

Troubleshooting guide for online credit licence applicants

This guide is designed to help with problems and queries you may encounter when using online application forms.

Problems opening the form or with your computer

I can't open the form

Your browser must support Javascript. The online forms have been tested using Internet Explorer 6.0 and above, and Mozilla Firefox 1 and 2. If you have an older version of a browser, or use a different browser, this may be the problem.

I lost my internet connection half way through my application

Provided you made an accurate note of your unique form reference number, a 12 digit alpha numeric number (for example, OYW3JB202FZ7), at the start of the application, you can retrieve your information, which will have been saved up to the point connection was lost, simply log back on, select the option to continue from a previous form, then enter the number when prompted.

If you didn't note this number, the information cannot be retrieved.

I am getting an error message when I try to open the online form

Make a note of the error message and contact the enquiry line on 08457 22 44 99 or e-mail: enquiries@oft.gsi.gov.uk.

They will check the message to see if it is connected to any problems with our software. If it is, they will advise you. If not, it may be an error connected with your computer or network set up, which we are unable to assist with.

I clicked 'submit' but the computer crashed. How do I know the form has been received?

Call the Enquiry team, who will be able to check whether your application has been received on our system. NB This information will become available about 2 hours after you submitted the information. Once we receive a submission we can retrieve it without knowing the unique form reference number.

Entering or Retrieving Information

I have lost my unique form reference number (UFR) and want to track my application

If you have submitted your form, we will send you a confirmation letter with the details you need to make further enquiries. If your form has not been submitted, it cannot be retrieved without the UFR, so you will need to start the application process again.

My unique form reference number doesn't work

Once you have started an online application, you have 45 days to complete it. If you have not done so within this time, your application will be deleted from the system and you will have to start again.

Payment

I'm unclear about the fee structure

This is described on the OFT website at:

http://www.oft.gov.uk/advice_and_resources/resource_base/credit-licence/fees

Note that most applicants (including appointed representatives of firms directly authorised by the FSA) are required to pay the consumer credit jurisdiction industry levy in addition to the licence fee at the same time as you apply to be licensed or you make an application to renew your licence.

What payment options do I have?

Online application is only available to those paying by credit or debit card.

We accept payment using the following cards:

- Visa
- Visa Delta
- MasterCard
- Solo
- Maestro

Submitting and tracking applications**Is my information secure?**

The on-line forms application has undergone thorough security testing to ensure your card details and other information are safe; we encrypt all communication to and from the web site, and use a specialist partner to handle credit card payments securely.

I want to view all the information I have submitted

Click on the Form Info dropdown button (this is seen on the top left hand corner of the screen underneath the Back|Next buttons). Select the View Form Details option; this will open another window with all the information that has been submitted.

Can I scan the signed declaration page and e-mail it to you?

Yes, you will be invited to print, sign and upload it at the end of the application process.

I want to make a change to an application I've submitted

If you want to make a change prior to receiving your acknowledgement letter, submit the details in writing stating the unique form reference number used on the application.

Once you receive an acknowledgement letter, you can use the details given there for any further communication with us.

Form specific problems - variations and renewals

Does the licence variation that I have just completed take effect straight away?

No.

Does the renewal application that I have just submitted take effect straight away?

Note that a licence remains valid while the renewal is being processed as long as we receive your renewal application prior to the expiry date. Please pass this information on to organisations who may be concerned about a licensing agreement lapsing.