or other international agencies for the prevention of money laundering and terrorist financing, you can email us at: **legal@transferpay.uk** our team will review your request.