

Financial Conduct Authority



Consumer Credit Interim (CCI) System User Guide

This guide is for you if you have already registered for Interim Permission

Link to Consumer Credit Interim Permissions site:

<https://fca-consumer-credit-interim.secure.force.com/home/home.jsp>

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1 SECTION 1

1.1 REGISTER NEW USER

The screenshot shows a web browser window with the URL `fca.config1.cs17.force.com/fca/SiteLogin`. The page features the FCA logo and navigation links: [FSA Register](#), [Login](#), [Forgot Your Password?](#), [New User?](#), and [Financial Conduct Authority](#). A central login form contains the following elements:

- Login** header
- Email input field
- Password input field
- Login button
- [Forgot Your Password?](#) link
- [New User?](#) link

Step 1: Click on **New User?** Link

The screenshot shows the registration page for the FCA Consumer Credit Interim. The page features the FCA logo and navigation links: [Forgot Your Password?](#), [New User?](#), and [FCA Website](#). The registration form includes the following fields and instructions:

- FCA Consumer Credit Interim - New User Registration Page** header
- First Name**: Joe
- Last Name**: Bloggs
- Email**: joe.bloggs@test.com
- Telephone**: 0123456789
- Pin**: (4-digit PIN field)
- Password**: (8-character password field)
- Confirm Password**: (8-character password field)
- CAPTCHA**: A challenge with the words "law" and "ursterr" and a "Submit" button.

Instructions for the CAPTCHA: "Please enter the two words entered below. If they are not readable, press the blue recycle button." A "Submit" button is located at the bottom of the form.

Step 3: Enter details of new user and click submit

After submitting, we send you (the user) an email containing the email address and pin you provided during the registration process.

1.2 CHANGE MY DETAILS

This is used to amend your name, e-mail address, telephone number or PIN

Step 1: Click on the link **Change My Details**.

Step 2: Click to **Edit** to update the details.

Step 3: Update the details and click **Save**.

1.3 CHANGE PASSWORD

Step 1: Click on the link **Change Password**.

Step 2: Enter Old Password, New Password and Verify New Password.

Step 3: Click **Change Password** button.

1.4 REPLACE FIRM CONTACT

Replace Firm Contact

This option allows you to transfer one or more firms to another existing Firm Contact (Consumer Credit Interim portal user). The Firm Contact you want to transfer the firm(s) to will need to be created before you can transfer the firm(s). The Firm Contact can register through the standard [Sign Up](#) registration page.

Instructions:

- Please provide the email address of the Firm Contact you want to transfer to
- Select the firm(s) to transfer in left 'Available Firms' section and click the 'Add' button to move them to the 'Firms to Transfer' section
- Click the Transfer button to transfer the firm(s)

Warning: After transferring the firms to the other user, you will no longer have access to these firms. You cannot undo this action.

Please enter the email address of the Firm Contact to transfer firm(s) to:

E-mail

Select firm(s) to transfer to other Firm Contact

Available Firms

Transferred Firms

ADD

Remove

Transfer

Cancel

Step 1: Click on the link **Replace Firm Contact**.

Step 2: Enter email address of the Individual to whom the firm has to transfer.

Step 3: Click **Transfer**.

1.5 APPLY FOR WAIVER

Firms that already have Interim Permissions

Click on a Firm Name to change its details or to withdraw, waive*, vary* or cancel* its permission (* only available from April 2014).

Firm Name	Type	Phone	Website
Firm Name	Body Corporate		

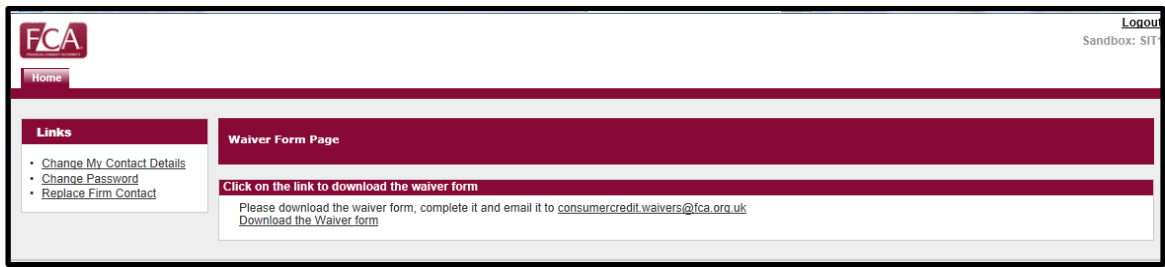
Step 1: Select the Firm from the Home page.

List of Actions

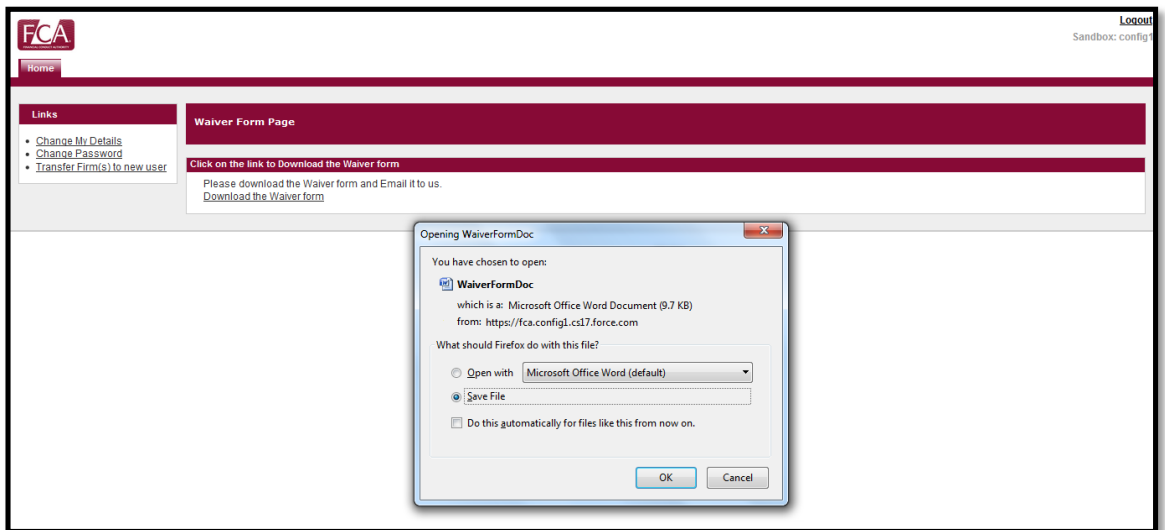
Click on an action for the selected firm:

- Apply for Waiver
- Change Firm Details
- Variation of Permission
- Cancellation of Permission

Step 2: Click on the link **Apply for Waiver**.



Step 3: Click on the link *Download the Waiver form* to download the Waiver form doc.



Step 4: You can now View or download the Waiver form doc.

Please download the Waiver form, complete it and send it to consumercredit.waivers@fca.org.uk

2 SECTION 2

2.1 CHANGE FIRM DETAILS

The screenshot shows the FCA Home page. On the left, there is a 'Links' menu with options: 'Change My Contact Details', 'Change Password', and 'Replace Firm Contact'. The main content area is titled 'Firms that already have Interim Permissions'. Below this title, there is a note: 'Click on a Firm Name to change its details or to withdraw, waive*, vary* or cancel* its permission (* only available from April 2014)'. A table is displayed with the following columns: Firm Name, Type, Phone, and Website. The table contains one row with the following data:

Firm Name	Type	Phone	Website
Firm Name	Body Corporate		

Step 1: Select the Firm from the Home page.

The screenshot shows the FCA Home page with the 'List of Actions' section expanded. The 'Links' menu is visible on the left. The 'List of Actions' section contains the following text: 'Click on an action for the selected firm:' followed by a list of actions: 'Apply for Waiver', 'Change Firm Details', 'Variation of Permission', and 'Cancellation of Permission'.

Step 2: Click on **Change Firm Details** link.

The screenshot shows the FCA Firm Detail page for 'TestFirmSS1'. The page has a 'Firm Detail' header with 'Save' and 'Cancel' buttons. Below the header, there is a warning: 'The read only fields cannot be changed in the Interim Permission Notification process. Please contact the OFT to change these details.' The form contains the following fields:

- Firm Name: TestFirmSS1
- Trading Names: [Text Input]
- Firm Type: [Text Input]
- Website: [Text Input]
- Principal Place of Business Address: [Text Input]
- Principal Place of Business Postcode: [Text Input]
- Principal Place of Business Street: [Text Input]
- Principal Place of Business County: [Text Input]
- Principal Place of Business City: [Text Input]
- Principal Place of Business Country: [Text Input]
- Registered Office Postcode: [Text Input]
- Registered Office Street: [Text Input]
- Registered Office County: [Text Input]
- Registered Office City: [Text Input]
- Registered Office Country: [Text Input]
- Last Modified By: [Text Input]
- Last Modified Date: [Text Input]

There are 'Click to find' buttons next to the Postcode and Registered Office Postcode fields. A 'Home' link is visible at the bottom right of the page.

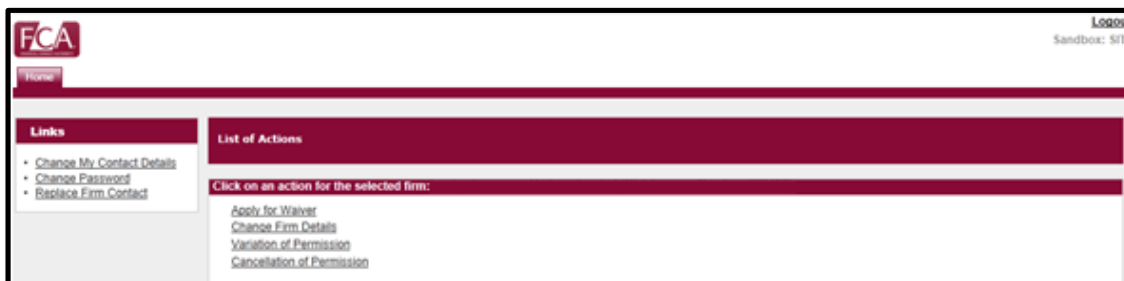
Step 3: Enter Firm details to Update.

Step 4: Click on **Click to find** button to search an address for the entered post code.

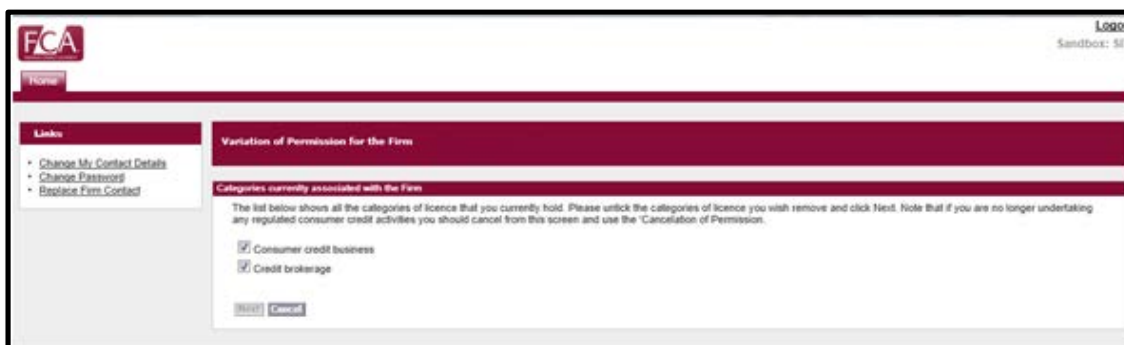
Step 5: Click **Save** once done.

The firm details are updated directly.

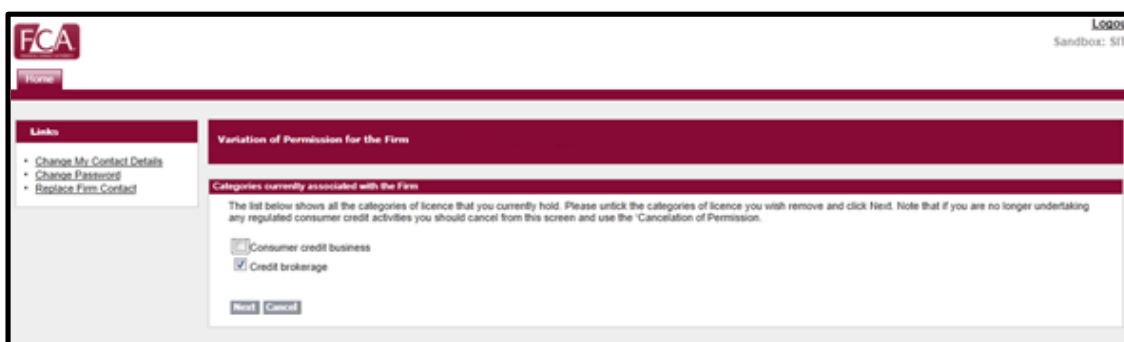
2.2 VOP (VARIATION OF PERMISSION)



Step 1: Click on **Variation of Permission**. It will open the Variation of Permission page.



Step 2: De-select the checkbox of activities you are applying to remove. (You are unable to deselect them all if this means that you are no longer carrying on a regulated activity, as this would be a Cancellation – see **Section 2.3 for Cancellations**.)



Step 3: After deselecting, **Next** button will be active. Select **Next** button.

Step 4: Select the appropriate answer. Click on **Next** button.

Step 5: Confirm you understand the consequences – if you remove Permission, the only way to add it back in would be to apply for authorisation

Confirmation that the Variation of permission was successful (an e-mail will be sent to the firm contact).

2.3 CANCELLATION OF PERMISSIONS

Step 1: Click on **Cancellation of Permission**. It will open the Cancellation of Permission page.

Step 2: Answer all the required questions.

Step 3: Click on the **Submit** button to complete the cancellation process.

An Open Case is created, and the case will be processed internally.

Please note: If you wish to Cancel your Permission(s) then you MUST do this before the expiry date of your Application Period.

If you have any further questions, please contact our Customer Contact Centre on 0845 606 9966.