

RLS Licensing Application Information for Collectors

A user guide to assist a Collector when using FCAA's Registration and Licensing System.

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SPECIAL NOTE

Collector licensing applications, licensing renewals 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. These additional links will be valuable:

- Go to our website (www.fcaa.gov.sk.ca) and navigate to [Collection Agencies](#) webpage to find the link to the [RLS Basics User Guide](#) or
- Go directly to the [RLS portal \(https://fcaa.saskatchewan.ca\)](https://fcaa.saskatchewan.ca).
- We recommend using chrome web browser and a computer or tablet.

Before You Begin

To become a licensed collector, you must be invited by a licensed collection Agency. The collection agency sends you an invitation through RLS and pays the fees on your behalf.

- Prior to responding to the invitation, you must have an RLS User ID and password. We recommend using chrome web browser and a computer or tablet. If you do not have an RLS User ID and password, you must go to the RLS portal and create one. If you need assistance registering, please click on the following link for assistance - [RLS Basics Guide](#). Afterwards, you would then continue on with responding to the invitation.

The invitation (email) is sent to your email address and looks something like this:

Dear Jane Smith

FAST COLLECTION INC. has informed the Office of the Registrar, The Collection Agents Act at the [Financial and Consumer Affairs Authority](#) that you have been invited to join their organization as a collector. If you are prepared to accept this invitation please select the "Respond to Invitation" icon below.

You will then be re-directed to the Financial and Consumer Affairs Authority's (FCAA) online Registration and Licensing System (RLS). This system has been designed to simplify the process of applying for and managing collector licenses.

You will be required to supply verification of your suitability for licensing. 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) before you begin your submission.

To complete the RLS process to be licensed as a collector you will need:

- a. To log into the RLS portal
- b. To complete and file an application and obtain a license using the RLS procedure
- c. To hold and maintain a valid email address,
- d. To provide relevant information when requested
- e. To provide updates of any change to information provided during the application process.

As a reminder, unless otherwise exempted by law, collectors must first be licensed in Saskatchewan and be associated with a licensed collection agency.

You have been invited by FAST COLLECTION INC. to be a Collector for their Collection Agency.

Further to our conversation, please accept this invite.

[Respond to Invitation →](#)

Registrar's 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)

Click on the "Respond to the invitation"

-If you already have a user Id and password that was sent to you from FCAA go ahead and log in. If you didn't register a user name and password as per earlier instructions, you still have the opportunity to do so at this point. Select 'Register' and follow the instructions.

-Once you have logged into RLS you can proceed to accept or reject the invitation.

Note: If the Collection Company is filling out a collector application on the collector's behalf, the company must either log out of RLS before they accept the invitation or open another web browser, otherwise the token will be used.

Select “Accept invitation”. It will take you to the application.

The screenshot shows a web application interface for managing collector invitations. The main heading is "Collector Invite -" with a status box on the right indicating "Pending Acceptance". Below this, there is a section for "Collection Agents Information" where the name is "FAST COLLECTION INC.". A message box states: "The Collection Agent listed above has stated that you are an Collector for their Collection Agents. By accepting this invitation you are declaring that this is true." The "Collector Invite Details" section contains a table with the following information:

Collector Invite Details		Invite Status
First Name	Jane	Pending Acceptance
Last Name	Smith	
Email Address		
Confirm Email Address		
Message on invite.	Please accept this invitation as per conversation	

At the bottom of the form, there are two buttons: "Accept Invitation" and "Reject Invitation".

Note: When you select respond to invitation, should you be unable to get to the collector application, you must contact the collection company who paid your fees. The collection company can resend the invitation.

Collector Application

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

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 complete 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. Step one will turn green.

The screenshot displays the 'Collector Event' application interface. On the left, a sidebar lists five 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 is titled 'Step 1 122800-00 - CTR - NEW' and shows a status of 'Pending Submission'. Below this, there is a section for 'Submission Information' with fields for 'Submission Number' (122800-00) and 'Licence Event Type' (New Application). The 'Primary Contact Information' section includes a question: 'Are you the primary contact person for this application?' with 'Yes' and 'No' radio buttons. Below this are input fields for 'Prefix', 'First Name*' (Jane), 'Last Name*' (Smith), and 'Middle Name'. There are also fields for 'Title / Position', 'Email Address*' (with a placeholder 'Please enter a valid email address.'), and 'Phone Number*' (with a placeholder '() - - x'). A yellow 'Next' button with a blue arrow icon is located in the top right corner of the form area.

Step 2 – Collector Information

Please provide the following information:

- Applicant’s Date of birth
- Applicant’s place of birth, City, Province, Country
- Applicant’s full mailing address, street/P.O. Box, City, Postal Code, Province

Note: Fields marked with an asterisk (*) are mandatory fields to be completed.

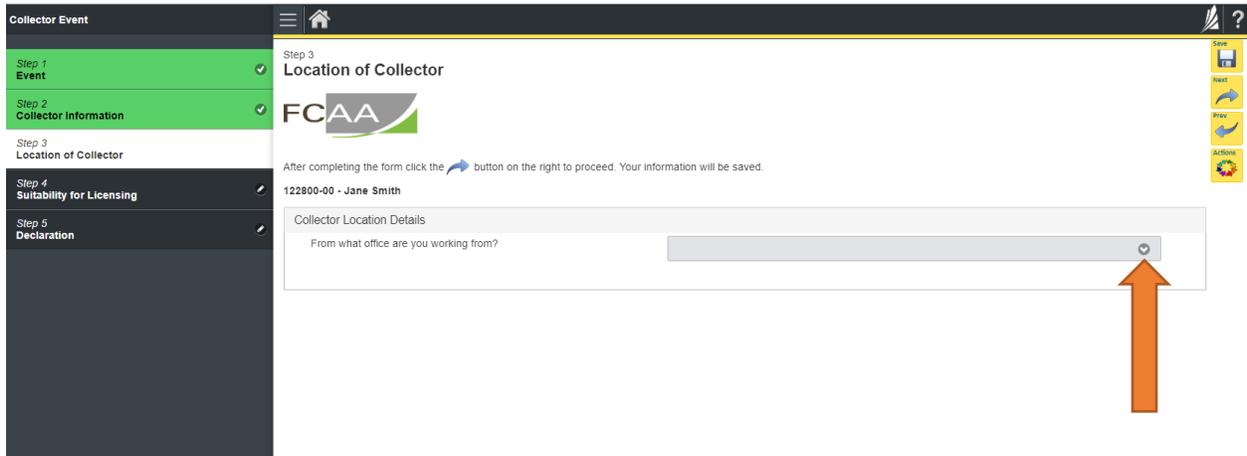


Once you have completed this step, select  next icon to the right of your page. Step 2 will turn green.

The screenshot shows a web application interface for the FCAA (Financial Collections and Agency Act). On the left is a vertical navigation menu with five steps: Step 1 (Event), Step 2 (Collector Information), Step 3 (Location of Collector), Step 4 (Suitability for Licensing), and Step 5 (Declaration). Step 2 is highlighted in green with a checkmark. The main content area is titled "Collector Information" and features the FCAA logo. Below the logo, there is a message: "After completing the form click the  button on the right to proceed. Your information will be saved." Below this message, the applicant's name "122800-00 - Jane Smith" is displayed. The form itself is titled "Collector Information" and contains a declaration: "I Paul Gates hereby apply for a licence under The Collection Agents Act." The form fields are: "Applicant Date of Birth" (a date picker set to "DD-Mon-YYYY"), "Applicant's Place of Birth" (City, Province, and Country dropdowns), and "Applicant's Full Mailing Address" (Street/P.O. Box*, City*, Postal Code, and Province* dropdown). A "Request More Information" link is at the bottom of the form. On the right side of the page, there is a vertical toolbar with icons for Home, Next, Previous, and Actions.

Step 3 - Location of Collector

Select the arrow at the end of the box, a drop down menu should appear. Select the office location you will be working. Select  next icon to the right of your page. Step 3 will turn green.



The screenshot displays the FCAA web application interface. On the left is a sidebar with a list of steps: Step 1 (Event), Step 2 (Collector Information), Step 3 (Location of Collector), Step 4 (Suitability for Licensing), and Step 5 (Declaration). Step 3 is currently active. The main content area shows the title 'Step 3 Location of Collector' and the FCAA logo. Below the logo, there is a message: 'After completing the form click the  button on the right to proceed. Your information will be saved.' The user's name and ID are shown as '122800-00 - Jane Smith'. The form section is titled 'Collector Location Details' and contains the question 'From what office are you working from?'. A text input field is present, and an orange arrow points to a small downward-pointing arrow icon at the end of the input field, indicating a dropdown menu. On the right side of the page, there is a vertical navigation bar with icons for 'Save', 'IT', 'Next', 'Prev', and 'Actions'.

Step 4 – Suitability for Licensing

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

Indicate if the applicant had a business licence refused, suspended or cancelled under the laws of any province territory.

Indicate if the applicant has been convicted of a criminal offence.

Note:

If you do have a criminal record, a criminal record check (CRC) must be uploaded. It must be dated within 90 days of the application being submitted.

If you do not have a criminal record, a criminal record check (CRC) does not need to be uploaded, however, the following steps are to be completed on this step:

- Click on “Add a Criminal Record Check” (CRC)
- Type in your first name and last name
- Indicate that you do not have a Criminal Record Check (CRC) to upload
- Provide the reason why – i.e.: I do not have a criminal record.

A new Criminal Record Check (CRC) is required every 5 years from the effective date in RLS. If there is a change to your criminal record, you are required to submit an ‘Information Update’ (see page 18).

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.

The screenshot shows the 'Collector Event' interface. On the left, a sidebar lists steps: Step 1 Event, Step 2 Collector Information, Step 3 Location of Collector, Step 4 Suitability for Licensing (current step), and Step 5 Declaration. The main content area for Step 4 contains the following sections:

- Licensing History:** A question asks if the applicant had a business licence refused, suspended, or cancelled in the past ten years. It has 'Yes' and 'No' radio buttons and a text input field for details.
- Criminal Record Details:** A question asks if the applicant was convicted of a criminal offence under the Criminal Code of Canada in the last 10 years. It has 'Yes' and 'No' radio buttons and a text input field for details.

At the bottom of the form, there is a blue informational box with text about CRC requirements and a link to the Credit Reporting page. A yellow 'Next' button with a right-pointing arrow is located in the top right corner of the form area.

First Name*	Last Name*	Do you have a CRC to upload?*
<input type="text"/>	<input type="text"/>	<input type="button" value="Yes"/> <input type="button" value="No"/>
Effective date*	<input type="text" value="DD-Mon-YYYY"/>	
Upload criminal record*	<input type="button" value="Upload File"/>	

Step 5 – Declaration

Read the declaration and if in agreement click “I Agree” box. Then select the green button that says “submit”.

The screenshot shows the 'Step 5 Declaration' page in the FCAA system. On the left, a sidebar lists steps 1 through 5, with Step 5 'Declaration' selected. The main content area features the FCAA logo and a declaration text box. Below the text is an 'I Agree' checkbox, which is highlighted with an orange arrow. To the right of the checkbox are input fields for 'Applicant Name' and 'Dated'. At the bottom of the form is a green 'Submit' button, also highlighted with an orange arrow. A vertical toolbar on the right side of the page contains icons for 'Print', 'Next', 'Prev', and 'Actions'.

Your application has now been submitted to FCAA and your application will change to “In Review.” You will also receive a notification from FCAA to confirm your submission has been received by FCAA.

This screenshot shows the confirmation page after the declaration is submitted. The sidebar on the left remains the same. The main content area displays the same declaration text as the previous screenshot. Below the text, the 'Applicant Name' is now filled with 'Paul Gates' and the 'Dated' field shows '10-Feb-2020'. A blue 'Yes' label is positioned above the name. A green 'Back to Home' button is located at the bottom center. A prominent orange arrow points to a blue message box that 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.'

If you go “Back to Home,” you should be able to see your application under the portal, “My submission in Review”.

Welcome to
FCAA Registration and Licensing System

This is the **Navigation Panel**. This area is dynamic based on your place in the application and can be used as a primary tool to navigate subsections of the application.

Use the  button to toggle the panel open or closed.

At the bottom of this navigation panel you can find your account options, including log out.

Your Licences / Registrations / Endorsements / Film Classifications

Apply for a Licence / Registration / Endorsement / Or Film Classification

Your Email Correspondences

My Pending Submissions

My Submissions in Review

Program	Submission #	Submission Type	Licence #	Name	App Status
Collector	122800-00	New Application	Not Assigned	Paul Gates	In Review

My Active Licences / Registrations

My Licences / Registrations that Require Action

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 one or more further emails as follows:

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

More Information Requested Email – If you receive such an email

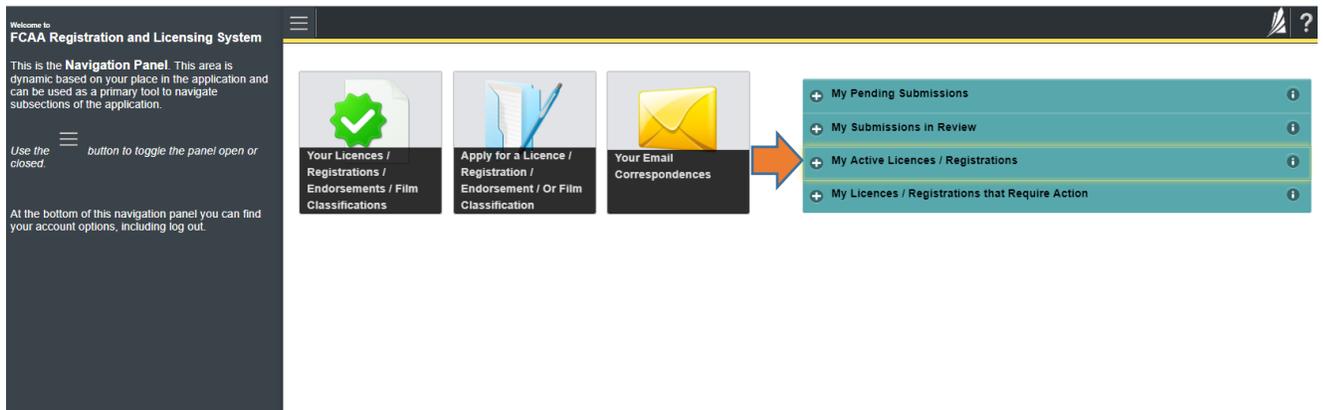
1. Login to the RLS site
2. Select the ‘My Pending Submissions’ portal
3. Select the relevant licence, and respond to the information request (the event steps requiring an update are shown in yellow on the left hand side of the screen – if necessary, you will need to toggle the 3 horizontal bars to view 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 and go to the “My Active Licenses/Registration” portal, select your licence and then “View Licence” to view your approved licence. Note any conditions that apply to the licence.

Licence 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 licence has been issued, you will receive notification by 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.



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

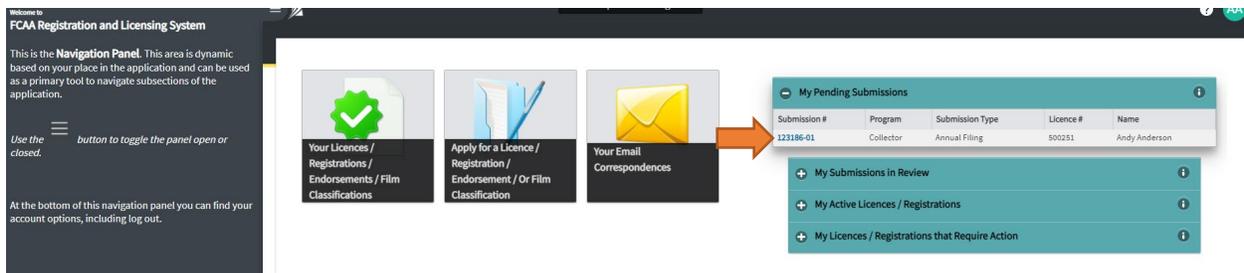
My Active Licenses/Registration – from this portal you can view your active licenses

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

Renewing your Collector’s Application

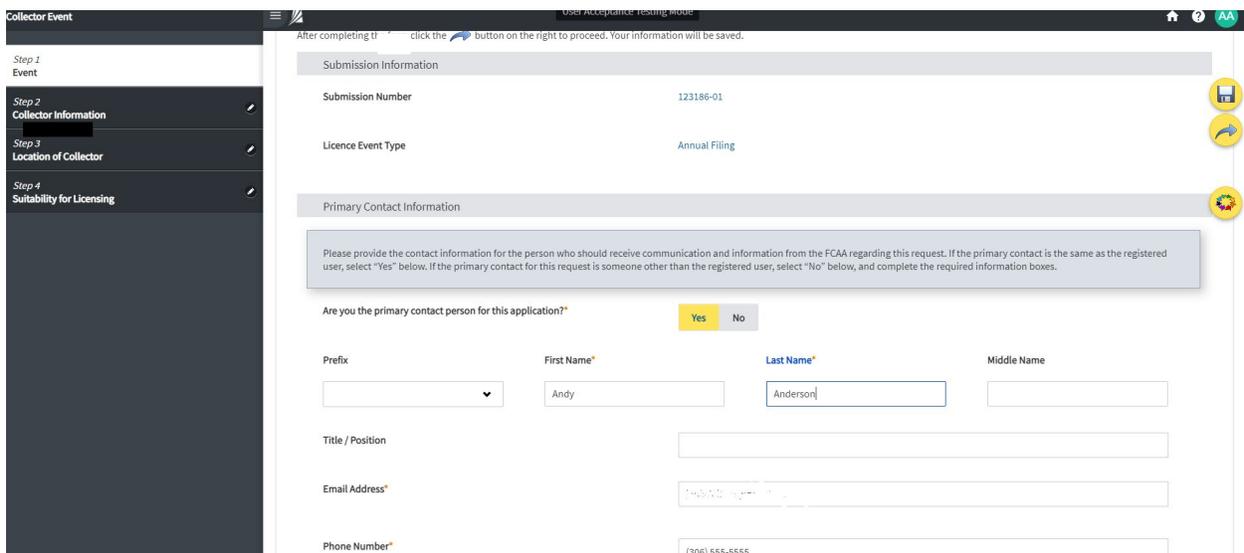
The collection agency who you represent will receive notification of your renewal 30 days prior to your renewal and they must start the renewal process in Registration and Licensing System (RLS). (You will also receive a notification of your licence renewal 30 days prior to the renewal date). Once the company has gone through and paid the fees, you will receive an email from FCAARLS@gov.sk.ca letting you know the company you represent has made payment on your behalf and you will need to log into RLS and complete the renewal application process by updating any changed information and declare the accuracy of the submission. The following information describes the process:

You will log into your RLS account and go into the portal “My Pending Submissions”. Select the submission number in blue to get to your Annual Filing/Renewal.



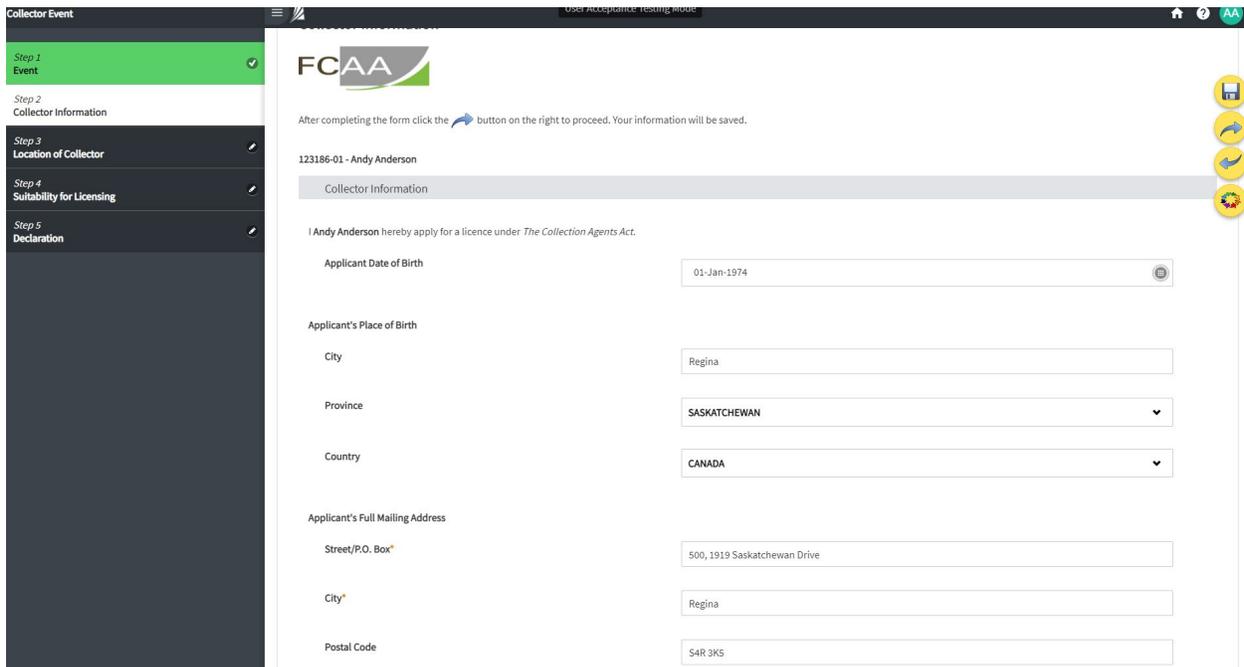
Step 1 - Event

This will take you to your application to review all the steps and update any information that may have changed. On each step, review the information and make changes or not, then click save  and select next. .



Step 2 – Collector Information

Update this step if any information has changed and select next . The steps will turn green each time you select next.



Collector Event

Step 1 Event ✓

Step 2 Collector Information

Step 3 Location of Collector

Step 4 Suitability for Licensing

Step 5 Declaration

FCAA

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

123186-01 - Andy Anderson

Collector Information

I Andy Anderson hereby apply for a licence under *The Collection Agents Act*.

Applicant Date of Birth: 01-Jan-1974

Applicant's Place of Birth:

City: Regina

Province: SASKATCHEWAN

Country: CANADA

Applicant's Full Mailing Address:

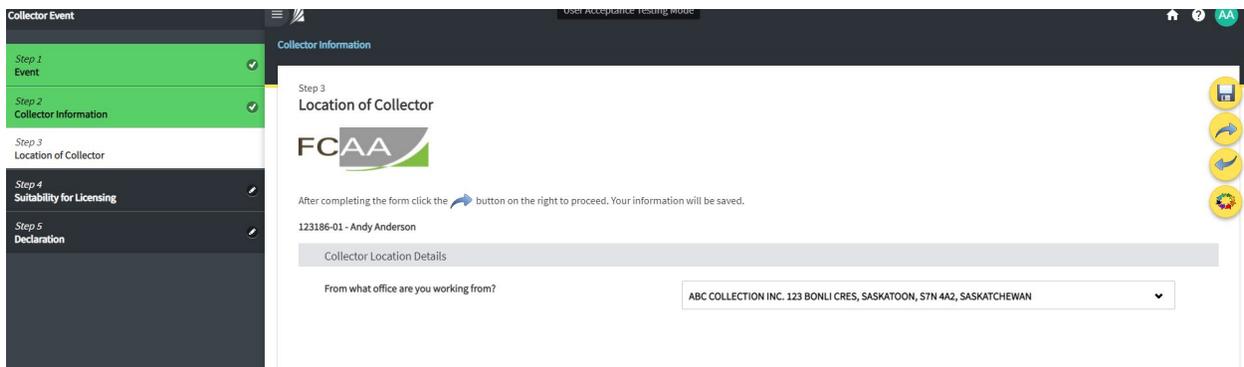
Street/P.O. Box*: 500,1919 Saskatchewan Drive

City*: Regina

Postal Code: S4R 3K5

Step 3 – Location of Collector

Ensure that the correct location has been selected and then select next .



Collector Event

Step 1 Event ✓

Step 2 Collector Information ✓

Step 3 Location of Collector

Step 4 Suitability for Licensing

Step 5 Declaration

FCAA

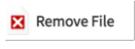
After completing the form click the  button on the right to proceed. Your information will be saved.

123186-01 - Andy Anderson

Collector Location Details

From what office are you working from? ABC COLLECTION INC. 123 BONLI CRES, SASKATOON, STN 4A2, SASKATCHEWAN

Step 4 – Suitability for licensing

Note: If you are uploading a new criminal record check (CRC), use the remove  button, then upload the new CRC.

If you do have a criminal record, a criminal record check (CRC) must be uploaded. It must be dated within 90 days of the application being submitted.

If you do not have a criminal record, a criminal record check (CRC) does not need to be uploaded, however, the following steps are to be completed on this step:

- Click on “Add a Criminal Record Check” (CRC)
- Type in your first name and last name
- Indicate that you do not have a Criminal Record Check (CRC) to upload
- Provide the reason why – i.e.: I do not have a criminal record.

A new Criminal Record Check (CRC) is required every 5 years from the effective date in RLS. If there is a change to your criminal record, you are required to submit an ‘Information Update’ (see page 18).

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.

Update this step if any information has changed and select next



Collector Event

Step 1 Event ✓

Step 2 Collector Information ✓

Step 3 Location of Collector ✓

Step 4 Suitability for Licensing

Step 5 Declaration

Location of Collector

Step 4
Suitability for Licensing

FCAA

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

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

123186-01 - Andy Anderson

Licensing History

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

Yes No

Criminal Record Details

Has the applicant been convicted of a criminal offence under the Criminal Code of Canada within the previous 10 years? *

Yes No

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.

First Name* Last Name* Do you have a CRC to upload?*

Andy Anderson Yes No

If you are not able to upload a CRC, you must provide a reason why*

Andy does not have a criminal record

Step 5 – Declaration

Review the declaration and select “I agree” box and select the “Submit” button.

Collector Event

Step 1 Event ✓

Step 2 Collector Information ✓

Step 3 Location of Collector ✓

Step 4 Suitability for Licensing ✓

Step 5 Declaration

Suitability for Licensing

Step 5 Declaration

FCAA

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

123186-01 - Andy Anderson

Declaration

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.

I Agree

Applicant Name

Dated

The renewal application has been submitted to FCAA and we will be in contact with you if further information is required.

Collector Event

Step 1 Event ✓

Step 2 Collector Information ✓

Step 3 Location of Collector ✓

Step 4 Suitability for Licensing ✓

Step 5 Declaration

Suitability for Licensing

Step 5 Declaration

FCAA

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

123186-01 - Andy Anderson

Declaration

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.

I Agree

Applicant Name

Dated

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.

You will receive an email message confirming your submission has been received and will be reviewed by our office. Shortly, you will receive one or more of the following notices:

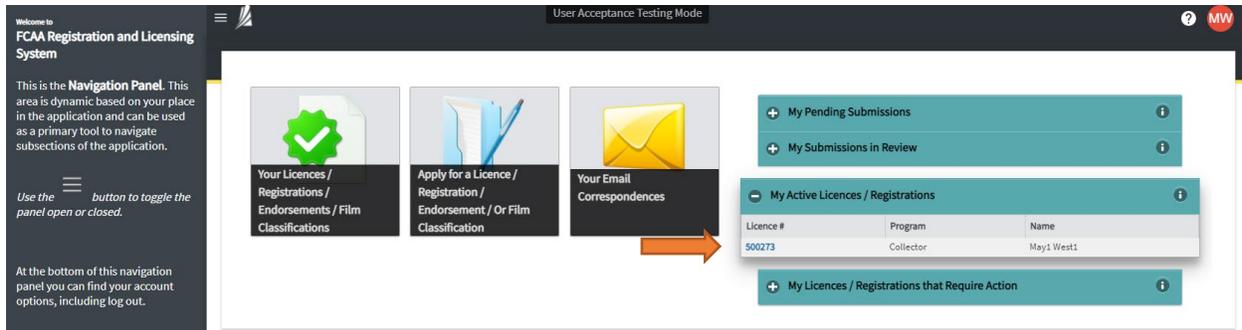
1. Requests for additional information.
2. Approval.
3. Denial of Application Notice.

Once licensed, the public will be able to view this licence on [FCAA411](#)

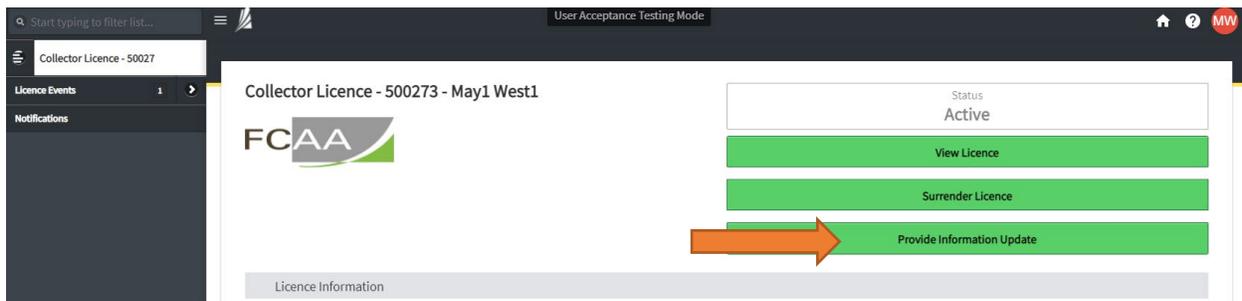
Providing an Information Update

Login to RLS at <https://fcaa.saskatchewan.ca/>

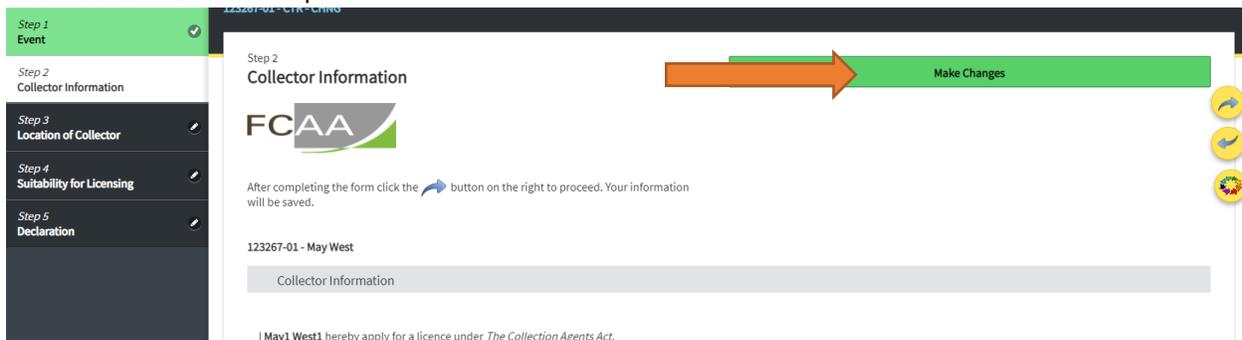
Select 'My Active Licenses/Registrations' on right side of screen. Select your licence number in blue.



Select 'Provide Information Update' button on top right side of screen



Move through each step one at a time using the NEXT button  until you have reach the step you want to change. **NOTE:** In order to make changes, click the 'Make Changes' button (top of the page) to open the fields. As you move through each step, one at a time, the step will turn green and allow you to submit the information update at the end.





For each step that you make changes, ensure to click the Save button.



If you need to upload a different document, remove/delete the old file then upload the new document.

On Step 5 – Note that steps 1-4 have turned green. Once you click on “I agree” box and select the “Submit” button, the application will be submitted to our office.

Collector Event

User Acceptance Testing Mode

Suitability for Licensing

Step 1 Event ✓

Step 2 Collector Information ✓

Step 3 Location of Collector ✓

Step 4 Suitability for Licensing ✓

Step 5 Declaration

Step 5 Declaration

Step 5 Declaration

FCAA

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

123267-01 - May West

Declaration

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 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

DD-Mon-YYYY

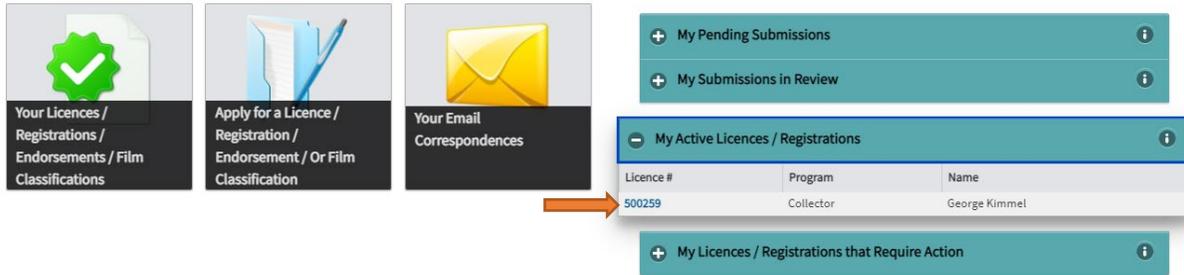
The message at the bottom of the screen will read, “please note that our office has received your submitted application. Our office will be in contact with you if further information is required.

The screenshot shows a web application interface for a 'Collector Event'. The top navigation bar includes 'Collector Event', a menu icon, the 'RCAA' logo, 'User Acceptance Testing Mode', and user profile icons. A left sidebar lists five 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 is titled '123267-01 - May West' and contains a 'Declaration' section. It includes a text box with a declaration statement, a checked 'I Agree' checkbox, and fields for 'Applicant Name' (May1 West1) and 'Dated' (29-Apr-2021). At the bottom, a message states: '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 'Back to Home' button is located at the bottom right of the form area.

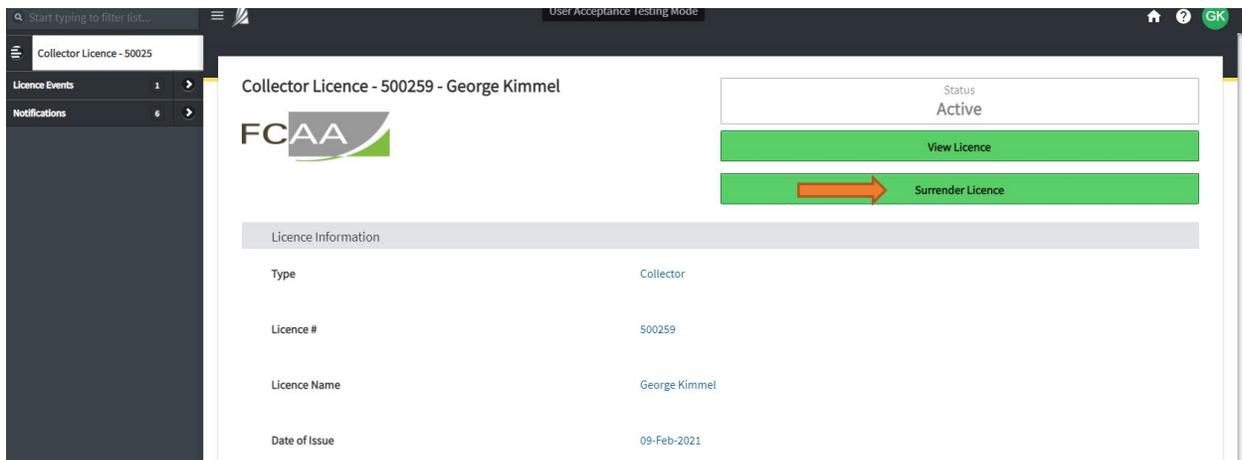
Surrendering your Licence

To Surrender your licence, follow these steps:

Login to RLS. Click on “My Active Licenses/Registrations and select your licence in blue.



Select “Surrender Licence” in green portal.

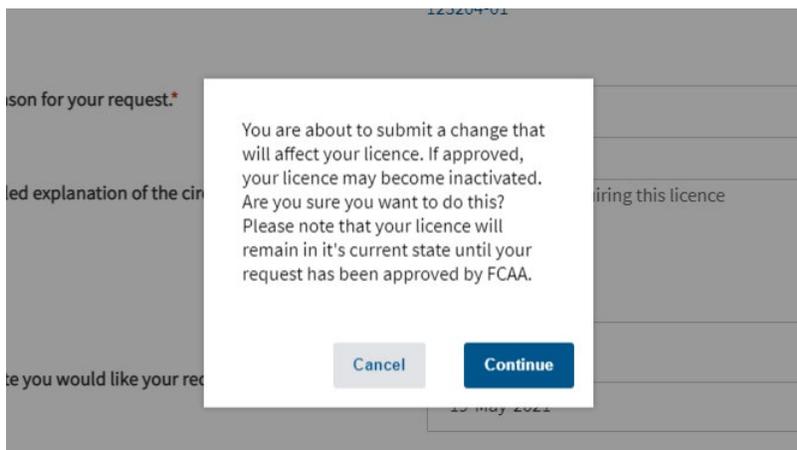


Complete the following fields:

Indicated the reason for your request (drop down menu) and provide a detailed explanation of the circumstances of your request. Indicated the date you would like your request to become effective. Provide any documents that support your request by uploading them to the system (optional). Then select the button the says “Submit Licence Surrender Request”.

The screenshot shows a web application interface for submitting a licence surrender request. The page title is 'CTR Surrender Licence' and the user is logged in as 'User Acceptance - Testing Mode'. The form is for 'Step 1' of a request with ID '123204-01 - CTR - TRMNTN'. The status is 'Pending Submission'. The licence being surrendered is 'Licence: 500259 - George Kimmel'. The form includes a 'Details' section with the following fields: 'Submission Number' (123204-01), a dropdown menu for 'Please indicate the reason for your request.*', a text area for 'Please provide a detailed explanation of the circumstances of your request.*', a date field for 'Please indicate the date you would like your request to become effective.' (format: DD-Mon-YYYY), and an 'Upload File' button. At the bottom of the form, there are two green buttons: 'Submit Licence Surrender Request' and 'Cancel Licence Surrender Request'.

Once you select “Submit Licence Surrender Request” a pop up will show that says, “You are about to submit a change that will affect your licence. If approved, your licence may become inactivated. Are you sure you want to do this? Please note that your licence will remain in its current state until your request has been approved by FCAA.”



Once you select “continue”, your surrender will be sent to FCAA and your status will change to “In Review.”