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# FREQUENTLY ASKED QUESTIONS

## Automatic Exchange of Information

### Web Portal Queries

(Technical)


August 2023

Global Relations Unit  
Barbados Revenue Authority

August 2023

Frequently Asked Questions

Automatic Exchange of Information Web Portal Queries (Technical)

Queries	Response
<p>How do I register via the AEOI Web Portal or access the same?</p>	<p>Click on the link below to access the AEOI Web Portal <a href="https://aeoiportal.bra.gov.bb:8443">https://aeoiportal.bra.gov.bb:8443</a></p> <p>Please see below the procedural manual to assist with registration.</p> <div style="text-align: center;">             Barbados_AEOI_Portal_UserManual.pdf         </div>
<p>Can I register via the AEOI Web Portal at any time?</p>	<p>Yes, there is no specific time period for registration.</p>
<p>What documents do I need to register via the AEOI Web Portal?</p>	<p>When registering, users will be required to submit a valid form of identification (<i>national identification card, passport or driver's licence</i>) and an authorization letter.</p> <p>There is no set template for the authorization letter. The authorization letter must indicate that a particular person is authorized to act for and on behalf of the respective Financial Institution or Multinational Group relating to filing the FATCA, CRS or CbC report/s.</p> <p>Where the registration is being done by a service provider, a letter from the service provider indicating it is authorised to act for and on behalf of the respective Financial Institution or Multinational Group in relation to filing the FATCA, CRS or CbC report/s and the names of the team members is sufficient, a personal identification document of the service provider is not required.</p>
<p>Is there a cost for registering with the Authority?</p>	<p>No</p>
<p>What is the OTP?</p>	<p>OTP means <b>One Time Password</b>: the OTP is a temporary, secure PIN code sent to you via SMS or e-mail that is valid only for 15 minutes. Smart-ID uses OTPs during registration and account renewal to confirm your contact information.</p>

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How many users am I allowed?	Each registration allows for 2 administrator users and up to 5 general users. The first user will automatically be designated as an administrator.
What is the difference between an administrator user and a general user?	<p><b>Administrator User:</b> An administrator user has the approval and rejection feature as it relates to their own GIIN's registered users. An administrator user can also monitor the activities from the Audit log section of all the users of the same GIIN. In addition, some reports are available where the administrator user can review the data submitted. The administrator user can also submit a report/s and check the status of the filings.</p> <p><b>General Users:</b> The users have access to submit and monitor the status of the reports filed.</p>
Can I upload test data before uploading my correct data?	Yes, the AEOI portal supports the submission of test data. This is advised.
Do all web browsers support the AEOI Web Portal?	Please use the latest Google Chrome or Microsoft Edge version to access the AEOI Web portal.
How do I proceed when the report contains an error? How do I view the error?	<p>After selecting the requisite options of Compliance Type and Year in the Report Status Tab, the Reports submission status will populate based on the selected criteria. If errors are found in the report, the same can be viewed by clicking on the "<b>Failed, Errors Found</b>" link. The error reports/messages can be downloaded and can be sent to the logged-in user email using the "<b>Send Email</b>" option.</p> <p>Once the report has been uploaded through the Submit Report Tab, the status of the report can be viewed under the Report Status Tab.</p>
How can I change or add my users?	Please note the registration of <b>new users</b> must be done via the AEOI portal by the users themselves. Also, all related

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	documents ( <i>a valid form of identification and authorization letter</i> ) must also be uploaded during the registration process.
How can I remove an administrator user or a general user from an existing registration in the AEOI Web Portal?	The Authority is responsible for removing users from the AEOI Web Portal.
What is a Global Intermediary Identification Number “(GIIN)”?	A GIIN consists of 19 characters. GIINs are assigned by the FATCA registration system to financial institutions and direct-reporting non-financial entities. These registered entities can use their official GIIN to identify themselves to withholding agents and tax administrators for FATCA reporting purposes.
How do I obtain a GIIN?	<p>A Financial Institution must acquire a GIIN from the United States Internal Revenue Service. A GIIN must be obtained prior to registering on the AEOI web portal.</p> <p>A GIIN is required for FATCA purposes.</p>
Can I use my GIIN to register to add a CRS and CbC obligation?	Yes, the GIIN can be used to add a CRS and/or CbC obligation.
What is the multiple GIIN option?	<p>In case a single user E-Mail ID must be associated with multiple GIINs, this option is provided. At the time of registration, the user can choose the GIIN type as Multiple and proceed with the registration.</p> <p>In case the user had selected the Single GIIN option at the time of registration, the administrator user is also provided with an option to switch to multiple GIIN. The administrator user can navigate to the “My Info” page after logging in to the portal. There, they will get an option to Switch to Multiple GIIN and the profile of all the users (admin and general) of that GIIN will change to Multiple GIIN.</p>

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Is the multiple GIIN option available for Country-by-Country reporting?	No, this option is only available for FATCA or CRS ONLY.
What is an IN?	The acronym "IN" refers to an Identification Number. Where a registration does not have a FATCA obligation, the Barbados Revenue Authority will generate an IN for CRS/CbC reporting purposes. Note that separate registrations are required for each reporting obligation.
How do I obtain an IN?	Where you do not have a GIIN and want to report only for CRS or CbC, click on "Auto GIIN Generate: and fill in the mandatory information. A BRA IN will be generated for you by the system automatically.
How can I confirm that my report/submission was successfully submitted?	See "Report Status". This will show where your submission is in the reporting cycle. When the status reaches "Tax Authority Verification", the submission is outside of the user's domain until it reaches "Report Successful", verifying that the submission has been successfully submitted without errors.
How can I delete a report previously filed because of errors?	<p>In cases where a submission has failed due to any error at the time of submission, the system will not store the data so deletion is not required.</p> <p>However, where the submission has passed all the validations and the submission was successful, then the "<b>Administrator User</b>" can delete the submission before the final transmission takes place with Barbados' exchange partners. Once the transmission of the uploaded data has occurred the submission cannot be deleted.</p>
Can I generate a report evidencing the successful submission?	Yes, click on the "Report Tab" and select the appropriate parameters. This tab is only visible to an administrator user and not to a general user.

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<p>How can the profile information be updated after registering?</p>	<p>To update a user profile after successfully registering with the AEOI Web Portal, the user can modify their personal details on the "My Info page". The changes will thereafter be approved by the Barbados Revenue Authority or the administrator user.</p>
<p>How do I file a NIL report?</p>	<p>Nil reports can be filed manually on the portal. Please click the "Submit Nil Report" button and when the box is highlighted in blue, your submission is complete.</p>
<p>How do I deregister from the AEOI Web portal?</p>	<p>Please visit <a href="https://globalrelations.bra.gov.bb/">https://globalrelations.bra.gov.bb/</a> to complete the deregistration form. Once reviewed and approved, the Barbados Revenue Authority will deregister the entity from the AEOI Web portal.</p>