

RLS Licensing Application Information for Collection Agency

A user guide for Collection Agencies
when using FCAA's Registration and
Licensing System.

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SPECIAL NOTE

Collection Agency licensing applications, annual licensing renewals/filings, and licence information updates must be submitted to the Registrar, *The Collection Agents Act*, via the on-line Financial and Consumer Affairs Authority (FCAA) Registration and Licensing System (RLS).

Continue to next pages to read the On-line Application Instructions. Additional information is also available via these links:

- Go to our website (www.fcaa.gov.sk.ca) and navigate to [Collection Agencies](#) webpage to find the link to the General RLS User Guide or
- Go directly to the [RLS portal \(https://fcaa.saskatchewan.ca\)](https://fcaa.saskatchewan.ca).

Before You Begin

Welcome to FCAA's Registration and Licensing System (RLS). This system has been designed to facilitate the process of applying for and managing collection agency and collector licenses.

During the submission process you will be required to answer questions about your business activities, and to supply verification of your suitability for licensing. More information about collection agency requirements can be reviewed online at [Collection Agencies](#). If you have any questions about the requirements, we encourage you to contact us at [306-787-5550](tel:306-787-5550) or toll-free at [1-877-880-5550](tel:1-877-880-5550).

To initiate the licensing application process or maintain a license as a collection agency you will need:

- a. To file an application and obtain a license using this RLS procedure
- b. To obtain and maintain a registered business name,
- c. To hold a valid email address
- d. To provide relevant information when requested (including copies of collection agency contracts with clients and letters used by collectors when dealing with debtors)
- e. To provide updates of any change to information provided
- f. To invite and pay the licensing fee for individual collectors
- g. To pay an initial application fee and thereafter a five-year licensing fee
- h. To obtain and submit a bond

Name registration

All corporations and operating (business) names must be registered with the Corporate Registry of the Information Services Corporation (ISC). Phone [306-787-2962](tel:306-787-2962) for information on this procedure.

Bonding requirements

Unless otherwise required, the usual bond amount is \$25,000. Bonding amounts are subject to the Registrar's discretion and depends upon the assessed risk to the public.

Apply to your insurance agent or to any bonding company licensed under *The Saskatchewan Insurance Act* for a bond under [The Collection Agents Act](#). See [penal bond wording](#).

Licence fee are as follows:

- 5-year Collection Agency Licence: \$1,500 - (includes one person named as authorized official/collector)
- 5-year Collector Licence: \$300 - (other than the designated official)

Licenses are valid for five years from date of issue unless otherwise suspended or cancelled.

Additional Filing requirements:

See <http://www.fcaa.gov.sk.ca> for more information.

Contact information

Registrar, [The Collection Agents Act](#)

Financial and Consumer Affairs Authority

Consumer Protection Division

500 - 1919 Saskatchewan Drive

REGINA SK S4P 4H2

Telephone: [306-787-5550](tel:306-787-5550) [1-877-880-5550](tel:1-877-880-5550) (toll-free) Fax: [306-787-9779](tel:306-787-9779)

Email: qprinter@gov.sk.ca

Web address: <http://www.fcaa.gov.sk.ca>

General Remarks

Every applicant for a licence should become familiar with the Act and Regulations. A complete copy of [The Collection Agents Act and Regulation](#) is available free of charge online at pq.gov.sk.ca or by purchasing a print copy from Publications Saskatchewan at Telephone: [1-800-226-7302](tel:1-800-226-7302) (Sask. residents only) [306-787-6894](tel:306-787-6894) Fax: [306-798-0835](tel:306-798-0835) Email: qprinter@gov.sk.ca

Web address: <http://www.fcaa.gov.sk.ca>

After You Submit

Once you have completed your submission, it will be reviewed by FCAA. You may be contacted to provide additional information in order to complete the review process. Your timely response to these requests will ensure the review of your submission is not delayed. You will be advised of the progress of your submission electronically by email.

Unless otherwise directed, any correspondence you receive from FCAA will direct or require you to return to the online Registration and Licensing System (RLS) portal to ensure the security of your information.

Security Controls

For security purposes, remember that we will never ask you for your user name or password.

Terms of Use

The Financial and Consumer Affairs Authority of Saskatchewan ("FCAA") is a regulatory body comprised of different divisions ("Regulatory Divisions") that administer a number of regulatory programs pursuant to various legislation and regulations ("Regulatory Laws"). By accessing this system, including providing or submitting any information ("Information"), I acknowledge, recognize and understand that any and all information I provide to FCAA and/or any of its Regulatory Divisions may be used, disclosed or shared by FCAA or any of its Regulatory Divisions as authorized by Regulatory Laws or other applicable laws, including the sharing of the information amongst the different Regulatory Divisions.

Collection Agency Application

The narrative below describes the details required on the pages or steps of the online RLS application.

Login Page

Log in using your username and password if you have already registered, otherwise please register.

Once logged-in

1. select “Apply for a Licence/Registration/Endorsement/or Film Classification”, then
2. select the Consumer Protection “button”, then
3. click on the drop down window labelled “Please select to reveal list...”, then
4. within the dropdown window, select Collection Agency.

Before You Begin page

The “Before You Begin” page outlines basic information about collection agency licensing, legal definitions, name registration, contact information, security controls and terms of use.

After reading the information contained on this page, select the “I acknowledge” button.

Since you will not be able to return to this “Before You Begin” page once you select the “I acknowledge” button, it was reproduced at the start of this document for your reference.

Step 1 - Primary Contact

At this step, provide primary contact information for the person who should receive communication and information from the FCAA regarding this request.

If the primary contact is to be the same as the registered user (that is the person who registered the username and password) then, select “Yes” below.

If the primary contact for this request is someone other than the registered user, select “No” below and completed the required information fields/boxes. This is recommended if the primary contact is an employee or designate of the organization. Such an employee/designate of the organization should be authorized to act on behalf of the organization and the organization is bound and held responsible for the information and declaration made by such an individual.

The following information is required:

- Name of primary contact
- Title/Position with the organization
- Email Address of the primary contact
- Phone Number of the primary contact



Once you have completed this step, select  next icon to the right of your page.

Collection Agent Event

Step 1
Event

Step 2
Business Entity

Step 3
Location

Step 4
Chartered Bank, Credit Un...

Step 5
Designated Official

Step 6
Bonding Requirement

Step 7
Suitability for Licensing

Step 8
Document Uploads

Step 1
122798-00 - CLN - NEW

Status
Pending Submission

After completing the form click the button on the right to proceed. Your information will be saved.

Submission Information	
Submission Number	122798-00
Licence Event Type	New Application

Primary Contact Information

Please provide the contact information for the person who should receive communication and information from the FCAA regarding this request. If the primary contact is the same as the registered user, select “Yes” below. If the primary contact for this request is someone other than the registered user, select “No” below, and complete the required information boxes.

Are you the primary contact person for this application?*

Yes
No

Prefix First Name* Last Name* Middle Name

▼

john

j

Title / Position

Email Address* Please enter a valid email address.

Phone Number* () - - x

Step 2 - Business Entity

Select the type of business entity (i.e. Corporation, Partnership, Sole Proprietor).

If a corporation, provide the following:

- Corporation name (Entity name) as listed with the Information Services Corporation
- Information Services Corporation (ISC) Registration Number (called the entity number)
- An uploaded ISC Corporate Registry Profile Report
- The names of all corporate officers/director's responsible for the Saskatchewan operation

If a partnership, provide this information:

- Partnership name (Entity name)
- ISC Registration Number (Entity number)
- Upload the ISC Corporate Registry Profile Report
- Provide the names of each member of the partnership (if applicable, this includes the ISC number for partner of the partnership that are corporations). The information you provide about the members of your partnership should correspond to the information registered with ISC.

If a sole proprietor, provide this information

- Information Services Corporation (ISC) registered business name (Entity name) and Registration Number (Entity number)
- Upload the ISC Corporate Registry Profile Report
- Provide the legal (i.e. birth) name of the sole proprietor

Once the type of business entity has been selected:


Indicate whether you conduct business as a Collection Agency under any other business/operating name(s), select "Yes" and provide the required information or select "No".

Indicate the Agency's date of annual fiscal year end.

Provide mailing address Information where you would like to receive any print correspondence related to this application.

Indicate if the mailing address you have provided appropriate for the service of legal documents, select "Yes" and provide the address or select "No".



Once you have completed this step, select the  next icon to the right of your page.

Collection Agent Event
?

Step 1
Event

Step 2
Business Entity

Step 3
Location

Step 4
Chartered Bank, Credit Un...

Step 5
Designated Official

Step 6
Bonding Requirement

Step 7
Suitability for Licensing

Step 8
Document Uploads

Step 9
Declaration

Business Entity Information

Please select the type of business entity as registered with ISC*

Corporation
Partnership
Sole Proprietor

Corporation

Please provide the following information about your corporation:

Corporation name (Entity name)*

ISC Registration Number (Entity number)*

Please upload the ISC Corporate Profile Report*

Upload File

Please provide the names of all corporate officers responsible for Saskatchewan:

Name of Officer or Director*

Add another Officer or Director Record +

Does your corporation have additional officers, other than those listed above?*

Yes
No

Do you conduct business as the Collection Agency under any other business/operating name(s)?*

Yes
No

Agency's date of annual fiscal year end:*

🌐

Mailing Address Information

Please provide the mailing address where you would like to receive any print correspondence related to this application:

Mailing Address Lookup

Having trouble finding your address? [Enable Manual Entry](#)

Street/P.O. Box*

City*

Canadian Postal Code

Province* SASKATCHEWAN

Is the mailing address you have provided appropriate for the service of legal documents?*

Yes
No

Please provide an address for legal service:

Name of Company

Street/P.O. Box*

City* Province* SASKATCHEWAN Postal Code*

Save

Next

Prev

Actions

Prev

Actions

Step 3 – Collection Agency Location

- Provide the physical address of your Collection Agency (select the green button to add another sales company location)



Once you have completed this step, select the “next” icon to the right of your page.

The screenshot displays the 'Collection Agent Event' web application interface. On the left is a vertical navigation menu with steps 1 through 9. Step 1 'Event' and Step 2 'Business Entity' are highlighted in green with checkmarks. Step 3 'Location' is the current step. Steps 4 through 9 are listed in grey with pencil icons. The main content area is titled 'Step 3 Collection Agents Location' and features the FCAA logo. Below the logo, a message states: 'After completing the form click the [Next button icon] button on the right to proceed. Your information will be saved.' The user's name '122798-00 - John Doe' is shown. There are two 'Collection Agency Location' sections. The first section shows a 'Previously provided address' with the text: '500-1919 SASKATCHEWAN DR REGINA SASKATCHEWAN S4P 4H2'. The second section is empty and contains the instruction: 'Please provide the physical location of your Collection Agents:'. Below this, there are two tabs: 'Civic' (selected) and 'Legal Land Description'. The 'Civic' tab contains a search form with fields for 'Contact Name:', 'Address Lookup', 'Street/P.O. Box*', 'City*', 'Postal Code*', and 'Province/State*'. A search input field contains the placeholder text 'Please enter address to search..' and a link 'Having trouble finding your address? Enable Manual Entry'. At the bottom of the form is a green button labeled 'Add another Collection Agents Location' with a plus sign icon. On the right side of the page, there is a vertical toolbar with icons for 'Save', 'Next', 'Prev', and 'Actions'.

Step 4 – Chartered Bank, Credit Union or Trust Company

Provide the name of the chartered bank, credit union or trust company where the trust account is maintained. Provide the address.

The screenshot displays the FCAA web application interface for Step 4: Chartered Bank, Credit Union or Trust Company. The interface is divided into several sections:

- Header:** "Collection Agent Event" with a home icon and a help icon.
- Left Sidebar:** A vertical list of steps: Step 1 Event (checked), Step 2 Business Entity (checked), Step 3 Location (checked), Step 4 Chartered Bank, Credit Union or Trust Company (current step), Step 5 Designated Official, and Step 6 Bonding Requirement.
- Main Content Area:**
 - Step 4 title: "Chartered Bank, Credit Union or Trust Company" with the FCAA logo.
 - Instruction: "After completing the form click the

Step 5 – Designated Official

Provide the name of the individual who is the designated official to act as a collector and may conduct collection activities on behalf of the Collection Agency. The person named will not require a separate collector’s licence as long as activities are conducted under this collection agency.



Once you have completed this step, select the “next” icon to the right of your page.

Collection Agent Event

Step 5
Designated Official

FCAA

After completing the form click the button on the right to proceed. Your information will be saved.

122798-00 - John Doe

Designated Official

Provide the name of the individual who is the designated official to act as a collector and may conduct collection activities on behalf of the Collection Agency. The person named will not require a separate collector’s licence as long as activities are conducted under this Collection Agency.

Save
Next
Prev
Actions

Prefix First Name Middle Name Last Name

Please provide your full residential address:

Please enter address to search..
[Having trouble finding your address? Enable Manual Entry](#)

Street/P.O. Box City

Postal Code Province

Phone Fax Email

Next
Prev
Actions

Step 6 – Bonding Requirement

Before being considered for licensing, collection agency applicants must provide proof of financial security (hereinafter referred to as a bond) in accordance with *The Collection Agents Act* in an amount determined by the Registrar that is not less than \$25,000 per licence. Bonding amounts are subject to the Registrar's discretion and depends upon the assessed risk to the public.

in an amount determined by the Registrar that is not less than \$ 25,000 per licence.

1. Bond through an insurance company:

- The bond must use the identical wording of the [sample bond](#).
- The bond must be in the name of the legal entity as well as the trading name, if any.
- The amount of the bond is to be \$25,000 unless the Registrar informs you of a higher requirement.
- The entire bond must appear on one page.
- The original bond is to be signed and sealed by the insurance company and signed by:
 - a. a Director (if a corporation)
 - b. the managing partner (if a partnership), or
 - c. an individual (if a sole-proprietorship).
- A copy of the bond is to be uploaded to the RLS system when requested.
- The original bond must be then filed with The Registrar at:

Financial and Consumer Affairs Authority
Consumer Protection Division
500-1919 Saskatchewan Drive
REGINA SK S4P 4H2

Please ensure the envelope is clearly marked with the submission number provided on screen in the event.

If you select 'Insurance Bond,' it will ask have you obtained a penal bond that meets the requirements specified above. Select 'Yes'.

To facilitate the review of your application you are required to submit an electronic copy of your bond. Please note that prior to the approval of your application, our office **must receive your original bond by mail.**

The bond must meet the following requirements:

- The bond must be signed and sealed by the insurance company
- The bond must use the identical wording of the sample bond.
- The bond must be signed by a director of the corporation.

Does the bond clearly reference the business name that will appear on your auction sales company licence? Select 'Yes'. You will need to provide the following information

- Name of bond issuer
- Bond number
- Bond amount
- Effective date of the bond
- Upload an electronic copy of your bond



Once you have completed this step, select the “next” icon to the right of your page.

Collection Agent Event
Home
Help

Step 1
Event

Step 2
Business Entity

Step 3
Location

Step 4
Chartered Bank, Credit Un...

Step 5
Designated Official

Step 6
Bonding Requirement

Step 7
Suitability for Licensing

Step 8
Document Uploads

Step 9
Declaration

Next

Step 6 Bonding Requirement

After completing the form click the button on the right to proceed. Your information will be saved.

122798-00 - John Doe

Bonding Requirement

Unless otherwise required, the usual bond amount is \$25,000.

PLEASE NOTE: Bonding amounts are subject to the Registrar's discretion and depends upon the assessed risk to the public.

Apply to your insurance agent or to any bonding company licensed under *The Saskatchewan Insurance Act* for a bond under *The Collection Agents Act*. Each applicant of a collection agents licence must provide financial security in accordance with *The Collection Agents Act* in an amount determined by the Registrar that is not less than \$25,000 per licence.

- The bond must use the identical wording of the **sample bond** in this guide.
- The entire bond must appear on one page.

Please Note: The original bond signed and sealed by bonding company along with the signature(s) of director(s) (if corporation); the managing partner (if partnership); or the owner (if sole-proprietorship) must be mailed to this address:

Financial and Consumer Affairs Authority
Consumer Protection Division
500-1919 Saskatchewan Drive
REGINA SK S4P 4H2

The submission number shows up here. Please mark your envelope with this number.

Please ensure the envelope is clearly marked **Re: # CLN - 122798-00**

Have you obtained a penal bond that meets the requirements specified above?*

Yes
No

Bond Information

To facilitate the review of your application you are required to submit an electronic copy of your bond. Please note that prior to the approval of your application, our office must receive your original bond by mail.

The bond document must meet the following requirements:

- The bond must be signed and sealed by the insurance company.
- The bond must use the identical wording of the **sample bond**.
- The bond must be signed by a director of the corporation.

Does the bond clearly reference the business name that will appear on your Collection Agents Licence?*

Yes
No

Does the bond clearly reference the business name that will appear on your Collection Agents Licence?*

Yes
No

Please provide details about your bond

Name of bond issuer*

Bond number*

Bond amount*

Effective date of the bond*

Please upload an electronic copy of your bond.*



Step 7 – Suitability for Licensing

The Regulations require that applicants submit evidence of their suitability for licensing. If your license application is approved, you may be required to update this evidence periodically to ensure continued compliance.

Indicate if during the past ten years has the sole proprietor, partners or corporation had a business licence refused, suspended or cancelled under the laws of any province territory, state or count, if “Yes” please provide details.

Indicate if any of the sole proprietor, partners or corporate directors (with responsibility for Saskatchewan) have been convicted of a criminal offence. If “yes” provide details.

Provide Criminal Record Checks (CRC) for the following individuals, a list of people will appear. You will need to provide the following.

- First Name and Last Name
- Indicate whether you have a criminal record check to upload. If yes, upload the document. If no, you must provide a reason why.

Note that unless otherwise requested, a CRC is required for new applications only or if a one of the individuals listed has been convicted of a criminal activity since licensing. For clarity, the CRC is required for the directors/officers who have responsibility for the Saskatchewan operation.

If a criminal record check (CRC) is required, you may request one from an online CRC provider as long as they are licensed to provide credit reports in Saskatchewan. You may determine if they are licensed in Saskatchewan at [FCAA411](#), by selecting the “credit Reporting agencies” under the “licensing type” tab and click the search tab (note only CRC’s from licensed on-line providers are accepted). For your convenience, there is a list at [the Credit Reporting](#) web page that is updated periodically.

You may also contact your local police station, request a CRC and upload with your application when requested.



Once you have completed this step, select “next” icon to the right of your page.

Collection Agent Event
Home
Help

- Step 1
Event
- Step 2
Business Entity
- Step 3
Location
- Step 4
Chartered Bank, Credit Un...
- Step 5
Designated Official
- Step 6
Bonding Requirement
- Step 7
Suitability for Licensing
- Step 8
Document Uploads
- Step 9
Declaration

Step 7
Suitability for Licensing
Save

After completing the form click the button on the right to proceed. Your information will be saved.

122798-00 - John Doe

Licensing History

During the past ten years, has any director/officer of the corporation had a business licence refused, suspended or cancelled under the laws of any province, territory, state, or country? *

Yes
No

Please provide details

Please describe the circumstances and provide any information that might be relevant to the director of the Collection Agency.

Criminal Record Details

If a criminal record check (CRC) is required, you may request one from an online CRC provider as long as they are licensed to provide credit reports in Saskatchewan. You may determine if they are licensed in Saskatchewan at [FCAA411](#), by selecting "credit reporting agencies" under the "licensing type" tab and clicking the search tab (note only CRC's from licensed on-line providers are accepted). For your convenience, there is a listing at [the Credit Reporting](#) web page that is updated periodically.

You may also contact your local police station, request a CRC and upload with your application when requested.

Has any director or officer of the corporation with the responsibility for the Saskatchewan operation been convicted of a criminal offence? *

Yes
No

Please provide details

Please describe the offence and provide any information that might be relevant to the director of the Collection Agency.

i

Please provide Criminal Record Checks (CRC) for the following individuals:
John Doe

Designated Official: *John Doe*

First Name*

Last Name*

Do you have a Criminal Record Check to upload?*

Yes
No

Effective date*

DD-Mon-YYYY

Upload Criminal Record Check*

↑ Upload File

Add another Criminal Record Check
+

Step 8 – Document Uploads

Collection Letters

Every collection agent shall file with the registrar:

- One copy of each form or form letter that the agency uses or proposes to use in making demands for the collection of debts.
- Each form or form letter **must**:
 - identify and list the name of the collection agency,
 - include space for the name of a licensed collector,
 - have its own **unique identifier**,
 - **not** indicate that charges will be levied **unless** such is modified by the phrase "as awarded by the courts"; and,
 - not provide for a higher interest rate (if interest is to be charged) than the rate as per the original terms between the debtor and the original creditor.

No collection agent shall use a form of agreement or other form or form letter unless a copy of the form has been returned to him bearing an endorsement by the registrar to the effect that the form has been accepted for filing. The registrar may refuse to accept for filing any form that he finds to be objectionable.

Agency Agreements with Creditors

All collection agencies must enter into written collection agreements with their clients (the creditors).

Copies of the blank agreements between the parties and communication letters with debtors must be provided to and approved by the Registrar of Collections, the Consumer Protection Division.

As a minimum, the agreement must include: legal names and addresses of the parties, a start and end date, plus governing terms and conditions. Thereafter refiling of this agreement is not required unless a change to the agency agreement has occurred.

When filing an application, and thereafter when changes occur, the applicant is to submit one copy of each form of the agreement that the agency uses or proposes to use when entering into agreement with creditors.

If you are unable to provide the file electronically, please submit paper copies to:

Financial and Consumer Affairs Authority
Consumer Protection Division
500 - 1919 Saskatchewan Drive
Regina, Saskatchewan
S4P 4H2

Please ensure the envelope is clearly marked with the **submission/reference number** provided on screen in the event.

Collection Agent Event
?

Step 1
Event ✓

Step 2
Business Entity ✓

Step 3
Location ✓

Step 4
Chartered Bank, Credit Un... ✓

Step 5
Designated Official ✓


Step 6
Bonding Requirement ✓


Step 7
Suitability for Licensing ✓

Step 8
Document Uploads





Step 9
Declaration

Step 8
Document Uploads



After completing the form click the  button on the right to proceed. Your information will be saved.

122798-00 - John Doe

Document Uploads

Collection Letters

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- One copy of each form or form letter that the agency uses or proposes to use in making demands for the collection of debts.
- Each form or form letter **must**:
 - identify and list the name of the collection agency,
 - include space for the name of a licensed collector,
 - have its own **unique identifier**,
 - **not** indicate that charges will be levied **unless** such is modified by the phrase "as awarded by the courts"; and,
 - not provide for a higher interest rate (if interest is to be charged) than the rate as per the original terms between the debtor and the original creditor.

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Copies of the blank agreements between the parties and communication letters with debtors must be provided to and approved by the Registrar of Collections, the Consumer Protection Division.

As a minimum, the agreement must include: legal names and addresses of the parties, a start and end date, plus governing terms nad conditions. Thereafter refiling of this agreement is not required unless a change to the agency agreement has occurred.

When filing an application, and thereafter when changes occur, the applicant is to submit one copy of each form of the agreement that the agency uses or proposes to use when entering into agreement with creditors.

If you are unable to provide the file electronically, please submit paper copies to:

Financial and Consumer Affairs Authority
 Consumer Protection Division
 500 - 1919 Saskatchewan Drive
 Regina, Saskatchewan
 S4P 4H2

The submission number shows up here. Please mark your envelope with this number.

To ensure proper processing **please include the reference number 122798-00** on the paper copies being submitted.


Number 1

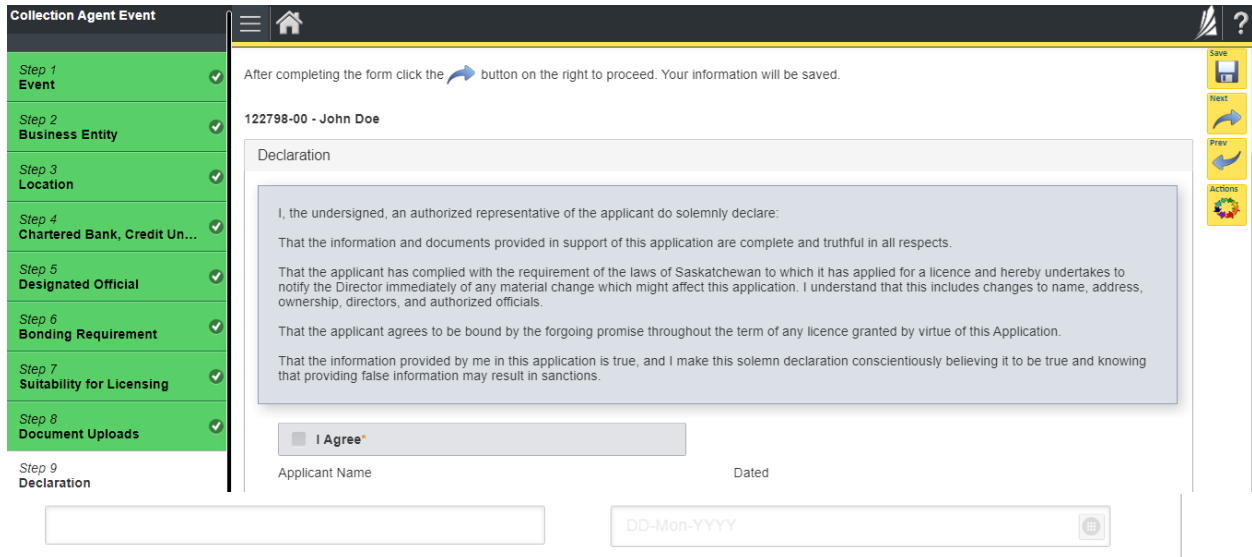
Document Description*

Upload*

Add another file +

Step 9 – Declaration

Read the declaration and if in agreement click “I Agree”. Select “next”  icon to the right of your page and the “Step 10 – Payment” will appear.



Collection Agent Event

Step 1 Event ✓

Step 2 Business Entity ✓

Step 3 Location ✓

Step 4 Chartered Bank, Credit Un... ✓


Step 5 Designated Official ✓

Step 6 Bonding Requirement ✓

Step 7 Suitability for Licensing ✓

Step 8 Document Uploads ✓

Step 9 Declaration

After completing the form click the  button on the right to proceed. Your information will be saved.

122798-00 - John Doe

Declaration

I, the undersigned, an authorized representative of the applicant do solemnly declare:

That the information and documents provided in support of this application are complete and truthful in all respects.

That the applicant has complied with the requirement of the laws of Saskatchewan to which it has applied for a licence and hereby undertakes to notify the Director immediately of any material change which might affect this application. I understand that this includes changes to name, address, ownership, directors, and authorized officials.

That the applicant agrees to be bound by the foregoing promise throughout the term of any licence granted by virtue of this Application.


That the information provided by me in this application is true, and I make this solemn declaration conscientiously believing it to be true and knowing that providing false information may result in sanctions.


I Agree*


Applicant Name

Dated

Save

Next 

Prev 

Actions 

Step 10 – Payment

Review and then select “Proceed to Payment” if you are paying by credit card.

Step 1
Event ✓

Step 2
Business Entity ✓

Step 3
Location ✓

Step 4
Chartered Bank, Credit Un... ✓

Step 5
Designated Official ✓

Step 6
Bonding Requirement ✓

Step 7
Suitability for Licensing ✓

Step 8
Document Uploads ✓

Step 9
Declaration ✓

Step 10
Payment

Order Details

Order Description: FAST COLLECTION INC. – Submission #122798-00	Merchant Name: FCAA Merchant URL: https://fcaa-uat.saskatchewan.ca/
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Item Details

Description	Date	Quantity	Price	Subtotal
Collection Agency New Licence	07-Feb-2020	1	\$1,500.00	\$1,500.00
				GST: \$0.00
				PST: \$0.00
				HST: \$0.00
				Shipping Cost: \$0.00
				Charge Total: \$1,500.00 (CAD)

Payable Information

If the required payment of licensing fees by a credit card is not supported or accepted, you will need to make alternate arrangements by contacting us at:

Financial and Consumer Affairs Authority
 Consumer Protection Division
 500 - 1919 Saskatchewan Drive
 Regina SK S4P 4H2
 Telephone: 306-787-5550 1-877-880-5550 (toll-free) Fax: 306-787-9779
 Email: cpdlicensing@gov.sk.ca
 Web address: www.fcaa.gov.sk.ca/CPD

These alternate payment arrangements may delay a review and/or the approval of your submission to allow for manual processing of the payment.

When you contact us please have your “submission number” (it can be found on your RLS screen). Afterwards, we will set your Registration and Licensing system (RLS) filing status to “Invoice Payment Pending” which will allow you to continue with your submission. If you do not contact us, the RLS system will not permit you to continue with your submission.

Thereafter, you will need to make arrangements to submit payment of the fees through the mail using a money order or a cheque drawn on a financial institution. Note, the associated licensing invoice, generated from the RLS must be attached with the cheques or money orders so that we can associate your payment with the correct submission. If the invoice is not attached, your payment and submission cannot be processed.

The money order or cheque should be made out to the Minister of Finance (Saskatchewan) and sent with the RLS invoice to:

Financial and Consumer Affairs Authority
 Consumer Protection Division
 500-1919 Saskatchewan Drive
 Regina SK S4P 4H2
 CANADA

Checkout powered by

Proceed to Payment

By pressing “Proceed to Payment” you will be transferred to an external site powered by Moneris in order to process your payment. The processing of your payment will be subject to the terms, conditions and privacy policies of the payment processor. By choosing to use make a payment using this service, you agree to pay us, through the payment processor, the listed “Charge Total”. You must provide current, complete and accurate billing information. The billing address and transaction result will be collected by FCAA RLS. *Please note that no full credit card numbers will be collected by FCAA RLS.*

Fill out the Customer Details section, Payment Method and Payment Details. Select “Process transaction.” **Note that debit cards are not currently supported.**

QA Merchant 3

Mandatory fields marked by *

Item Details

Description	Product Code	Quantity	Price
Collection Agency New Licence	1	1	\$S1,500.00
			Shipping: \$0.00
			GST: \$0.00
			PST: \$0.00
			HST: \$0.00
			Total (CAD): \$1500.00

Customer Details

Customer ID:

Email Address:

Note:

Billing Address

First Name:

Last Name:

Company:

Address:

City:

Prov/State:

Country:



Postal Code:


Phone:

Fax:

Payment Method

Please choose a payment method.



Payment Details

Transaction Amount: \$1500.00 (CAD)


Order ID: CP-2100-001


Please complete the following details exactly as they appear on your card.
Do not put spaces or hyphens in the card number.

Cardholder Name:

Card Number:

Expiry Date (MMYY):





Click 'Process Transaction' to charge your card. Only click the button once. Using the 'Back', 'Refresh' or 'Cancel' button after you press the 'Process Transaction' button will not stop the transaction from being processed and may result in a double charge.

Select “Back to invoice”

At this point, select “Print invoice” if you require a paper copy.

The screenshot displays the RLS application interface for a collection agency. On the left is a vertical sidebar with steps 1 through 10, each with a checkmark. Step 10, 'Payment', is currently selected. The main content area shows the invoice details for 'Invoice - 002100'. At the top right, a box indicates the status is 'Payment Received' and a 'Print Invoice' button is visible. Below this, the 'Order Details' section shows the order description as 'FAST COLLECTION INC. – Submission #122798-00' and the merchant name as 'FCAA'. The 'Item Details' section contains a table with one row: 'Collection Agency New Licence' dated '07-Feb-2020' with a quantity of 1, priced at \$1,500.00, and a subtotal of \$1,500.00. To the right of this table is a summary table listing taxes (GST, PST, HST) and shipping costs, all at \$0.00, and a total charge of \$1,500.00 (CAD). At the bottom of the main content area, a confirmation message states: 'Your payment is confirmed and application has been submitted for Review.' Below this message is a section for 'Payable Information'.

Your application has now been submitted to FCAA and the “Status” of your application will change to “In Review”.

APPLICATION STATUS

Once submitted, you will receive a notification email and the status of the application changes from “pending submission” to “in review”. Thereafter, you will receive further emails as follows:

1. More Information Requested.
2. License Approval
3. License Rejection

More Information Requested Email – If you receive such an email

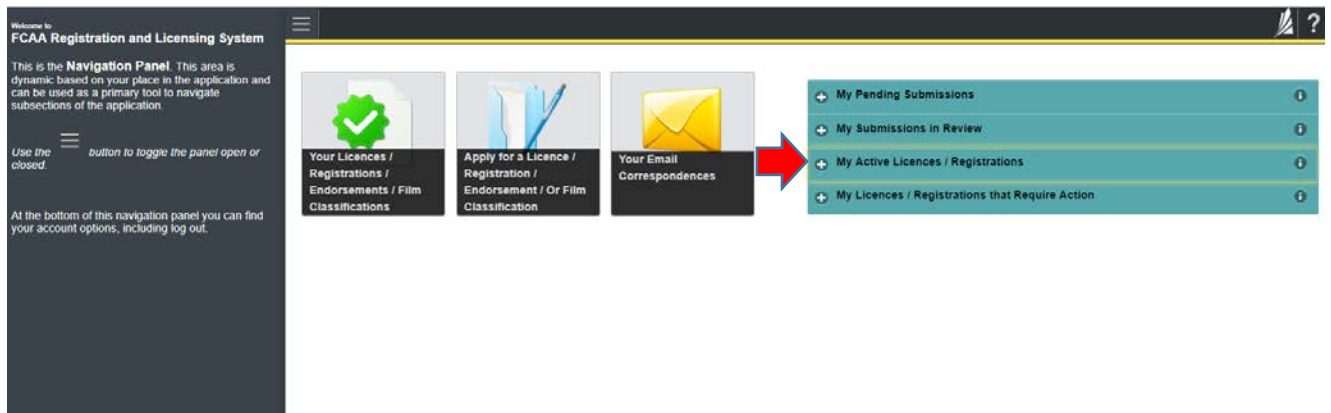
1. Login to the RLS site
2. Select the ‘My Pending Submissions’ portal
3. Select the relevant licence, and respond to the information request (the event steps requiring an update are shown in yellow on the left hand side of the screen – if necessary, you will need to toggle the 3 horizontal bars to view the event pages).
4. Re-submit on the declaration page.

Licence Approval Email – if you receive such an email

5. Login to the RLS site go to the “My Active Licenses/Registration” portal, select your license and then “View License” to view your approved licence. Note any conditions that apply to the licence.

License Rejection Email - If you receive such an email, your application has not been approved. You will thereafter be provided with further correspondence with reasons and be given an opportunity to be heard/appeal.

Once your license has been issued, you will receive notification in your email. Log back into RLS and find your licence under the portal to your right that says, ‘My Active Licenses/Registration. Click on the + to open the portal and select your licence.



ANNUAL FILINGS/RENEWALS

You are required to file a renewal annually. You will receive a reminder about 30 days prior to this required filing. You will need to login to your account, and go the” My Licenses/Registration that Require Action”. Select “Start Renewal/annual Filing”

- Update any changed information
- Declare the accuracy of the submission
- Pay the required licensing fee

APPLICATION PORTALS

My Pending Submissions – this portal contains your unfinished applications

My Submissions in Review – this portal contains your applications under review with the FCAA

My Active Licences/Registration – from this portal you can view your active licences

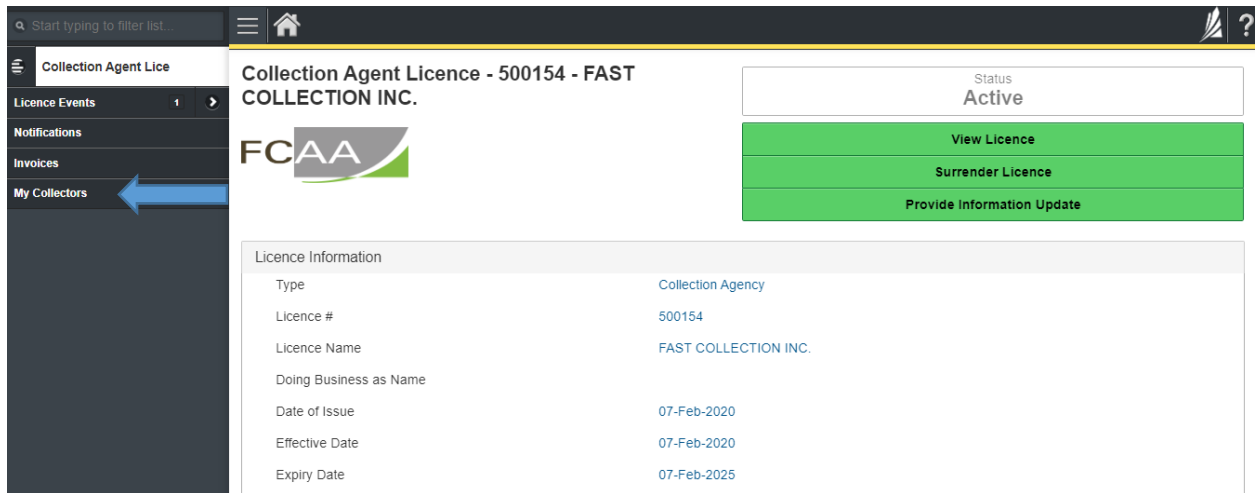
My Licences/Registration that Require Action – this portal contains your licenses or registrations that require annual filing including any required fee payment.

Managing your Collectors

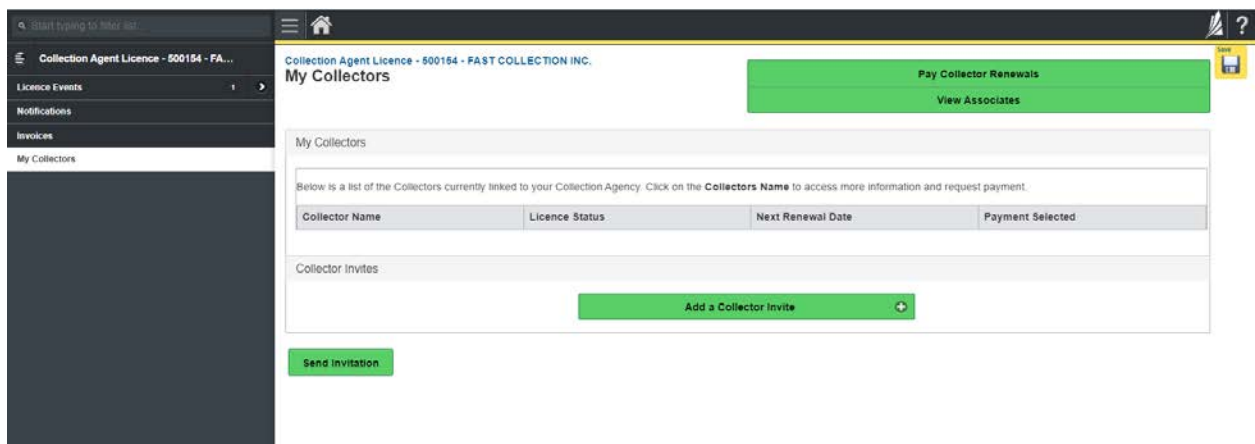
Once you are a licensed Collection Agency, you will be able to invite new collectors, renew current collectors, or remove collectors.

Invite a Collector

Once you are logged into your account, go to My Active Licences/Registrations and select your licence. To the left of your screen select “My Collectors”.

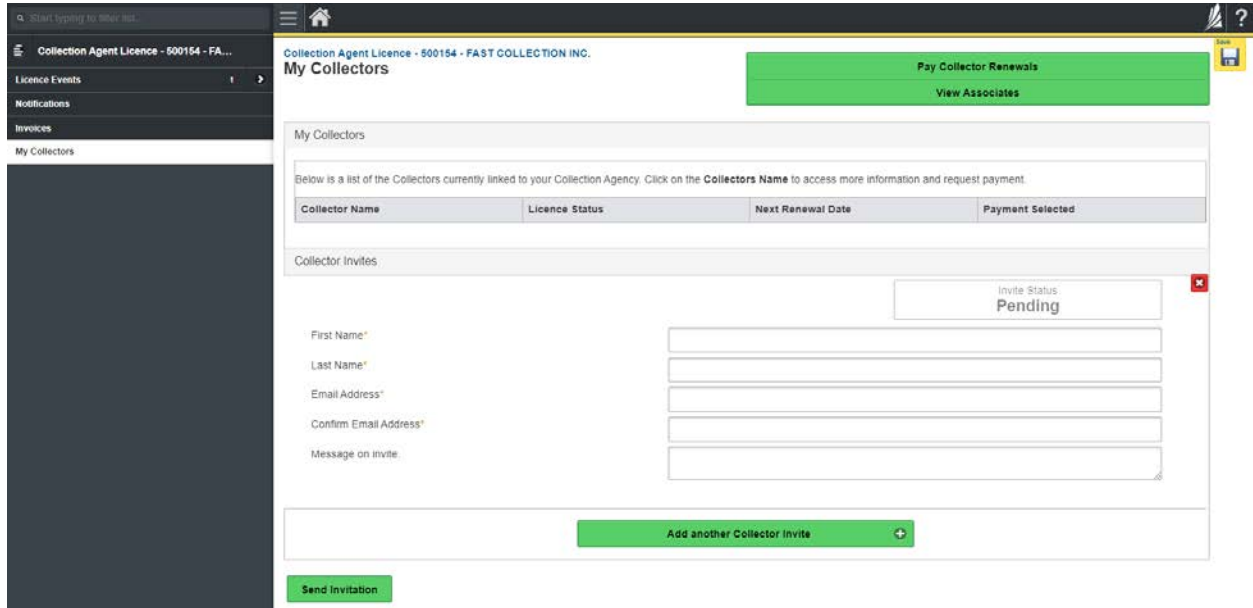


Once you have selected “My Collectors” your screen changes to this. If you have collectors, they will show up on the list and you will be able to renew their licence on this page. If you do not have any collectors or wish to invite additional collectors, select the green “Add a collector invite” button.

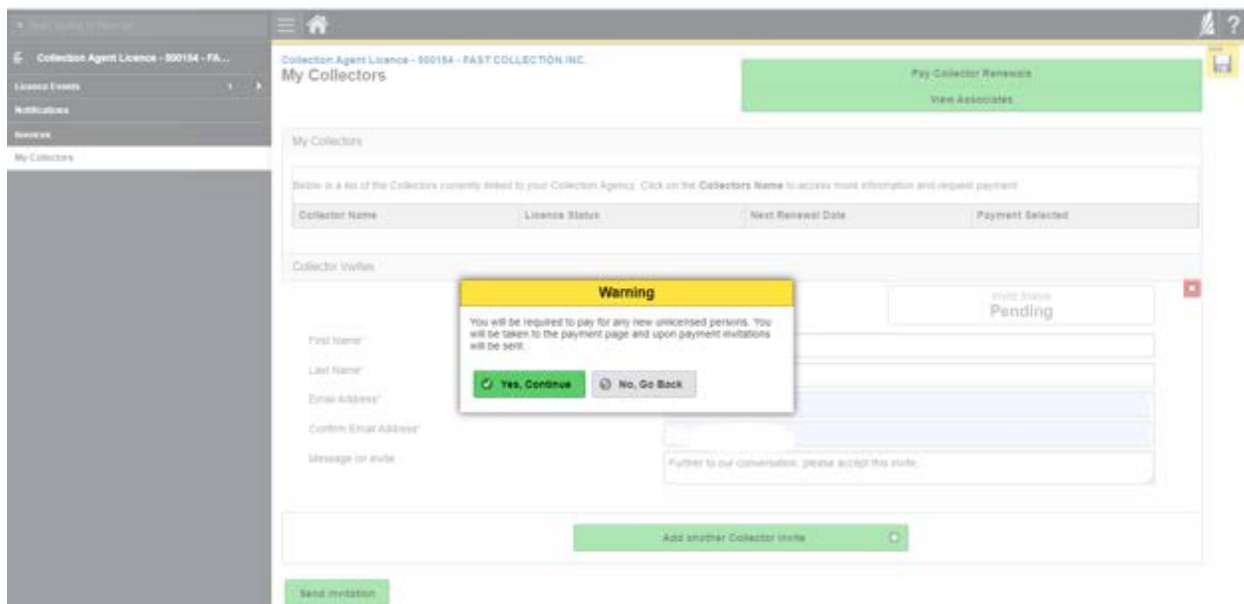


Provide the following information and select “Send Invitation”.

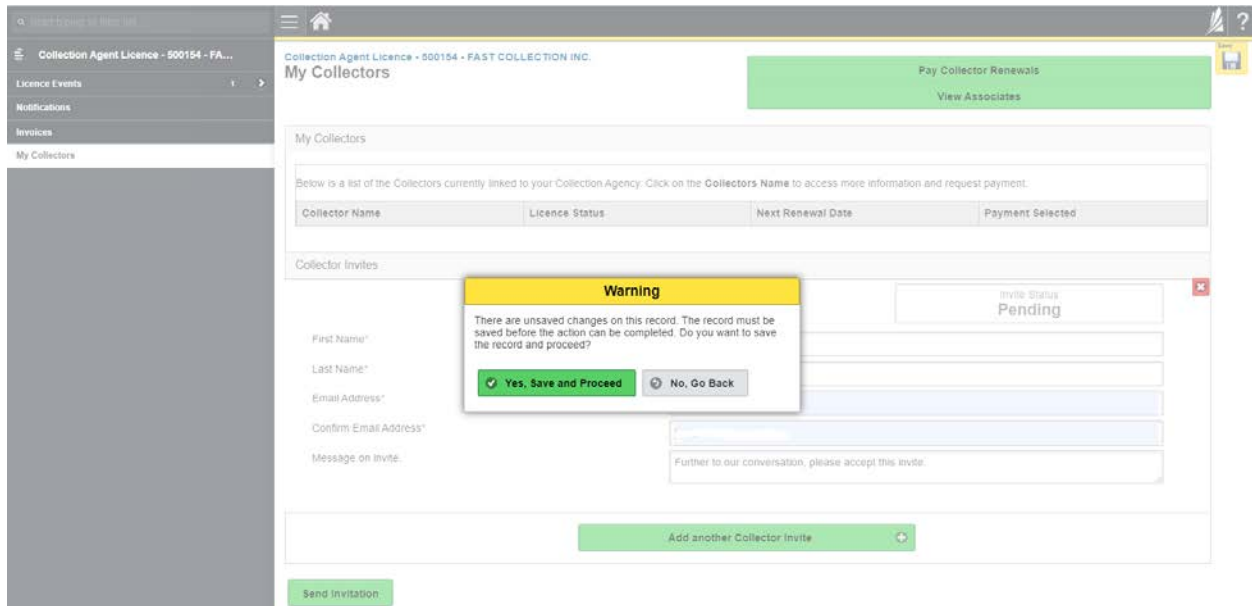
- First name
- Last Name
- Email Address
- Confirm Email Address
- Message on invite



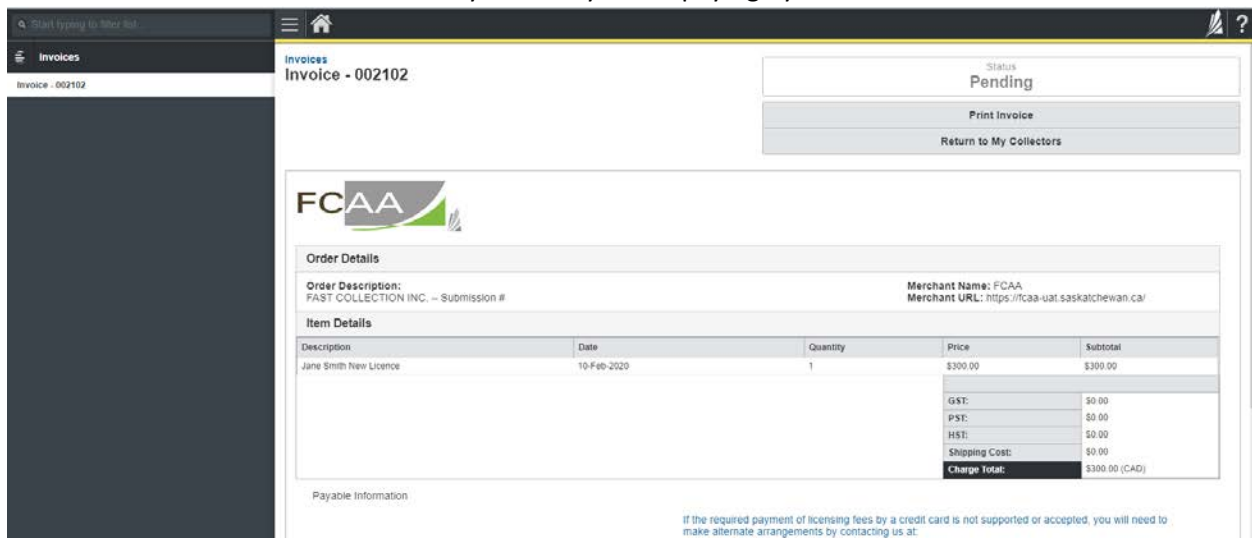
Once you send the invitation, a message warning will pop up saying, “you will be required to pay for any new unlicensed persons. You will be taken to the payment page and upon payment, invitations will be sent. Select Yes, continue.



You will also receive a second warning saying, “there are unsaved changes on this record. The record must be saved before the action can be completed. Do you want to save the record and proceed?” Select Yes, save and proceed.



You will be taken to the payment page and upon payment invitation(s) will be sent.” Review and then select “Proceed to Payment” if you are paying by credit card.



Financial and Consumer Affairs Authority
Consumer Protection Division
500 - 1919 Saskatchewan Drive
Regina SK S4P 4H2
Telephone: 306-787-5550 1-877-880-5550 (toll-free) Fax: 306-787-9779
Email: cpdlcensing@gov.sk.ca
Web address: www.fcaa.gov.sk.ca/CPD

These alternate payment arrangements may delay a review and/or the approval of your submission to allow for manual processing of the payment.

When you contact us please have your "submission number" (it can be found on your RLS screen). Afterwards, we will set your Registration and Licensing system (RLS) filing status to "Invoice Payment Pending" which will allow you to continue with your submission. If you do not contact us, the RLS system will not permit you to continue with your submission.

Thereafter, you will need to make arrangements to submit payment of the fees through the mail using a money order or a cheque drawn on a financial institution. Note, the associated licensing invoice, generated from the RLS must be attached with the cheques or money orders so that we can associate your payment with the correct submission. If the invoice is not attached, your payment and submission cannot be processed.

The money order or cheque should be made out to the Minister of Finance (Saskatchewan) and sent with the RLS invoice to:

Financial and Consumer Affairs Authority
Consumer Protection Division
500-1919 Saskatchewan Drive
Regina SK S4P 4H2
CANADA



[Proceed to Payment](#)

By pressing "Proceed to Payment" you will be transferred to an external site powered by Moneris in order to process your payment. The processing of your payment will be subject to the terms, conditions and privacy policies of the payment processor. By choosing to use make a payment using this service, you agree to pay us, through the payment processor, the listed "Charge Total". You must provide current, complete and accurate billing information. The billing address and transaction result will be collected by FCAA RLS. *Please note that no full credit card numbers will be collected by FCAA RLS.*

Fill out the Customer Details section, Payment Method and Payment Details. Select “Process transaction”

QA Merchant 3

Mandatory fields marked by *

Item Details			
Description	Product Code	Quantity	Price
Jane Smith New Licence	1	1	\$5300.00
			Shipping: \$0.00
			GST: \$0.00
			PST: \$0.00
			HST: \$0.00
			Total (CAD): \$5300.00

Customer Details

Customer ID: *

Email Address:

Note:

Billing Address

First Name:

Last Name:

Company:

Address:

City:

Prov/State:

Country:



Postal Code:


Phone:

Fax:

Payment Method

Please choose a payment method.



Payment Details

Transaction Amount: \$300.00 (CAD)



Order ID: CP-2104-001

Please complete the following details exactly as they appear on your card. Do not put spaces or hyphens in the card number.

Cardholder Name*:

Card Number*:

Expiry Date (MMYY):

Click 'Process Transaction' to charge your card. Only click the button once. Using the 'Back', 'Refresh' or 'Cancel' button after you press the 'Process Transaction' button will not stop the transaction from being processed and may result in a double charge.

Process Transaction
Cancel Transaction

Select “Back to invoice”

Payment for Invoice - 002103
Invoice - 002103

FCAA FEB 10, 2020 11:07:18
Order ID: CP-2103-001

Moneris Details

Amount: \$300.00 (CAD)	Transaction Type: PURCHASE Cardholder: john doe Card Number: *****0007	Response: 01/027 - APPROVED * = Reference Number: 650114080019575060 Authorization Code: 104858
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Order Details

Order Description: FAST COLLECTION INC. – Submission # Merchant Name: FCAA
Merchant URL: https://fcaa-uat.saskatchewan.ca/

Item Details

Description	Date	Quantity	Price	Subtotal
Jane Smith New Licence	10-Feb-2020	1	\$300.00	\$300.00

GST:	\$0.00
PST:	\$0.00
HST:	\$0.00
Shipping Cost:	\$0.00
Charge Total:	\$300.00 (CAD)

At this point, select ‘Print invoice’ if you require a paper copy. Your status has changed to Payment Received.

Invoices
Invoice - 002102
Invoice - 002103

Invoice - 002103

Status
Payment Received

Print Invoice
Return to My Collectors

Order Details

Order Description: FAST COLLECTION INC. – Submission # Merchant Name: FCAA
Merchant URL: https://fcaa-uat.saskatchewan.ca/

Item Details

Description	Date	Quantity	Price	Subtotal
Jane Smith New Licence	10-Feb-2020	1	\$300.00	\$300.00

GST:	\$0.00
PST:	\$0.00
HST:	\$0.00
Shipping Cost:	\$0.00
Charge Total:	\$300.00 (CAD)

Payment Details

Receipt #	Date	Source	Reference #	Cheque #	Payment Amount
002103-1	10-Feb-2020	Moneris	CP-2103-001		\$300.00

Amount Paid:	\$300.00 (CAD)
Amount Owings:	\$0.00 (CAD)

Comments

Receipt #	Name of Payee	Comments
002103-1		002103 -

Account - THANKS
Go to my profile
Log Out

Your payment is confirmed and application has been submitted for Review.

Once the collector accepts the invitation, the application will then be processed by FCAA. If approved (generally within 7 days), the licensed collector will show up in “My collectors” list as shown below.

The screenshot displays the 'My Collectors' interface. At the top, there are navigation buttons for 'Pay Collector Renewals' and 'View Associates'. The main content area is titled 'My Collectors' and includes a table of active collectors. An orange arrow points to the entry for 'Paul Gates (500155)'. Below the table, there is a 'Collector Invites' section for 'Jane Smith' with a 'Pending Acceptance' status. At the bottom, there are buttons for 'View / Edit Invitation', 'Add another Collector Invite', and 'Send Invitation'.

Collector Name	Licence Status	Next Renewal Date	Payment Selected
Paul Gates (500155)	Active	10-Feb-2025	

Note: If the collector can't get to the collector application, they must contact you to re-send the invitation. See “Resending an invitation to a collector” on page 38 of this guide.

On this page, the Collection Agency can pay collector renewals, view collectors or inactivate relationship.

This screenshot is identical to the one above, showing the 'My Collectors' page with the table of collectors and the invitation details for Jane Smith.

If you select the green portal that says “View Associates”, it will take you to a list of your collectors which contains the following information: Licence number, Name, Date issued, Expiry date, Branch Address and conditions (if any). From this page you can search for an associate. By selecting the “Action” button you can filter your collectors, format your collectors, or download to an excel spreadsheet, HTML, Email or Pdf.



Select back button to return to “My Collectors” page.

Licence #	Name	Date Issued	Expiry Date	Branch Address	Conditions
100925	Jane Doe	24-Oct-2019	24-Oct-2024	505-1919 CALDWAY-CHEVANI DR REGINA, SK, S4P 4K2	-

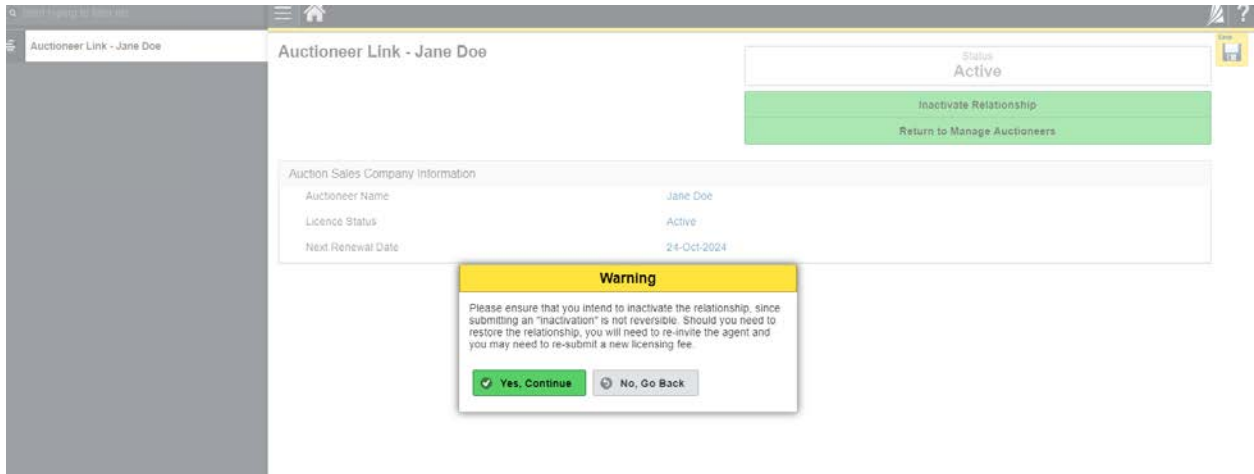
To Inactivate a relationship with an Associate, select the name in blue from the list below.

Auctioneer Name	Licence Status	Next Renewal Date	Payment Selected
Jane Doe (100925)	Active	24-Oct-2024	

It will change to this screen as seen below. Select the green portal that says, “Inactivate Relationship”.

Auctioneer Name	Licence Status	Next Renewal Date	Status
Jane Doe	Active	24-Oct-2024	Active

A warning will pop up that says, “Please ensure that you intend to deactivate the relationship, since submitting an “inactivation” is not reversible. Should you need to restore the relationship, you will need to re-invite the agent and you may need to re-submit a new licensing fee.

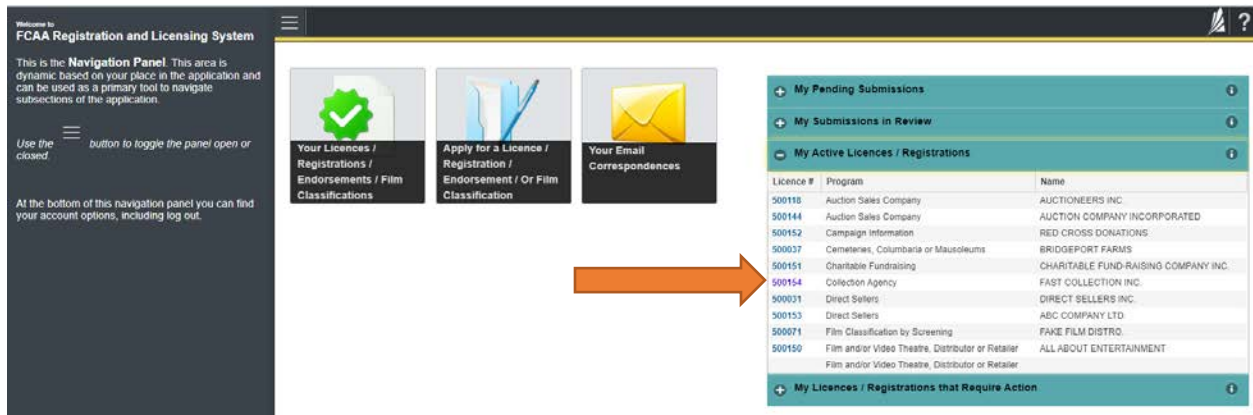


Renew a Collector

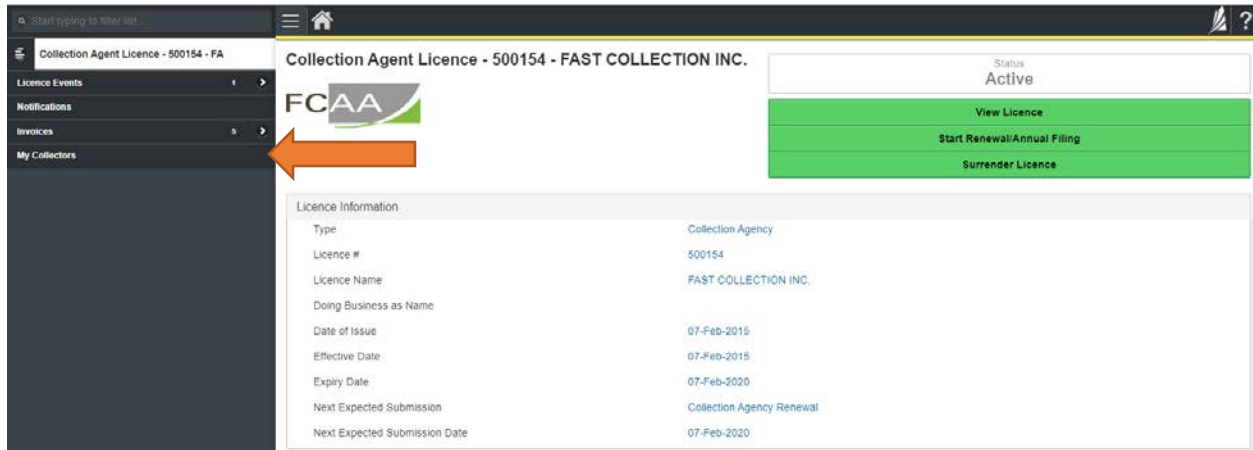
From the main screen, select My Active Licenses/Registrations from the portal as indicated by the orange arrow below.



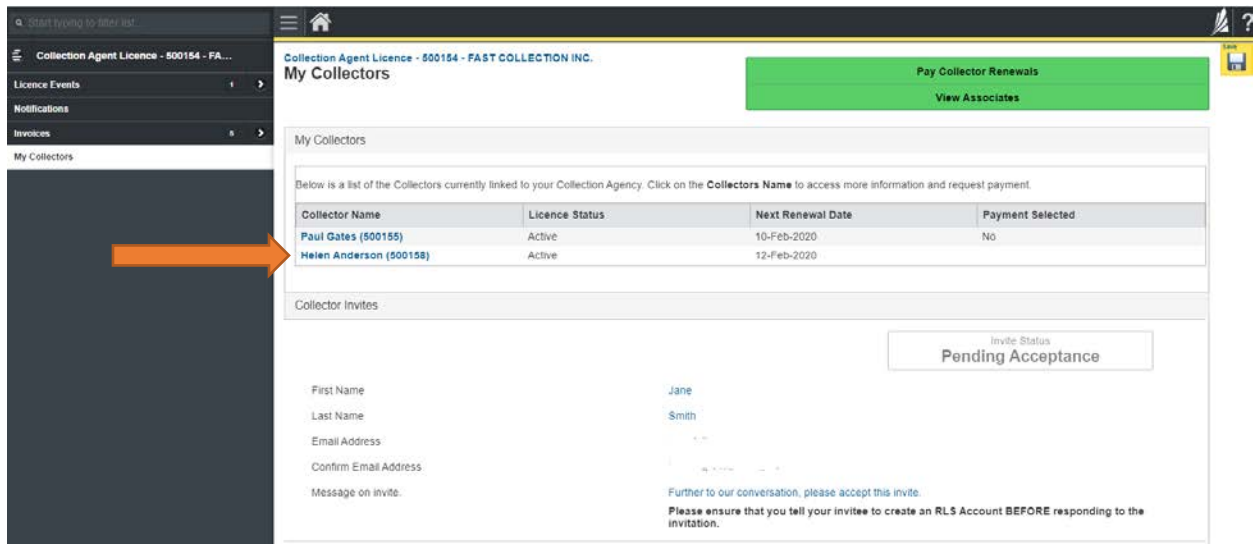
When the portal opens, select your licence. You will likely have only one license unless you are licensed under more than one program.



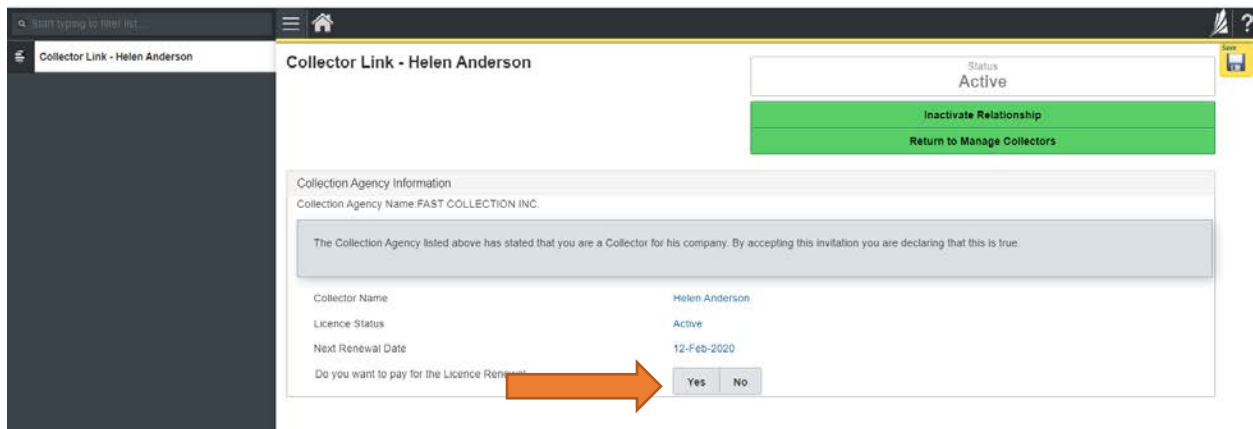
Select “My Collectors” to the left of the screen



Then select the name of the collector in blue that you want to renew.



The screen will then look like the one below. Select “Yes”, select “save” at the top right. Then select the green button that says “Return to Manage Collectors”.



In the list of collectors you will see that the collector you are paying now has a “yes” appearing in the column “Payment selected”. Select the green button that says, “Pay Collector Renewal”.

Collection Agent Licence - 500154 - FAST COLLECTION INC.
My Collectors

Pay Collector Renewals
View Associates

My Collectors

Below is a list of the Collectors currently linked to your Collection Agency. Click on the **Collectors Name** to access more information and request payment.

Collector Name	Licence Status	Next Renewal Date	Payment Selected
Paul Gates (500155)	Active	10-Feb-2020	No
Helen Anderson (500158)	Active	12-Feb-2020	Yes

Collector Invites

Invite Status
Pending Acceptance

First Name: Jane
Last Name: Smith
Email Address: janis.letner@gov.sk.ca
Confirm Email Address: janis.letner@gov.sk.ca
Message on invite: Further to our conversation, please accept this invite.
Please ensure that you tell your invitee to create an RLS Account BEFORE responding to the invitation.

View / Edit Invitation

The screen will change to this one below. Select “proceed to payment” at the bottom.

Invoices
Invoice - 002122

Status: Pending

Print Invoice
Return to My Collectors

FCAA

Order Details

Order Description: Merchant Name: FCAA
Merchant URL: <https://fcaa-ua1.saskatchewan.ca/>

Item Details

Description	Date	Quantity	Price	Subtotal
Helen Anderson - Licence Renewal	12-Feb-2020	1	\$300.00	\$300.00

GST:	\$0.00
PST:	\$0.00
HST:	\$0.00
Shipping Cost:	\$0.00
Charge Total:	\$300.00 (CAD)

Payable Information

If the required payment of licensing fees by a credit card is not supported or accepted, you will need to make alternate arrangements by contacting us at:

☰
🏠
📄 ?

Financial and Consumer Affairs Authority
 Consumer Protection Division
 500 - 1919 Saskatchewan Drive
 Regina SK S4P 4H2
 Telephone: 306-787-5550 1-877-880-5550 (toll-free) Fax: 306-787-9779
 Email: cpdlcensing@gov.sk.ca
 Web address: www.fcaa.gov.sk.ca/CPD

These alternate payment arrangements may delay a review and/or the approval of your submission to allow for manual processing of the payment.

When you contact us please have your "submission number" (it can be found on your RLS screen). Afterwards, we will set your Registration and Licensing system (RLS) filing status to "Invoice Payment Pending" which will allow you to continue with your submission. If you do not contact us, the RLS system will not permit you to continue with your submission.

Thereafter, you will need to make arrangements to submit payment of the fees through the mail using a money order or a cheque drawn on a financial institution. Note, the associated licensing invoice, generated from the RLS must be attached with the cheques or money orders so that we can associate your payment with the correct submission. If the invoice is not attached, your payment and submission cannot be processed.

The money order or cheque should be made out to the Minister of Finance (Saskatchewan) and sent with the RLS invoice to:

Financial and Consumer Affairs Authority
 Consumer Protection Division
 500-1919 Saskatchewan Drive
 Regina SK S4P 4H2
 CANADA



Proceed to Payment

By pressing "Proceed to Payment" you will be transferred to an external site powered by Moneris in order to process your payment. The processing of your payment will be subject to the terms, conditions and privacy policies of the payment processor. By choosing to use make a payment using this service, you agree to pay us, through the payment processor, the listed "Charge Total". You must provide current, complete and accurate billing information. The billing address and transaction result will be collected by FCAA RLS. Please note that no full credit card numbers will be collected by FCAA RLS.

Fill out the customer details and payment method.

QA Merchant 3

Mandatory fields marked by *

Item Details			
Description	Product Code	Quantity	Price
Helen Anderson - Licence Renewal	1	1	\$5300.00
			Shipping: \$0.00
			GST: \$0.00
			PST: \$0.00
			HST: \$0.00
			Total (CAD): \$300.00

Customer Details

Customer ID: THANKS

Email Address:

Note:

Billing Address

First Name:

Last Name:

Company:

Address:

City:

Prov/State:

Country:





Postal Code:

Phone:

Fax:

Payment Method

Please choose a payment method.

VISA  
 Interac  

Payment Details



Transaction Amount: \$300.00 (CAD)
 Order ID: CP-2122-001

Please complete the following details exactly as they appear on your card.
 Do not put spaces or hyphens in the card number.

Cardholder Name:

Card Number:

Expiry Date (MMYY):

Click 'Process Transaction' to charge your card. Only click the button once. Using the 'Back', 'Refresh' or 'Cancel' button after you press the 'Process Transaction' button will not stop the transaction from being processed and may result in a double charge.

Once the payment has been made you will be taken back to this screen. Select “back to invoice”.

Home ?

Payment for Invoice - 002122
 Invoice - 002122

FEB 12, 2020 17:04:47
 Order ID: CP-2122-001

Moneris Details

Amount: \$300.00 (CAD)	Transaction Type: PURCHASE Cardholder: jgho 506 Card Number: *****0007	Response: 01/027 - APPROVED * = Reference Number: 660109350013060120 Authorization Code: 926682
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Order Details

Order Description: Merchant Name: FCAA
Merchant URL: https://fcaa-ust.saskatchewan.ca/

Item Details

Description	Date	Quantity	Price	Subtotal
Helen Anderson - Licence Renewal	12-Feb-2020	1	\$300.00	\$300.00
				GST: \$0.00
				PST: \$0.00
				HST: \$0.00
				Shipping Cost: \$0.00
				Charge Total: \$300.00 (CAD)

At this point, you can print invoice if required. Below the invoice will say that “Your payment is confirmed and application has been sent for review.” The status of the invoice will say “Payment Received”.

The screenshot shows the 'Invoices' section of the FCAA system. The selected invoice is 002122, with a status of 'Payment Received'. The invoice details include:

- Order Details:** Order Description: Helen Anderson - Licence Renewal; Merchant Name: FCAA; Merchant URL: https://fcaa-wat.saskatchewan.ca/
- Item Details:**

Description	Date	Quantity	Price	Subtotal
Helen Anderson - Licence Renewal	12-Feb-2020	1	\$300.00	\$300.00
- Payment Details:**

Receipt #	Date	Source	Reference #	Cheque #	Payment Amount
002122-1	12-Feb-2020	Moneris	CP-2122-001		\$300.00

Additional information shown includes tax amounts (GST, PST, HST, Shipping Cost) and a total charge of \$300.00 (CAD). A confirmation message states: "Your payment is confirmed and application has been submitted for Review."

The collector will be notified by email that FCAA has received a collectors licence application/Renewal payment made on the collector’s behalf.

The collector will log into their RLS account and go into the portal “My pending Submissions” and select the submission number for the Annual Filing.

The screenshot shows the 'FCAA Registration and Licensing System' dashboard. The 'My Pending Submissions' section is highlighted, showing a table with the following data:

Submission #	Program	Submission Type	Licence #	Name
122909-01	Collector	Annual Filing	500150	Helen Anderson

Other navigation options include 'Your Licences / Registrations / Endorsements / Film Classifications', 'Apply for a Licence / Registration / Endorsement / Or Film Classification', and 'Your Email Correspondences'.

This will take the collector to their application to review all the steps with their information and make changes if necessary. On each step, review and make changes or not then select next

At step 5, Declaration – they will need to select the “I agree” box, select save and select the “submit” button.

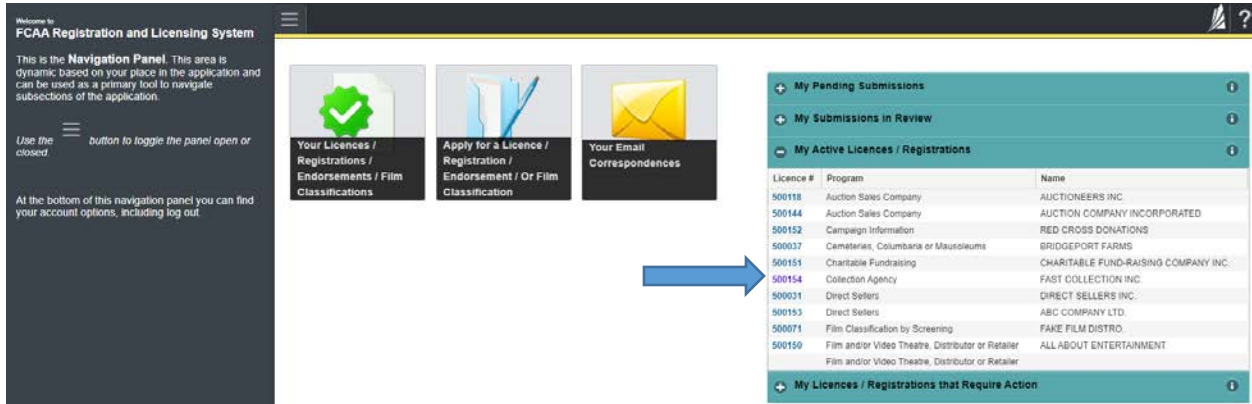
The screenshot shows the 'Step 5 Declaration' page. On the left, a sidebar lists steps: Step 1 Event, Step 2 Collector Information, Step 3 Location of Collector, Step 4 Suitability for Licensing, and Step 5 Declaration. The main content area features the FCAA logo and a declaration text box with the following text: 'I, the undersigned do solemnly declare: That the information and documents provided in support of this application are complete and truthful in all respects. That the applicant has complied with the requirement of the laws of Saskatchewan to which it has applied for a licence and hereby undertakes to notify the Director immediately of any material change which might affect this application. I understand that this includes changes to name, address and the change in the employee and/or agency relationship with the business associated with this application. That the applicant agrees to be bound by the forgoing promise throughout the term of any licence granted by virtue of this Application. That the information provided by me in this application is true, and I make this solemn declaration conscientiously believing it to be true and knowing that providing false information may result in sanctions.' Below the text is an 'I Agree' checkbox, an 'Applicant Name' field, and a 'Dated' field. A green 'Submit' button is located at the bottom left of the form area.

The renewal application has been submitted to FCAA and our office will be in contact with the applicant if further information is required.

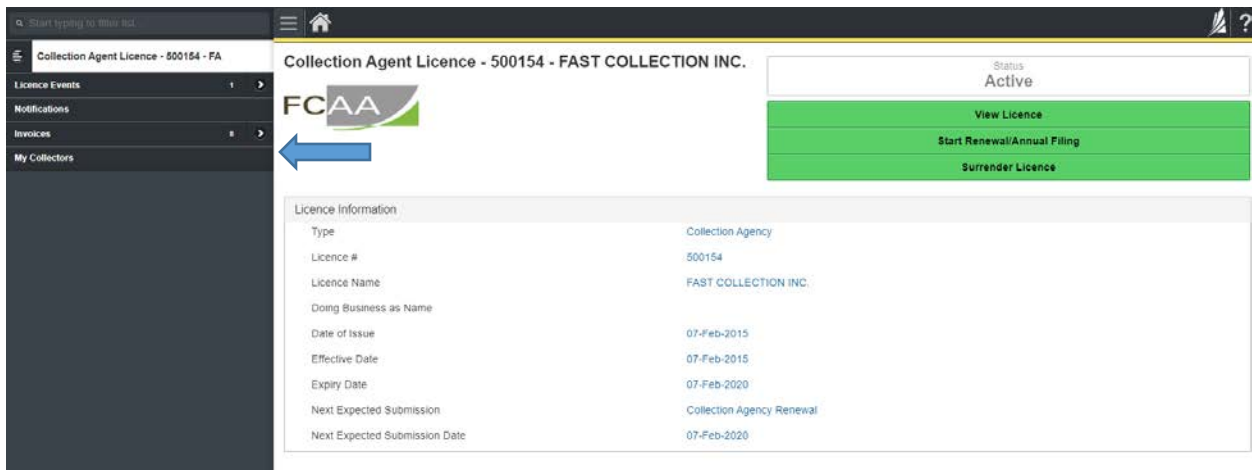
This screenshot shows the same 'Step 5 Declaration' page after submission. The 'I Agree' checkbox is now checked. The 'Applicant Name' field contains 'Helen Anderson' and the 'Dated' field contains '12-Feb-2020'. Below the form, a message reads: 'Please note that our office has received your submitted application. Our office will be in contact with you if further information is required. Thank you.' An orange arrow points to this message. A green 'Back to Home' button is located at the bottom center of the page.

Resending an invitation to a collector

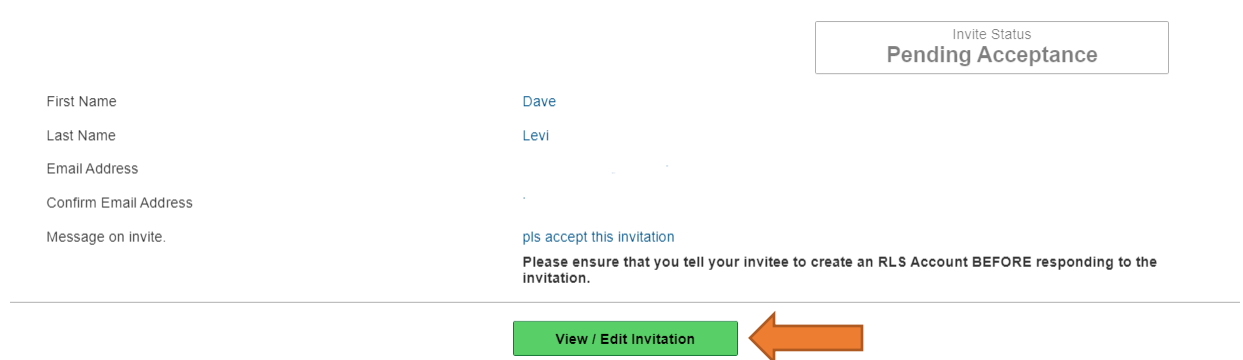
To resend an invitation, go back to your licence. Select your licence.



Select "My collectors".



Go to the invitation and select View/Edit Invitation.



Select the green button that says, “Resend Invitation” a message will pop up saying that the invitation has been resent. The collector will receive a new email where they will select “respond to invitation.”

