



Proceeds of Crime Act 2002

2002 CHAPTER 29

PART 8

INVESTIGATIONS

CHAPTER 2

ENGLAND AND WALES AND NORTHERN IRELAND

Customer information orders

363 Customer information orders

(1) A judge may, on an application made to him by an appropriate officer, make a customer information order if he is satisfied that each of the requirements for the making of the order is fulfilled.

[^{F1}(1A) No application for a customer information order may be made in relation to a detained cash investigation [^{F2}, a detained property investigation [^{F3} or a frozen funds investigation][^{F3}, a frozen funds investigation or a cryptoasset investigation]].]

(2) The application for a customer information order must state that—

(a) a person specified in the application is subject to a confiscation investigation [^{F4}, a civil recovery investigation][^{F5}, an exploitation proceeds investigation] or a money laundering investigation, ^{F6} ...

^{F6}(b)

(3) The application must also state that—

(a) the order is sought for the purposes of the investigation;

(b) the order is sought against the financial institution or financial institutions specified in the application.

(4) An application for a customer information order may specify—

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- (a) all financial institutions,
 - (b) a particular description, or particular descriptions, of financial institutions, or
 - (c) a particular financial institution or particular financial institutions.
- (5) A customer information order is an order that a financial institution covered by the application for the order must, on being required to do so by notice in writing given by an appropriate officer, provide any such customer information as it has relating to the person specified in the application.
- (6) A financial institution which is required to provide information under a customer information order must provide the information to an appropriate officer in such manner, and at or by such time, as an appropriate officer requires.
- (7) If a financial institution on which a requirement is imposed by a notice given under a customer information order requires the production of evidence of authority to give the notice, it is not bound to comply with the requirement unless evidence of the authority has been produced to it.

Textual Amendments

- F1** S. 363(1A) inserted (6.4.2008) by [Serious Crime Act 2007 \(c. 27\)](#), s. 94(1), **Sch. 10 para. 11**; S.I. 2008/755, art. 17(1)(d)(ii)
- F2** Words in s. 363(1A) inserted (27.4.2017 for specified purposes, 31.1.2018 for E.W.S. for specified purposes, 16.4.2018 for E.W.S. in so far as not already in force, 28.6.2021 for N.I. in so far as not already in force) by [Criminal Finances Act 2017 \(c. 22\)](#), s. 58(5)(6), **Sch. 5 para. 52**; S.I. 2018/78, reg. 5(3)(a)(i)(ii); S.I. 2021/724, reg. 4(i)
- F3** Words in s. 363(1A) substituted (26.10.2023 for specified purposes) by [Economic Crime and Corporate Transparency Act 2023 \(c. 56\)](#), s. 219(1)(2)(b), **Sch. 9 para. 8(13)**
- F4** Words in s. 363(2) inserted (1.6.2015 for E.W. for specified purposes, 1.2.2017 in so far as not already in force) by [Crime and Courts Act 2013 \(c. 22\)](#), s. 61(2), **Sch. 19 para. 10(a)**; S.I. 2015/964, art. 2(d) (with art. 3); S.I. 2017/4, art. 2 (with art. 3)
- F5** Words in s. 363(2)(a) inserted (6.4.2010) by [Coroners and Justice Act 2009 \(c. 25\)](#), s. 182(5), **Sch. 19 para. 16** (with s. 180); S.I. 2010/816, art. 2, Sch. para. 18
- F6** S. 363(2)(b) and word omitted (1.6.2015 for E.W. for specified purposes, 1.2.2017 in so far as not already in force) by virtue of [Crime and Courts Act 2013 \(c. 22\)](#), s. 61(2), **Sch. 19 para. 10(b)**; S.I. 2015/964, art. 2(d) (with art. 3); S.I. 2017/4, art. 2 (with art. 3)

Commencement Information

- I1** S. 363 in force at 24.2.2003 by S.I. 2003/120, art. 2, **Sch.** (with arts. 3, 4) (as amended (20.2.2003) by S.I. 2003/333, art. 14)

364 Meaning of customer information

- (1) “Customer information”, in relation to a person and a financial institution, is information whether the person holds, or has held, [^{F7} an account or accounts] at the financial institution (whether solely or jointly with another) and (if so) information as to—
- (a) the matters specified in subsection (2) if the person is an individual;
 - (b) the matters specified in subsection (3) if the person is a company or limited liability partnership or a similar body incorporated or otherwise established outside the United Kingdom.

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- (2) The matters referred to in subsection (1)(a) are—
- (a) the account number or numbers^[F8] or the number of any safe deposit box];
 - (b) the person's full name;
 - (c) his date of birth;
 - (d) his most recent address and any previous addresses;
 - (e) ^[F9]in the case of an account or accounts,]the date or dates on which he began to hold the account or accounts and, if he has ceased to hold the account or any of the accounts, the date or dates on which he did so;
 - ^[F10](ee) in the case of any safe deposit box, the date on which the box was made available to him and if the box has ceased to be available to him the date on which it so ceased;]
 - (f) such evidence of his identity as was obtained by the financial institution under or for the purposes of any legislation relating to money laundering;
 - (g) the full name, date of birth and most recent address, and any previous addresses, of any person who holds, or has held, an account at the financial institution jointly with him;
 - (h) the account number or numbers of any other account or accounts held at the financial institution to which he is a signatory and details of the person holding the other account or accounts.
- (3) The matters referred to in subsection (1)(b) are—
- (a) the account number or numbers^[F11] or the number of any safe deposit box];
 - (b) the person's full name;
 - (c) a description of any business which the person carries on;
 - (d) the country or territory in which it is incorporated or otherwise established and any number allocated to it under ^[F12]the Companies Act 2006] or corresponding legislation of any country or territory outside the United Kingdom;
 - (e) any number assigned to it for the purposes of value added tax in the United Kingdom;
 - (f) its registered office, and any previous registered offices, under ^[F13]the Companies Act 2006 (or corresponding earlier legislation)] or anything similar under corresponding legislation of any country or territory outside the United Kingdom;
 - (g) its registered office, and any previous registered offices, under the Limited Liability Partnerships Act 2000 (c. 12) or anything similar under corresponding legislation of any country or territory outside Great Britain;
 - (h) ^[F14]in the case of an account or accounts,]the date or dates on which it began to hold the account or accounts and, if it has ceased to hold the account or any of the accounts, the date or dates on which it did so;
 - ^[F15](hh) in the case of any safe deposit box, the date on which the box was made available to it and if the box has ceased to be available to it the date on which it so ceased;]
 - (i) such evidence of its identity as was obtained by the financial institution under or for the purposes of any legislation relating to money laundering;
 - (j) the full name, date of birth and most recent address and any previous addresses of any person who is a signatory to the account or any of the accounts.

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- (4) The Secretary of State may by order provide for information of a description specified in the order—
- (a) to be customer information, or
 - (b) no longer to be customer information.
- (5) Money laundering is an act which—
- (a) constitutes an offence under section 327, 328 or 329 of this Act or section 18 of the Terrorism Act 2000 (c. 11), or
 - ^{F16}(aa) constitutes an offence specified in section 415(1A) of this Act,]
 - (b) would constitute an offence specified in paragraph (a)^{F17}or (aa)] if done in the United Kingdom.
- ^{F18}(6) A “safe deposit box” includes any procedure under which a financial institution provides a facility to hold items for safe keeping on behalf of another person.]

Textual Amendments

- F7** Words in s. 364(1) inserted (N.I.) (20.8.2005) by [The Criminal Justice \(Northern Ireland\) Order 2005 \(S.I. 2005/1965\)](#), arts. 1(4), **14(2)**
- F8** Words in s. 364(2)(a) added (N.I.) (20.8.2005) by [The Criminal Justice \(Northern Ireland\) Order 2005 \(S.I. 2005/1965\)](#), arts. 1(4), **14(3)(a)**
- F9** Words in s. 364(2)(e) inserted (N.I.) (20.8.2005) by [The Criminal Justice \(Northern Ireland\) Order 2005 \(S.I. 2005/1965\)](#), arts. 1(4), **14(3)(b)**
- F10** S. 364(2)(ee) inserted (N.I.) (20.8.2005) by [The Criminal Justice \(Northern Ireland\) Order 2005 \(S.I. 2005/1965\)](#), arts. 1(4), **14(3)(b)**
- F11** Words in s. 364(3)(a) added (N.I.) (20.8.2005) by [The Criminal Justice \(Northern Ireland\) Order 2005 \(S.I. 2005/1965\)](#), arts. 1(4), **14(4)(a)**
- F12** Words in s. 364(3)(d) substituted (1.10.2009) by virtue of [The Companies Act 2006 \(Consequential Amendments, Transitional Provisions and Savings\) Order 2009 \(S.I. 2009/1941\)](#), art. 1(2), **Sch. 1 para. 196(2)(a)** (with art. 10)
- F13** Words in s. 364(3)(f) substituted (1.10.2009) by virtue of [The Companies Act 2006 \(Consequential Amendments, Transitional Provisions and Savings\) Order 2009 \(S.I. 2009/1941\)](#), art. 1(2), **Sch. 1 para. 196(2)(b)** (with art. 10)
- F14** Words in s. 364(3)(h) inserted (N.I.) (20.8.2005) by [The Criminal Justice \(Northern Ireland\) Order 2005 \(S.I. 2005/1965\)](#), arts. 1(4), **14(4)(b)**
- F15** S. 364(3)(hh) inserted (N.I.) (20.8.2005) by [The Criminal Justice \(Northern Ireland\) Order 2005 \(S.I. 2005/1965\)](#), arts. 1(4), **14(4)(b)**
- F16** S. 364(5)(aa) inserted (1.7.2005) by [Serious Organised Crime and Police Act 2005 \(c. 15\)](#), **ss. 107(2)(a)**, 178(7)(a); S.I. 2005/1521, art. 2(1)(e)
- F17** Words in s. 364(5)(b) inserted (1.7.2005) by [Serious Organised Crime and Police Act 2005 \(c. 15\)](#), **ss. 107(2)(b)**, 178(7)(a); S.I. 2005/1521, art. 2(1)(e)
- F18** S. 364(6) added (20.8.2005) by [The Criminal Justice \(Northern Ireland\) Order 2005 \(S.I. 2005/1965\)](#), arts. 1(4), **14(5)**

Modifications etc. (not altering text)

- C1** S. 364 modified (1.11.2006) by [Crime \(International Co-operation\) Act 2003 \(c. 32\)](#), **ss. 32(6)**, 94(1); S.I. 2006/2811, art. 2
- C2** S. 364 modified (31.7.2017) by [The Criminal Justice \(European Investigation Order\) Regulations 2017 \(S.I. 2017/730\)](#), regs. 1(1), **44(8)** (with reg. 3)
- C3** S. 364 modified (31.12.2020) by 2003 c. 32, s. 32(6) (as substituted by [European Union \(Future Relationship\) Act 2020 \(c. 29\)](#), s. 40(7), **Sch. 3 para. 3(2)** (with Sch. 3 para. 3(4)); S.I. 2020/1662, reg. 2(dd))

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Commencement Information

- I2** S. 364 in force at 24.2.2003 by [S.I. 2003/120](#), [art. 2](#), [Sch.](#) (with [arts. 3, 4](#)) (as amended (20.2.2003) by [S.I. 2003/333](#), [art. 14](#))

365 Requirements for making of customer information order

- (1) These are the requirements for the making of a customer information order.
- (2) In the case of a confiscation investigation, there must be reasonable grounds for suspecting that the person specified in the application for the order has benefited from his criminal conduct.
- [^{F19}(3A) In the case of a civil recovery investigation, there must be reasonable grounds for suspecting that the person specified in the application—
 - (a) holds recoverable property or associated property, or
 - (b) has, at any time, held property that was recoverable property or associated property at the time.]
 - (4) In the case of a money laundering investigation, there must be reasonable grounds for suspecting that the person specified in the application for the order has committed a money laundering offence.
 - (5) In the case of any investigation, there must be reasonable grounds for believing that customer information which may be provided in compliance with the order is likely to be of substantial value (whether or not by itself) to the investigation for the purposes of which the order is sought.
 - (6) In the case of any investigation, there must be reasonable grounds for believing that it is in the public interest for the customer information to be provided, having regard to the benefit likely to accrue to the investigation if the information is obtained.

Textual Amendments

- F19** S. 365(3A) substituted for s. 365(3) (1.6.2015 for E.W., 1.2.2017 in so far as not already in force) by [Crime and Courts Act 2013 \(c. 22\)](#), [s. 61\(2\)](#), [Sch. 19 para. 11](#); [S.I. 2015/964](#), [art. 2\(d\)](#) (with [art. 3](#)); [S.I. 2017/4](#), [art. 2](#) (with [art. 3](#))

Modifications etc. (not altering text)

- C4** S. 365 applied (with modifications) (1.4.2003) by [The Proceeds of Crime Act 2002 \(Investigations in different parts of the United Kingdom\) Order 2003 \(S.I. 2003/425\)](#), [arts. 1, 28\(5\)](#)

Commencement Information

- I3** S. 365 in force at 24.2.2003 by [S.I. 2003/120](#), [art. 2](#), [Sch.](#) (with [arts. 3, 4](#)) (as amended (20.2.2003) by [S.I. 2003/333](#), [art. 14](#))

366 Offences

- (1) A financial institution commits an offence if without reasonable excuse it fails to comply with a requirement imposed on it under a customer information order.
- (2) A financial institution guilty of an offence under subsection (1) is liable on summary conviction to a fine not exceeding level 5 on the standard scale.

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- (3) A financial institution commits an offence if, in purported compliance with a customer information order, it—
- (a) makes a statement which it knows to be false or misleading in a material particular, or
 - (b) recklessly makes a statement which is false or misleading in a material particular.
- (4) A financial institution guilty of an offence under subsection (3) is liable—
- (a) on summary conviction, to a fine not exceeding the statutory maximum, or
 - (b) on conviction on indictment, to a fine.

Modifications etc. (not altering text)

- C5** S. 366 applied (1.4.2003) by [The Proceeds of Crime Act 2002 \(Investigations in different parts of the United Kingdom\) Order 2003 \(S.I. 2003/425\)](#), arts. 1, **20(2)**
- C6** S. 366 applied (1.4.2003) by [The Proceeds of Crime Act 2002 \(Investigations in different parts of the United Kingdom\) Order 2003 \(S.I. 2003/425\)](#), arts. 1, **29(1), (2)**
- C7** S. 366 applied (1.4.2003) by [The Proceeds of Crime Act 2002 \(Investigations in different parts of the United Kingdom\) Order 2003 \(S.I. 2003/425\)](#), arts. 1, **10(2)**, 20(2), 29(1)(2), 30(1)(2)
- C8** S. 366 applied (1.4.2003) by [The Proceeds of Crime Act 2002 \(Investigations in different parts of the United Kingdom\) Order 2003 \(S.I. 2003/425\)](#), arts. 1, **30(1), (2)**

Commencement Information

- I4** S. 366 in force at 24.2.2003 by [S.I. 2003/120](#), art. 2, **Sch.** (with arts. 3, 4) (as amended (20.2.2003) by [S.I. 2003/333](#), art. 14)

367 Statements

- (1) A statement made by a financial institution in response to a customer information order may not be used in evidence against it in criminal proceedings.
- (2) But subsection (1) does not apply—
- (a) in the case of proceedings under Part 2 or 4,
 - (b) on a prosecution for an offence under section 366(1) or (3), or
 - (c) on a prosecution for some other offence where, in giving evidence, the financial institution makes a statement inconsistent with the statement mentioned in subsection (1).
- (3) A statement may not be used by virtue of subsection (2)(c) against a financial institution unless—
- (a) evidence relating to it is adduced, or
 - (b) a question relating to it is asked,
- by or on behalf of the financial institution in the proceedings arising out of the prosecution.

Modifications etc. (not altering text)

- C9** S. 367 applied (with modifications) (1.4.2003) by [The Proceeds of Crime Act 2002 \(Investigations in different parts of the United Kingdom\) Order 2003 \(S.I. 2003/425\)](#), arts. 1, **30(1), (3)**

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- C10** S. 367 applied (with modifications) (1.4.2003) by [The Proceeds of Crime Act 2002 \(Investigations in different parts of the United Kingdom\) Order 2003 \(S.I. 2003/425\)](#), arts. 1, **29(1)(3)**, 30(1)(3)
- C11** S. 367 applied (1.4.2003) by [The Proceeds of Crime Act 2002 \(Investigations in different parts of the United Kingdom\) Order 2003 \(S.I. 2003/425\)](#), arts. 1, **19(3)**
- C12** S. 367 applied (1.4.2003) by [The Proceeds of Crime Act 2002 \(Investigations in different parts of the United Kingdom\) Order 2003 \(S.I. 2003/425\)](#), arts. 1, **9(3)**, 19(3)

Commencement Information

- I5** S. 367 in force at 24.2.2003 by [S.I. 2003/120](#), art. 2, **Sch.** (with arts. 3, 4) (as amended (20.2.2003) by [S.I. 2003/333](#), art. 14)

368 Disclosure of information

A customer information order has effect in spite of any restriction on the disclosure of information (however imposed).

Modifications etc. (not altering text)

- C13** S. 368 applied (1.4.2003) by [The Proceeds of Crime Act 2002 \(Investigations in different parts of the United Kingdom\) Order 2003 \(S.I. 2003/425\)](#), arts. 1, **19(4)**
- C14** S. 368 applied (1.4.2003) by [The Proceeds of Crime Act 2002 \(Investigations in different parts of the United Kingdom\) Order 2003 \(S.I. 2003/425\)](#), arts. 1, **9(4)**, 10(4), 19(4), 20(4)
- C15** S. 368 applied (1.4.2003) by [The Proceeds of Crime Act 2002 \(Investigations in different parts of the United Kingdom\) Order 2003 \(S.I. 2003/425\)](#), arts. 1, **20(4)**
- C16** S. 368 applied (1.4.2003) by [The Proceeds of Crime Act 2002 \(Investigations in different parts of the United Kingdom\) Order 2003 \(S.I. 2003/425\)](#), arts. 1, **10(4)**

Commencement Information

- I6** S. 368 in force at 24.2.2003 by [S.I. 2003/120](#), art. 2, **Sch.** (with arts. 3, 4) (as amended (20.2.2003) by [S.I. 2003/333](#), art. 14)

369 Supplementary

- (1) An application for a customer information order may be made ex parte to a judge in chambers.
- (2) Rules of court may make provision as to the practice and procedure to be followed in connection with proceedings relating to customer information orders.
- (3) An application to discharge or vary a customer information order may be made to the court by—
 - (a) the person who applied for the order;
 - (b) any person affected by the order.
- (4) The court—
 - (a) may discharge the order;
 - (b) may vary the order.
- ^[F20](5) An application to discharge or vary a customer information order need not be made by the same appropriate officer that applied for the order (but must be made by an appropriate officer of the same description).

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- (5A) If the application for the order was, by virtue of an order under section 453, made by an accredited financial investigator of a particular description, the reference in subsection (5) to an appropriate officer of the same description is to another accredited financial investigator of that description.]
- (6) References to a person who applied for a customer information order must be construed accordingly.
- (7) An accredited financial investigator, [^{F21}a [^{F22}National Crime Agency officer], [^{F23}a Financial Conduct Authority officer,]] a constable [^{F24}, an SFO officer] or [^{F25}an officer of Revenue and Customs][^{F26}or an immigration officer] may not make an application for a customer information order or an application to vary such an order unless he is a senior appropriate officer or he is authorised to do so by a senior appropriate officer.
- (8) Subsections (2) to (6) do not apply to orders made in England and Wales for the purposes of a civil recovery investigation.

Textual Amendments

- F20** S. 369(5)(5A) substituted for s. 369(5) (27.4.2017 for specified purposes, 31.1.2018 for E.W.S. in so far as not already in force, 28.6.2021 for N.I. in so far as not already in force) by [Criminal Finances Act 2017 \(c. 22\)](#), s. 58(5)(6), [Sch. 5 para. 53\(2\)](#); S.I. 2018/78, reg. 5(1)(e); S.I. 2021/724, reg. 4(i)
- F21** Words in s. 369(7) inserted (1.4.2008) by [Serious Crime Act 2007 \(c. 27\)](#), s. 94(1), [Sch. 8 para. 111\(3\)](#); S.I. 2008/755, art. 2(1)(a) (with arts. 3-14)
- F22** Words in s. 369 substituted (7.10.2013) by [Crime and Courts Act 2013 \(c. 22\)](#), s. 61(2), [Sch. 8 para. 141](#); S.I. 2013/1682, art. 3(v)
- F23** Words in s. 369(7) inserted (27.4.2017 for specified purposes, 31.1.2018 for E.W.S. in so far as not already in force, 28.6.2021 for N.I. in so far as not already in force) by [Criminal Finances Act 2017 \(c. 22\)](#), s. 58(5)(6), [Sch. 5 para. 53\(3\)\(a\)](#); S.I. 2018/78, reg. 5(1)(e); S.I. 2021/724, reg. 4(i)
- F24** Words in s. 369(7) inserted (27.4.2017 for specified purposes, 31.1.2018 for E.W.S. in so far as not already in force, 28.6.2021 for N.I. in so far as not already in force) by [Criminal Finances Act 2017 \(c. 22\)](#), s. 58(5)(6), [Sch. 5 para. 53\(3\)\(b\)](#); S.I. 2018/78, reg. 5(1)(e); S.I. 2021/724, reg. 4(i)
- F25** Words in s. 369(7) substituted (17.7.2013) by [Finance Act 2013 \(c. 29\)](#), [Sch. 48 para. 14\(3\)](#)
- F26** Words in s. 369(7) inserted (25.6.2013) by [Crime and Courts Act 2013 \(c. 22\)](#), s. 61(2), [Sch. 21 para. 35\(3\)](#) (with [Sch. 21 para. 40](#)); S.I. 2013/1042, art. 4(k)

Commencement Information

- I7** S. 369 in force at 24.2.2003 by [S.I. 2003/120](#), art. 2, [Sch.](#) (with arts. 3, 4) (as amended (20.2.2003) by [S.I. 2003/333](#), art. 14)

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Changes and effects yet to be applied to the whole Act associated Parts and Chapters:

Whole provisions yet to be inserted into this Act (including any effects on those provisions):

- s. 13(5)(a)(iia) inserted by [2015 c. 30 Sch. 5 para. 15\(3\)\(d\)](#)
- s. 323(1)(hc) inserted by [2023 c. 20 Sch. para. 45\(2\)](#)
- s. 323(4)(ec) inserted by [2023 c. 20 Sch. para. 45\(3\)](#)
- s. 323(5)(ec) inserted by [2023 c. 20 Sch. para. 45\(4\)](#)