



# Direct Sellers Licence Application Guide

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Version 1.1  
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## Introduction

This is a guide to using the online portal of the Financial and Consumer Services Commission (FCNB) for Direct Sellers. The portal allows a user to apply for a direct seller salesperson or vendor licence.

Please take a moment and review the Portal Basics User Guide to learn how to create an account, how to navigate the portal, how to make selections from dropdowns, and how to upload documents. It is available on the portal FAQ page at: <http://fcnb.ca/portalfaq.html>.

The portal may be found online at: <https://portal.fcnb.ca>. Please consult the FCNB Portal FAQ for additional guidance and resources regarding direct seller functionality in our portal.

	<b>This guide assumes that you have created an account and have logged in to the portal.</b>
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## Accessing the processes in the portal

If you had already created an account to obtain another type of licence, you will need to add a web role to your portal profile. To do so, log into your portal. On the “Profile” page, under “Account Type”, select the type of account you wish to add, and click “Update”.

### Account Type

- Pension Plan Representative (register pension plans and other filings)
- Financial Institution Representative (register standard contracts)
- Adviser (request LIF-RRIF transfers)
- Mortgage Brokerage
- Mortgage Broker Associate
- Insurance Registrant (apply for a licence)
- External Organization Administrator
- External Organization Authorized User
- Payday Lender Representative
- Direct Sellers Licencing Applicant**
- Resident of Canada \*

Your new account type will appear in the grey ribbon. Click here to return to this page at any time.

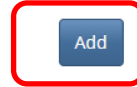


Pensions   Standard Contracts   LIF to RRIF Transfers   Insurance Licences   Mortgage Broker Licences   Mortgage Brokerage Licences  
Payday Lender Licences   **Direct Seller Licences**

## My Direct Seller Licences

Click on the menu option for Direct Sellers and you will see a (initially empty) list of licences associated with your account. To begin a new application, select the “Add” button on the right side of the page. At each of the following pages in the request process you will be asked to provide information or to make certain selections. You will note a yellow box containing an explanation of what you are required to do at each step on most pages. Please carefully read these instructions for each step of the request process.

### My Direct Seller Licences



Transaction ID ↑	Licence type	Vendor name	Expiry date	Status	Fee Status
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Select the type of licence for which you are applying. Please note your selection cannot be changed once you have clicked the “Next” button.

	<p><b>In order to apply for a salesperson licence, you must select your authorized vendor from the drop-down list.</b></p> <p><b>Authorized vendors must be licenced before salespersons can make an application in the portal.</b></p>
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The next pages of the application will require the applicant to provide information such as registered business names and addresses, employment history, goods to be sold, etc. Please fill out each page with the required information and select “Next” to proceed with the application.

Towards the end of the “Apply for a New Licence” process, there will be a “Documents” page where you will have the opportunity to upload any files to support your application. Please follow the detailed instructions in the yellow box on the page and select “Next” once the documents have been uploaded.

## Documents

You have completed the data entry portion of the process. Based on your selections during this online process, please upload the documents listed below.

### How to upload a document:

- Place all files to be uploaded in the same directory or folder on your computer.
- Click the "Browse" button for a particular item to upload. A window to access files on your computer will appear. Browse to the folder containing your files.
- Select the file(s) on your computer (hold down the CTRL key to select multiple files) and click "Open" in the window. The text box to the left of the "Browse..." button should now indicate the selected files.
- Repeat this process for each item requiring document upload. Add any documents not within a particular category under the "Additional documents" item.
- Once you have selected files for all items, click "Upload". This will upload all your documents simultaneously.
- Once complete, uploaded documents will appear with the item with respect to which they were uploaded. Please ensure that all documents you wanted to upload are listed. Add further documents by clicking "Browse..." again. (Note that an additional Browse and Upload will add to the uploaded list and will not replace previously uploaded files. To delete a particular uploaded file, click the little garbage can to the right of the file.)
- Mandatory uploads have a red asterisk beside them.

### Additional documents

At the end of the process, you will be asked to validate your application. Read the information carefully and check the checkbox if you agree with the statements.

## Apply for a New Licence

86%

### Validation and confirmation

If you wish to review and/or edit any of your entries or uploads, you may use the 'Previous' button to navigate back through the previous steps. Once you are satisfied with the data entered and documents uploaded, we ask that you validate and confirm your application by checking the box below.

**Please note:** Salespersons licences expire on the same date that the authorizing vendor licence expires.

After you validate your application, you will be required to pay the application fee online or indicate payment will be made separately (by making payment or delivering payment at our office). **Please note that if you do not pay for your application online, processing of your application will not commence until the application fee is received in our office and applied to your application.**

After submission, you will receive an email confirming receipt of your application.

- I confirm that: The information provided in this application is true and correct to the best of my knowledge and no material information has been omitted. I understand that my application may be denied if I have made a material misstatement in my application. I undertake to immediately notify FCNB if any information provided in this application changes prior to issuance of a licence. I authorize FCNB to share the information submitted in this application with my authorizing vendor.

Once validated, you will be presented with payment options. Once the payment option has been selected and processed, your licence application will be submitted and you will be returned to the "My Direct Sellers Licences" page.

## Fees and Payment

The total amount due for this application is set out below. You have the option to pay online or send or deliver payment separately. Select the manner in which you wish to pay and then click 'Submit'.

Please note:

- If you select to pay now, you will be redirected to a page to enter your credit card details, and will then be redirected to a page to download your statement.
- If you select to send in your payment separately, you will be redirected to a page to download your statement to send in with your payment.

### Fee summary

180028079

Transaction ID: 180028079

Description:	Fee
Base Fee	\$35.00
<b>Total Fee:</b>	<b>\$35.00</b>

### Payment Method:

- Pay online using Visa, MC, Amex or Interac debit card
- I will send or deliver payment to FCNB separately

Previous

Submit

Once your application is submitted, click "Manage" to see the actions available. You can file a change in circumstances with respect to the licence/application, request cancellation of the licence/application, download the licence application and download the licence once it has been approved.

## Manage Licence

On this page you can manage your licence or application.

If the legal name under which direct seller activities will be conducted has changed, a new licence application is required. The licence cannot be renewed.

### Licence Details

#### Transaction ID

180054592

#### Status

Submitted to Vendor

#### Licence type

Salesperson

#### Legal name under which direct seller activities will be conducted

Test

#### Description of goods and/or services to be sold

xxx

## Actions

File a Change in Circumstance

Request Licence Withdrawal

Download Application

Download Licence

Depending upon the status of your licence, as well as other various timing factors (for example, your licence expiry date), you may have additional options available. Each of these processes follows a similar pattern to the other processes already described: answer questions, upload documents (if applicable), validate/confirm, payment (if applicable), and submit your filing.

## Help and Support

\*Please note that the Support staff is responsible for dealing with IT inquiries and that any suitability or licensing questions must be raised with our Consumer Licensing division\*

If you are unsure of the answer required in a field, please contact the Consumer Affairs division at [consumer.licensing@fcnb.ca](mailto:consumer.licensing@fcnb.ca).

If you are experiencing technical difficulties with the portal, please submit a support request using our online support request form at <https://portal.fcnb.ca/requestsupport/>:

# Request support

Describe the problem

Type \*

Regulatory area \*

Transaction ID or Licence #, if applicable

Details

Contact information

Name \*

Email \*

Phone Number \*

Submit