

Helping you get

**CREDIT  
READY**



## Step-by-step guide:

### 4. Consumer Credit Supplement

Helping you complete your online application





## Step-by-step guide:

# 4. Consumer Credit Supplement

This guide is designed to help you complete the Consumer Credit Supplement section of your application. If you've collated everything you need from the checklist, it should be as simple as possible.

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### What you will need for this section:

- Your business plan
- Your disclosure documents
- A record of your consumer credit income
- Your remuneration structure
- A record of your TCF (Treating Customers Fairly) activity
- Your firm's accounts
- Record of assets and liabilities

**Only full permission firms will be required to upload these documents.**

## Regulatory business plan:

The first thing you will need to provide is your firm's business plan. This page lists everything that needs to be included in the plan. But if you need any further guidance on this, take a look at the [Guide for Consumer Credit Firms](#), or seek help from an adviser.

Simply attach your document here.

### Business Plan

Please attach the Applicant's business plan.

Document Title

Attachment

Send later

The business plan is mandatory, however you will only need to attach this if you are a full permission firm.

## Your sales channels:

Scrolling down, you will come to a menu of sales channels. Find the ones your firm uses and enter percentages of your sales against them.

Whatever figures you enter must add up to 100%.

### Which sales channels does the Applicant intend to use and what will each method of sale be as a percentage of total sales

Sales Channel	Approximate % of total sales
Face - to - Face	<input type="text"/>
Telephone Sales	<input type="text"/>
Internet Based Sales	<input type="text"/>
Postal	<input type="text"/>
Other	<input type="text"/>

## Disclosure documents:

No need to attach documents, just give a brief description of them.

Please note: this part should only be filled in if your firm is acting as an Appointed Representative and is leaving a network.

### The Applicant must provide the following:

- o a brief description of the disclosure documents (e.g. Initial Disclosure Document, Terms of business) that the Applicant will give to its clients;
- o information on which stage of the sales process the disclosure documents will be provided; and
- o statements about services and charges.

### If the Applicant is leaving a network, provide details below

Firm Reference Number of the network Firm    
Enter your FRN and click Find Firm.

Date notice given (will be given)  [ 03/08/2015 ]

Notice Period (Days)

## Business activities:

If your answer is 'YES', you will need to put in the percentage of your firm's activities which are unregulated.  
(If you are not sure what constitutes an unregulated activity, take a look at the [Consumer Credit Guide](#).)

**All business activities**

Does the Applicant intend to carry on any unregulated business activities?

*This refers to any activities the applicant will be carrying on which do not require authorisation by FCA, whether or not they are connected to the regulated activities the applicant will be carrying on.*

Total Unregulated activities %

£

Description of the unregulated business the Applicant will be conducting:

Enter the amount of consumer credit income your firm gets from unregulated activity.

**All business activities**

Does the Applicant intend to carry on any unregulated business activities?

*This refers to any activities the applicant will be carrying on which do not require authorisation by FCA, whether or not they are connected to the regulated activities the applicant will be carrying on.*

Total Unregulated activities %

£

Description of the unregulated business the Applicant will be conducting:

## Remuneration:

The figures you enter here must add up to 100%.

**How will the Applicant be remunerated?**

Please give precise details regarding the Applicant's remuneration structure, including both monies received from the client and from any provider firms used:

*If the Applicant intends to generate income from any other activities, please provide percentages (where applicable)*

	%
Fixed Fees	<input type="text" value="0"/>
Percentage based fees	<input type="text" value="0"/>
Commissions	<input type="text" value="0"/>
Other	<input type="text" value="0"/>

## Business Risks:

Enter the type of risks that apply to your firm.

### Business Risks

**What are the main business risks for the Applicant and how does it intend to manage those risks?**

*A business risk is a circumstance or factor that may have a negative impact on the operation or profitability of a firm. It can be a result of internal or external factors e.g. loss of key person, on-going financial solvency not being met, client being given unsuitable advice, inadequate systems and controls, economic factors, competitors and their reaction to the Applicant's presence in the market.*

Key Risks	Mitigation plan	
<input type="text"/>	<input type="text"/>	<input type="button" value="Remove Business Risk"/>

Explain briefly how you deal with that risk.

### Business Risks

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Key Risks	Mitigation plan	
<input type="text"/>	<input type="text"/>	<input type="button" value="Remove Business Risk"/>

Click here to add further items.

### Business Risks

**What are the main business risks for the Applicant and how does it intend to manage those risks?**

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Key Risks	Mitigation plan	
<input type="text"/>	<input type="text"/>	<input type="button" value="Remove Business Risk"/>

## Treating Customers Fairly:

Type in an outline of how your firm is participating in TCF (Treating Customers Fairly)

### Treating customers fairly

**Treating Customers Fairly (TCF) - We expect customers' interests to be at the heart of how firms do business. Customers can expect to get financial services and products that meet their needs from firms that they can trust. Meeting customers' fair and reasonable expectations should be the responsibility of firms, not that of the regulator.**

**TCF focuses on six consumer outcomes ( <http://www.fca.org.uk/firms/being-regulated/meeting-your-obligations/fair-treatment-of-customers> ) which financial services firms must deliver to consumers.**

Has your firm reviewed the TCF outcomes and ensured that they have been applied?

TCF should be a key consideration for all new firms. Please tell us how the fair treatment of customers has been considered in the development of the Applicant's business plan.

How will the Applicant's senior management ensure that TCF is embedded in the culture of the firm and that it can demonstrate that the firm is consistently delivering fair outcomes to consumers?

What have the management of the Applicant identified as the key risks to consumers in its model and what action has been taken to mitigate these risks?

## Accounts information:

Here you will need to supply some figures from your accounts, by attaching files to your application.

If a file is more than 25 megabytes, click the **'SEND LATER'** option. Then, after you have submitted your application, you will receive an email from the case officer requesting the information. To help avoid delay, for any documents you have indicated as 'send later', follow instructions within the confirmation email you will receive when you submit your application.

### Other Documents

**All Applicants must provide the following**

*Management Accounts are a set of summarised accounting information that is prepared and presented on a regular basis e.g. monthly, quarterly or annually specifically for a firm's management. End of year accounts is accounting procedure undertaken at the end of the year to close out business from the previous year, carry forward balances from the previous year, and open posting accounts for the upcoming year. Year-end closing is part of a company's closing operations, and is used to create a company's financial statements. If the applicant is subject to audit of its accounts it is the most recent audited end of year account that we need to see.*

An opening balance sheet to demonstrate how the Applicant will meet its financial resources requirement at the date authorisation.

Document Title

Attachment

Send later  

A forecast closing balance sheet for the 1st 12 month of trading as an authorised firm.

Document Title

Attachment

Send later  

A monthly cash flow forecast for the 1st 12 months of trading as an authorised firm.

Document Title

Attachment

Send later  

A monthly profit and loss forecast for the first 12 months of trading.  
As a minimum, the profit and loss forecast must disclose the following on a monthly basis:

- o gross income, analysed between regulated and un-regulated activities
- o business expenditure, relevant annual expenditure, analysis of the major overheads expenditure; and
- o profit before taxation

Document Title

Attachment

Send later  

Is the Applicant currently trading?

## Financial resources:

On this page you will need to include some information relating to assets, liabilities and estimated debts. If no figure applies, please do not leave it blank – put in '0'.

### Financial Resources

The Applicant must provide the following information for the firms:

Personal Assets	£	Personal Liabilities	£
House	<input type="text"/>	Mortgage(s)	<input type="text"/>
Other Real Property	<input type="text"/>	Loan(s)	<input type="text"/>
Contents	<input type="text"/>	Overdraft(s)	<input type="text"/>
Motor Vehicles	<input type="text"/>	Credit card balance(s)	<input type="text"/>
Investments	<input type="text"/>	Other liabilities	<input type="text"/>
Bank Balance(s)	<input type="text"/>		
Cash Deposits	<input type="text"/>		
Other assets	<input type="text"/>		
<b>Total Assets</b>	<input type="text"/>	<b>Total Liabilities</b>	<input type="text"/>
		<b>Guarantees</b>	<input type="text"/>
<b>Net Assets</b>	<input type="text"/>		
Personal assets and liabilities as at date			
<input type="text"/> [ 03/08/2015 ]			
<small>Select today's date</small>			

The Applicant must provide the following information for the Firm:

Business Assets	£	Business Liabilities	£
Bank/cash	<input type="text"/>	Taxation	<input type="text"/>
Commission due within 90 days	<input type="text"/>	Credit cards	<input type="text"/>
Other Investments	<input type="text"/>	Bank overdraft balance	<input type="text"/>
Property	<input type="text"/>	Indemnity commission	<input type="text"/>
Motor vehicles	<input type="text"/>	Unsecured loans	<input type="text"/>
Office equipment	<input type="text"/>	Hire purchase/secured loans	<input type="text"/>
Other assets	<input type="text"/>	Other liabilities	<input type="text"/>
		Mortgage	<input type="text"/>
		Contingent Liabilities	<input type="text"/>
		Guarantees	<input type="text"/>
<b>Total Assets</b>	<input type="text"/>	<b>Total Liabilities</b>	<input type="text"/>
Goodwill	<input type="text"/>	Bank Overdraft	<input type="text"/>
<b>Net Assets</b>	<input type="text"/>		

Enter '0' if no sum applies.

There are guides for different sections of the application.  
So if you'd like further help please visit our [website](#).