MFSA
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LH Portal Submission Guidelines

Guidelines for Authorised Persons to Upload and Review Reporting Data through the LH Portal

Contents

1. Introduction

The scope of this user guide is to help Authorised Persons submit their Returns with the Malta Financial Services Authority ("MFSA").

1.1 Accessing the Licence Holder Portal

The Licence Holder Portal ("LH Portal") is a web-based application which enables all the entities licensed by the MFSA to submit PQs, access their information as well as upload regulatory returns / documentation.

The LH Portal can be accessed through a web-browser via the following link: https://lhportal.mfsa.mt/[1]

1.2 Who should upload the Return on the LH Portal?

Access to the **Financial Institutions project** and FIAU's **REQ Project** within LH Portal is provided to designated individual/s for each Authorised Person/Subject Person.

Designated individuals with access issues are encouraged to contact the **FinTech Supervision** team through the Contact Us page.

The Authorised Person/Subject Person is to log in the LH Portal through the Log In button. It is imperative to note that the sharing of passwords/accounts is strictly forbidden.

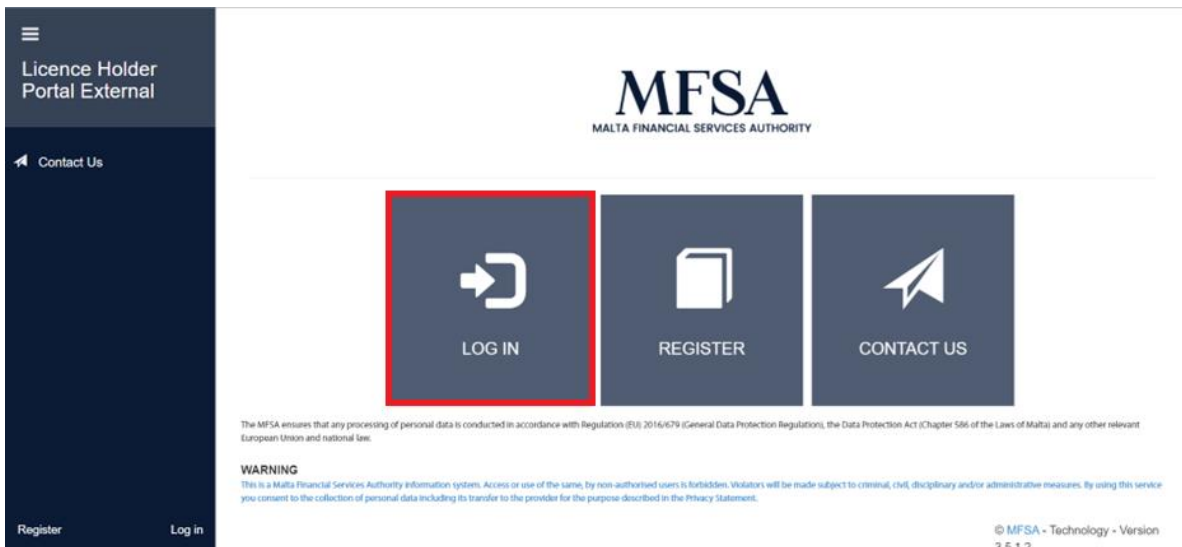[1] URL highlighted is for the live environment.

Figure 1: Log onto LH Portal

1.3 Downloading the Templates

To access both the REQ and FI Return templates, kindly navigate to the [Financial Institutions](#) workspace from the MFSA website and click on the Financial Institutions banner. To download the FI Return, click on the FI Return option on the left side of the screen and choose the latest version template**.**
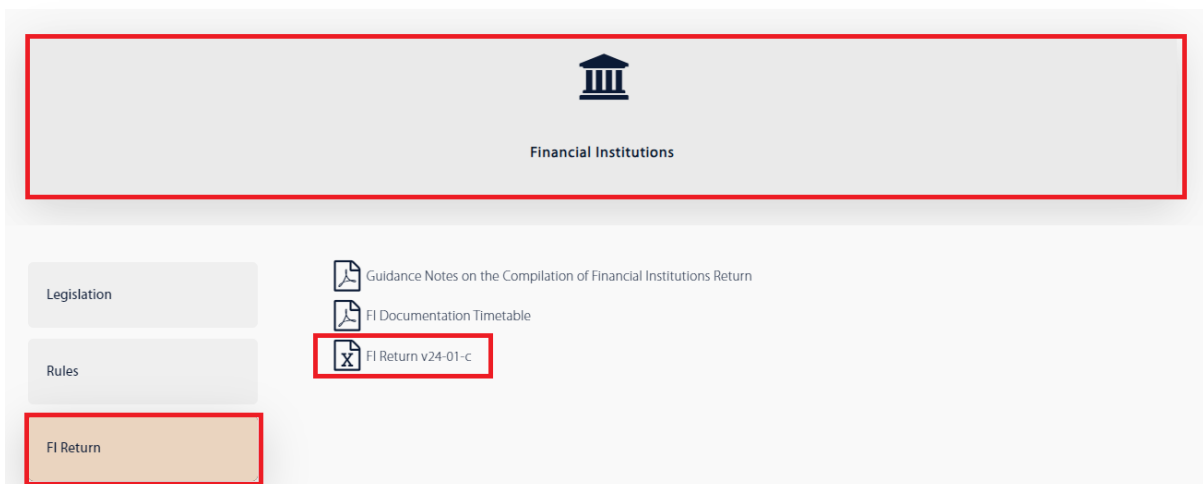

Figure 2: Download the FI Return

To download the REQ, click on the REQ Submission option on the left-hand side of the screen and choose the latest version of the template.
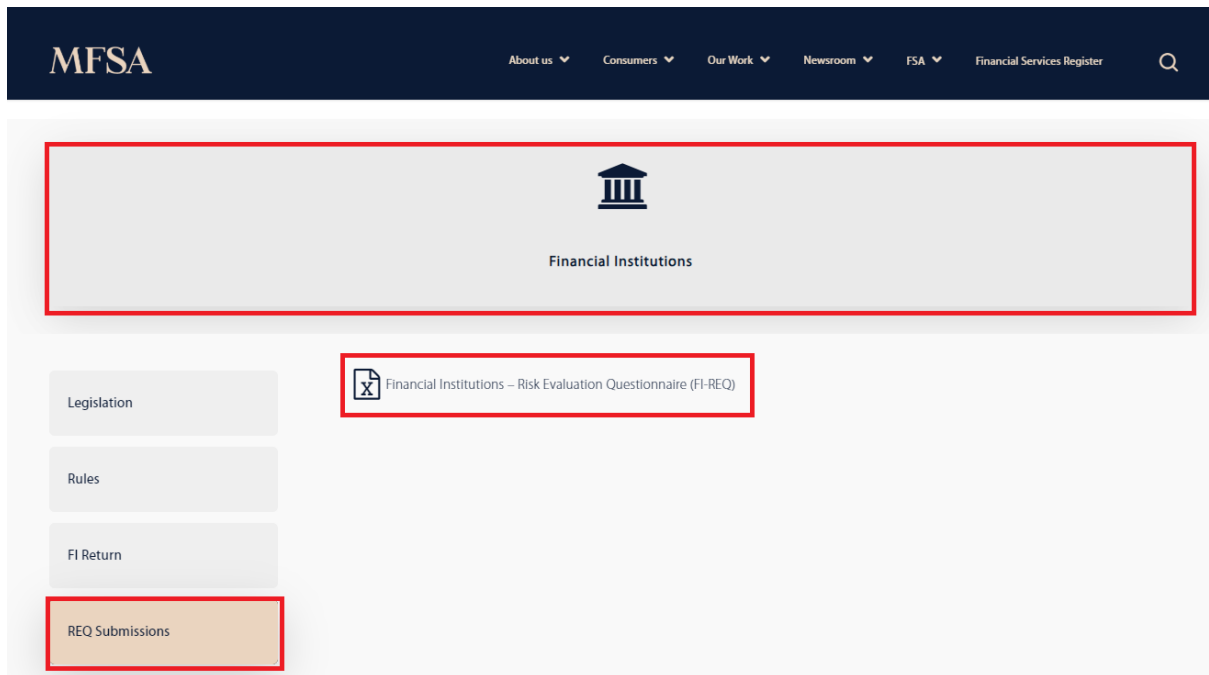
Figure 3: Download the REQ template

2. Uploading the Annual Financial Report onto the LH Portal

2.1 File Upload

Once successfully signed in, through the **File Uploads** screen, users are to select the name of the Authorised Person followed by selecting the applicable project, i.e., **REQ** or **Financial Institutions Return** as a project.

Use the feature below to upload files to the MFSA server. It is important that all file names are in the appropriate convention.

Authorised Person   [⌄]

Project   [Financial Institutions Return ⌄]

Files: [Choose File] No file chosen

[Upload File(s)]

Guidelines on File Naming Convention

<u>Zip file name format for Financial Institutions Return</u>

Zip File Format: LHCode_MMMYYYY.zip
Example: _JAN2025.zip

Zip Entries Format

Unaudited Annual FI Return: LHCode_YYYY_AFR.xlsx
Example: _2025_AFR.xlsx

Audited Annual FI Return: LHCode_YYYY_AAFR.xlsx
Example: _2025_AAFR.xlsx

Interim 1 FI Return: LHCode_MMMYYYY_IFRQ1.xlsx
Example: _JAN2025_IFRQ1.xlsx

Interim 2 FI Return: LHCode_MMMYYYY_IFRQ2.xlsx
Example: _JAN2025_IFRQ2.xlsx

Interim 3 FI Return: LHCode_MMMYYYY_IFRQ3.xlsx
Example: _JAN2025_IFRQ3.xlsx

Other Documents: LHCode_YYYY_OTH-*Name of Document*.

Figure 4: Submitting the Financial Institutions Return

Use the feature below to upload files to the MFSA server. It is important that all file names are in the appropriate convention.

Authorised Person   [⌄]

Project   [REQ ⌄]

Files: [Choose File] No file chosen

[Upload File(s)]

Guidelines on File Naming Convention

<u>Zip file name format for REQ Returns</u>

Zip File Format: LHCode_YYYY.zip
Example: _2025.zip

Zip Entry Format

REQ Return: LHCode_YYYY_REQ.xlsx
Example: _2025_REQ.xlsx

Any technical difficulties should be addressed to **Technical Support** via the **Contact Us** page.

For queries or difficulties regarding the contents of the submission files, kindly choose **REQ Submissions** via the **Contact Us page**.

Please note that you are only allowed to upload 1 ZIPPED file at a time, not exceeding 30MB.

Figure 5: Submitting the REQ

2.2 File Naming Convention

The naming conventions can be found within the guidelines of the LH Portal when choosing the project. The naming convention is tied to the respective project. Moreover, the naming conventions can be found in the guidelines here.

Naming conventions not following the above format will be rejected by the system.

2.3 File Validation

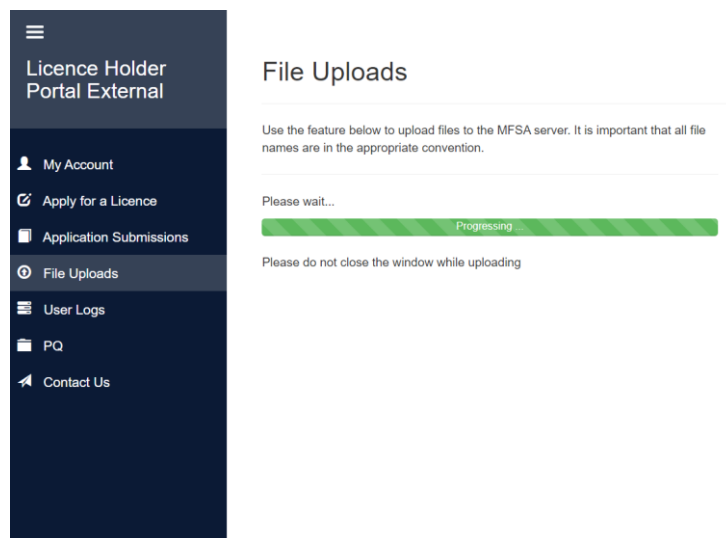The **Upload File(s)** button will trigger the validation process for the selected submission.

Figure 6: File Upload Process

The file will be submitted in a queuing system and the user is informed accordingly if the file was successful or not via an automatic email. The function will receive the files upon a successful submission and validation.

Figure 7: Sample Email for files uploaded successfully.

Figure 8: Sample Email for Notification of files uploaded successfully.

Figure 9: Sample Email for a file that failed validation

2.4 Resubmissions

In case that an Authorised Person is required to re-submit, the same verification process needs to re-occur.

Authorised Persons are to use the same filename of the original submission as explained in the File Naming Convention guidelines. Any previously submitted names with the same file name will overwrite the original submission.

2.5 User Logs

The system will keep a log of all files that pass the initial validations. Such logs can be accessed from the **User Logs** menu which can be located on the left-hand side of the LH Portal.
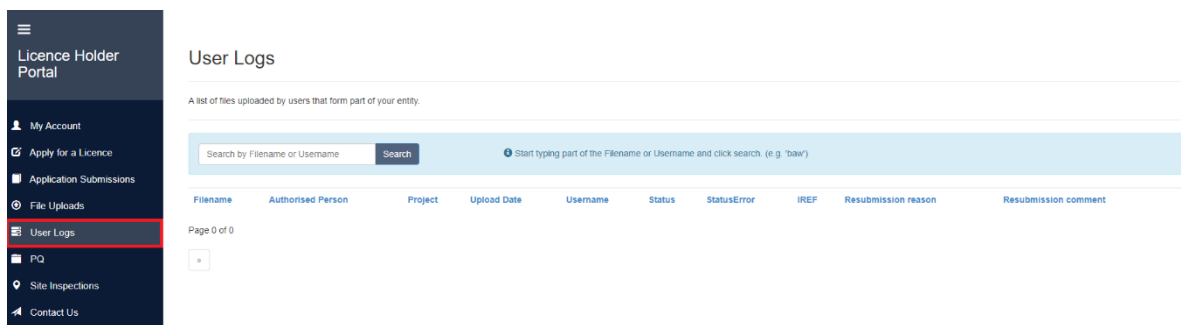
Figure 10: User Logs

3. Contact Us

For queries or difficulties regarding the contents of the **FI Return** submission, kindly choose the **Financial Institutions** option from the **Enquiry Type** drop-down list within the Contact Us page.

Figure 11: Enquiry for the Financial Institutions return

For issues regarding the contents of the REQ, kindly choose **REQ Submission** from the Enquiry Type drop-down list. Any technical difficulties should be addressed to **Technical Support** through the Enquiry Type drop-down list in the Contact Us page.

Figure 12: Enquiry for FIAU's REQ submission