



## EU SANCTIONS HELPDESK

SUPPORTING EU SMEs  
WITH SANCTIONS COMPLIANCE

# Understanding the Sanctions Compliance Support Service

## EU SANCTIONS HELPDESK

**Confused about EU sanctions?  
Discovered a new market?  
Want to understand business opportunities and risks?**

The EU Sanctions Helpdesk supports EU SMEs and organisations.

Our website and personalised Support Service give you all the answers you need for sanctions peace of mind.

**Why should your SME take advantage of our service?**

We can:

- > Give you customised, one-to-one support
- > Reduce your transaction costs
- > Cover the more than 40 countries affected by EU sanctions

## Get sanctions compliance support!

**Follow this 4-step process for  
due diligence peace of mind:**

Check our website for sanctions information, resources, and additional tips.



Click 'Get Support' if you have a specific need.



The Helpdesk will prompt you for information as you complete your request.



The Helpdesk team will review your request and inform you about next steps.





### What information should you provide to the Helpdesk?

3

Think of the '4 Ws':

- > **Who** will you supply to?  
Customers, intermediaries, end-users...
- > **What** will you supply?  
Services, technology, dual-use products, military equipment, humanitarian goods...
- > **Where** will you supply it to?  
Country of final destination, transit countries, sensitive regions...
- > **What** will the product or service be used for?  
Commercial, civil, military...

#### For example:

I've found a great opportunity, but I need help!  
My situation is:

- **Who:** A medical supply company in Turkey that deals with partners in Iran
- **What:** Medical products and services
- **Where:** Iran, with transit through Turkey
- **What** will it be used for: Supplying civil hospitals and clinics

#### Remember

It's not just sales! Sanctions could apply to all sorts of business exchanges, including purchasing from affected countries.



4

### We'll get back to you soon!

- > An initial response to your question can be expected within 2 working days.
- > For certain questions we should be able to give a quick response, while other issues may require further investigation.
- > If the Helpdesk team needs more information or has any questions, we will contact you before completing the final report.

**Get started now!**



Funded by the  
European Union

## EU SANCTIONS HELPDESK

SUPPORTING EU SMEs  
WITH SANCTIONS COMPLIANCE