

How to complete the Firm Details application

This video has been designed to guide you through the Firm Details application process.

You are welcome to pause at any point to complete it at your own pace.

To access the Firm Details application, please log into My FCA on our website and once logged in, select Connect.

On the FCA Connect homepage, select Start an Application, select Update or Attest to your Firm Details on the drop down arrow and click on Show More.

Before you start, you'll be shown a checklist of the information you'll need to review.

Select the individual the FCA should contact regarding this application from the list provided.

If the detail requires updating, select are any of these details incorrect and follow the guidance.

Once you have verified this information, press Save and continue.

Section 1 Firm Details.

Select Firm Details and complete the relevant information.

Please complete any fields marked with errors and confirm whether you have a website address and any trading names to be published on the Financial Services Register.

Addresses, phone numbers and e-mail addresses are validated within the form.

For firms that are registered with Companies House, the FCA requires certain data to match what has been set on Companies House.

Once confirmed, click Save and Continue.

Once the Firm Details section is marked as reviewed, proceed to the next section.

Section 2 Address Details.

Any errors presented on the form will require correcting via the change button prior to submission.

The principal place of business means the main place where business is carried out.

Head office is the main location where a firm's central management and control is exercised.

This address must be in the UK unless the firm is a branch of an overseas firm.

Invoice address This is the address of your firm where invoices should be sent for payment of FCA fees.

UK Branch Address This address is only required for firms which are registered outside of the UK.

Section 3 Contact Details.

Select contact details and complete the relevant information.

The information you must provide includes the following.

Complaint Contact is the designated point of contact for handling complaints within a firm.

This could be a specific individual or team e-mail address.

These details will be displayed on the Financial Services Register.

Auditor or Reporting accountant is a person or entity responsible for examining and verifying a firm's financial records and ensuring that they are accurate and comply with relevant regulations.

Please confirm whether you have a auditor or reporting accountant and press Save and continue.

Actuary is a professional who uses financial techniques to assess and manage risk for the firm.

Please confirm whether you have an actuary and press save and continue.

Locum is an FCA authorised person at another firm who performs the duties of an individual who is temporarily unable to do so, for example due to illness.

Please confirm whether you have a locum and press Save and continue.

Professional Advisor is a personal entity that provides expert financial advice.

Please confirm whether you have a professional advisor and press Save and continue.

Compliance Contact is a professional responsible for ensuring that a firm adheres to legal standards or regulations which apply to its activities.

You must give the name of a specific individual but may give a shared or team e-mail address.

Once the contact details section is marked as reviewed, proceed to the next section.

Section 4 Appointed Representatives AR.

You do not need to complete this section if you do not have an appointed representative.

An appointed representative AR acts as an agent for a principal firm.

You should check that the details of your appointed representative are up to date.

Section 5 Declaration and Submission.

When all the sections have been completed it will all show as reviewed.

You will then press review and submit.

Review the data you have inputted to ensure it is all correct and press save and continue.

This will take you to the declaration page.

The declaration is a written confirmation that the information provided is correct.

An application number and e-mail will be sent to you once the form has been successfully submitted.

Once the application information has been updated on the Financial Services Register, please review the register to ensure the information is correct.

If you want to find out more information on Firm Details application, please view our website.