



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:

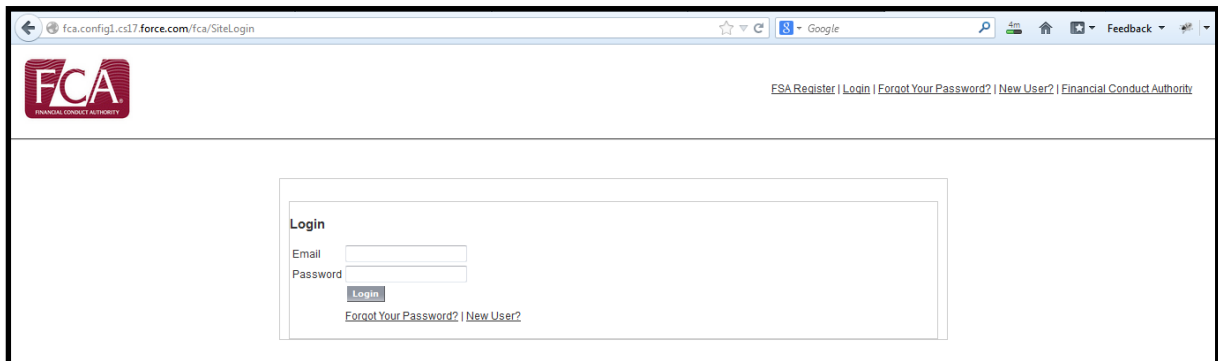
<https://fca-consumer-credit-interim.secure.force.com/home/home.jsp>

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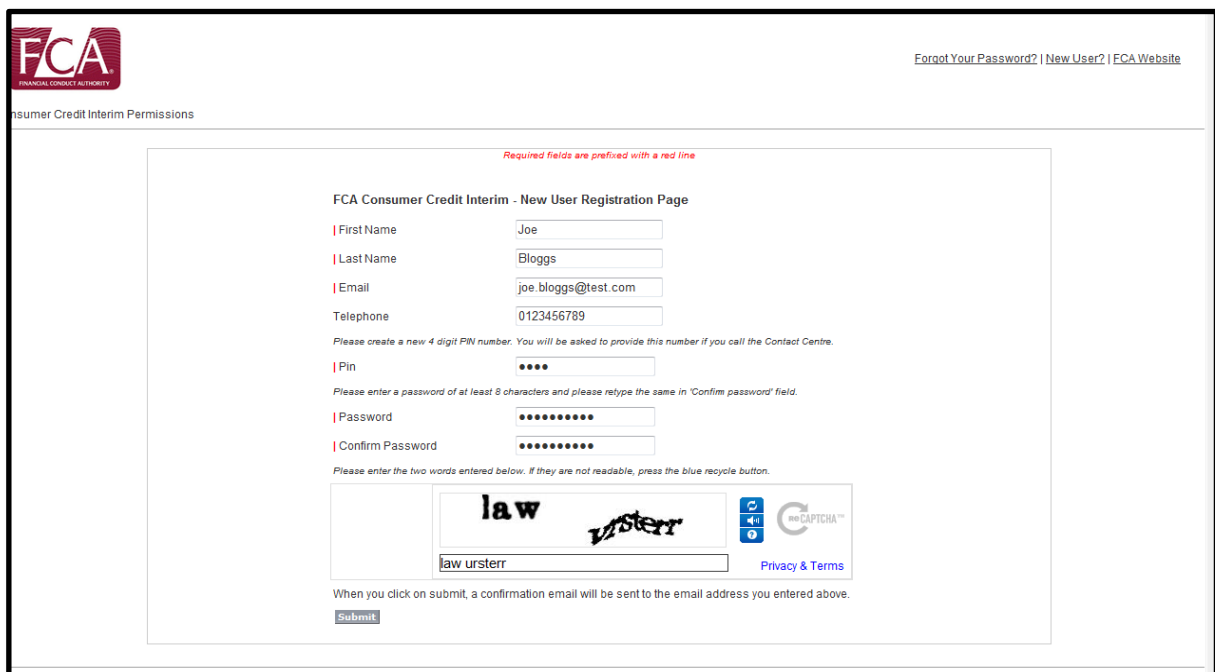
1 SECTION 1

1.1 REGISTER NEW USER



A screenshot of a web browser showing the FCA (Financial Conduct Authority) website. The browser's address bar displays 'fca.config1.csl7.force.com/fca/Site/Login'. The page features the FCA logo on the left and navigation links on the right: 'FSA Register | Login | Forgot Your Password? | New User? | Financial Conduct Authority'. The main content area contains a 'Login' form with fields for 'Email' and 'Password', a 'Login' button, and links for 'Forgot Your Password?' and 'New User?'.

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



A screenshot of the 'FCA Consumer Credit Interim - New User Registration Page'. The page includes the FCA logo and navigation links: 'Forgot Your Password? | New User? | FCA Website'. Below the header, there is a section for 'Consumer Credit Interim Permissions'. The main registration form contains the following fields and instructions:

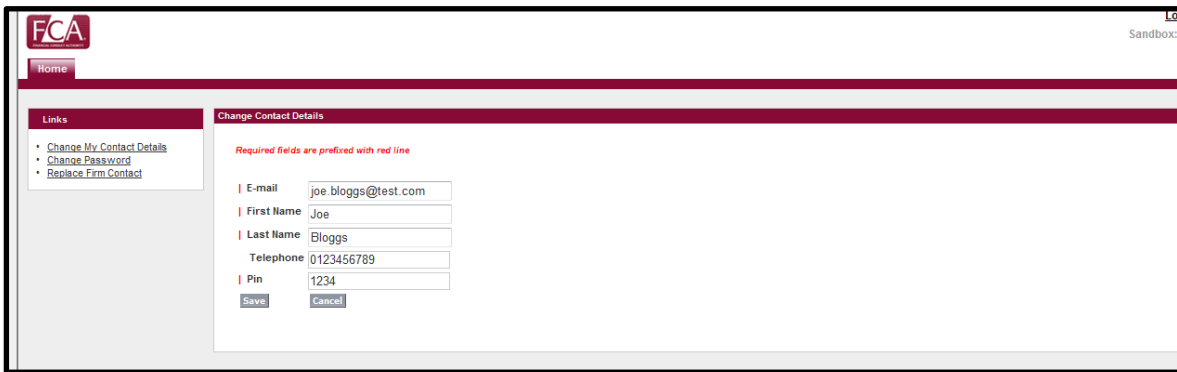
- First Name:** Joe
- Last Name:** Bloggs
- Email:** joe.bloggs@test.com
- Telephone:** 0123456789
- Pin:** A field with four dots, with the instruction: 'Please create a new 4 digit PIN number. You will be asked to provide this number if you call the Contact Centre.'
- Password:** A field with eight dots, with the instruction: 'Please enter a password of at least 8 characters and please retype the same in 'Confirm password' field.'
- Confirm Password:** A field with eight dots.

Below the password fields is a CAPTCHA section with the instruction: 'Please enter the two words entered below. If they are not readable, press the blue recycle button.' The CAPTCHA image shows the words 'law' and 'ursterr' in a stylized font. A text box contains the words 'law ursterr' and a 'Submit' button is located below it. A 'Privacy & Terms' link is also present.

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



The screenshot shows the 'Change Contact Details' form in the FCA system. The form is titled 'Change Contact Details' and includes a 'Links' sidebar with options: 'Change My Contact Details', 'Change Password', and 'Replace Firm Contact'. The main form area contains the following fields:

- E-mail: joe.bloggs@test.com
- First Name: Joe
- Last Name: Bloggs
- Telephone: 0123456789
- Pin: 1234

Buttons for 'Save' and 'Cancel' are located at the bottom of the form. A red line indicates required fields. The top right corner shows 'Logout' and 'Sandbox: config'.

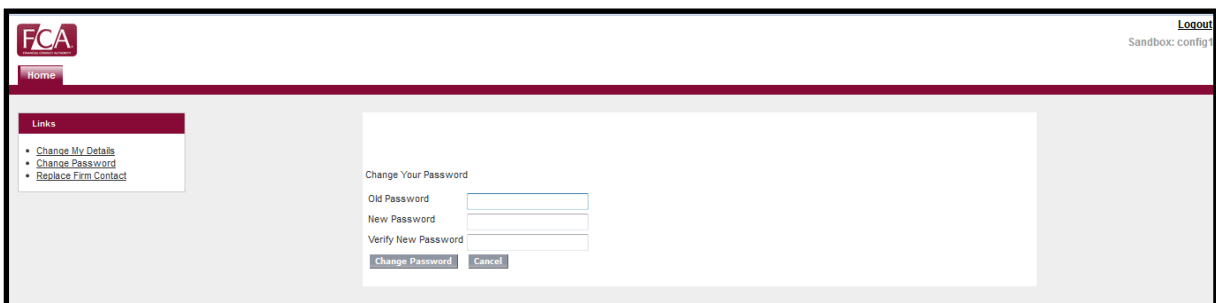
This is used to amend your name, e-mail address, telephone number or PIN

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



The screenshot shows the 'Change Your Password' form in the FCA system. The form is titled 'Change Your Password' and includes a 'Links' sidebar with options: 'Change My Details', 'Change Password', and 'Replace Firm Contact'. The main form area contains the following fields:

- Old Password
- New Password
- Verify New Password

Buttons for 'Change Password' and 'Cancel' are located at the bottom of the form. The top right corner shows 'Logout' and 'Sandbox: config'.

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 [New User](#) 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: Test Firm 001 (0/2)

Transferred Firms: None

Buttons: 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		

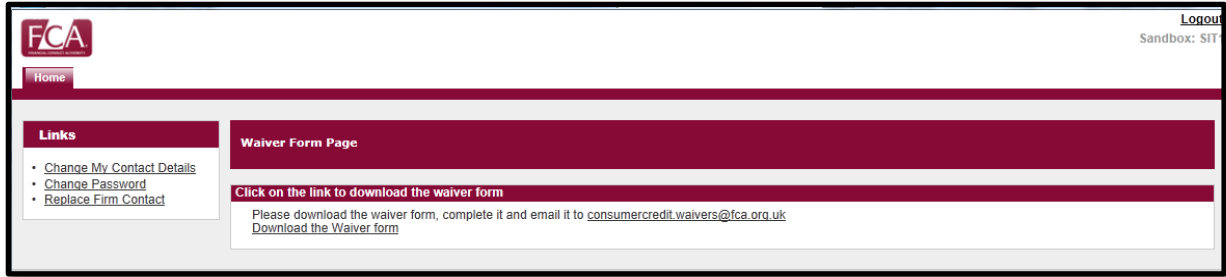
Step 1: Select the Firm from the Home page.

List of Actions

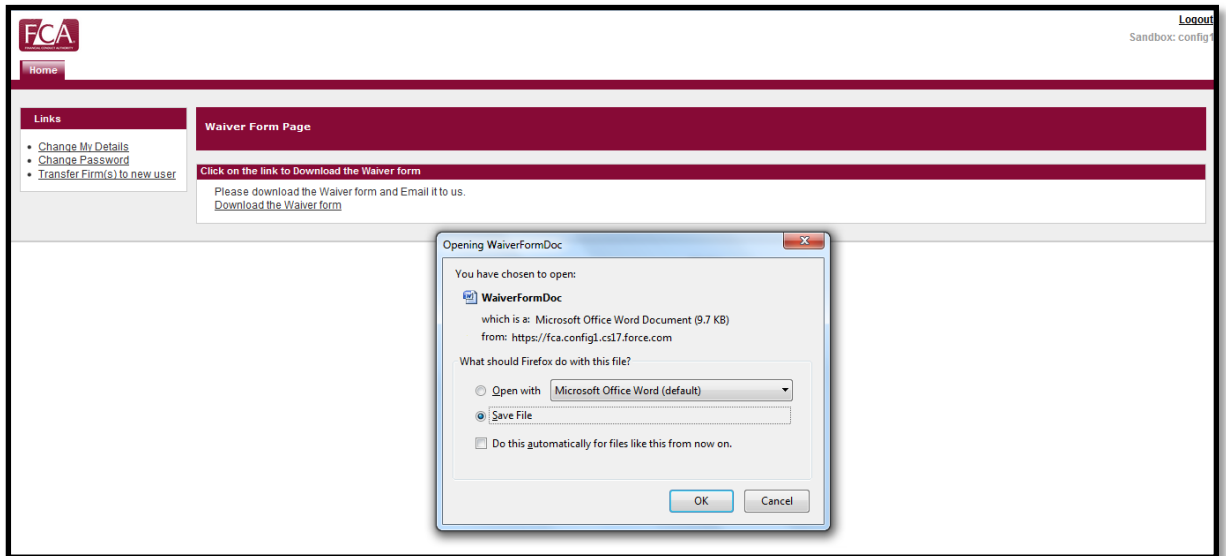
Click on an action for the selected firm:

- 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.

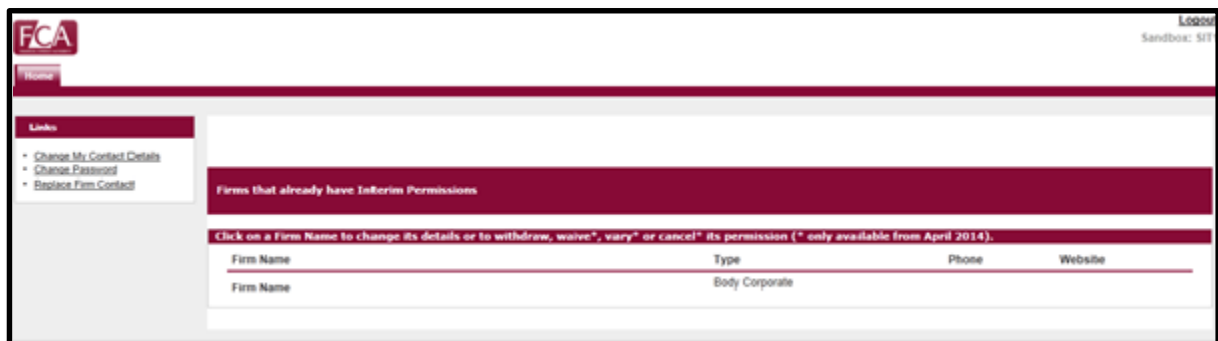


Step 4: You can now View or download the Waiver form doc.

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

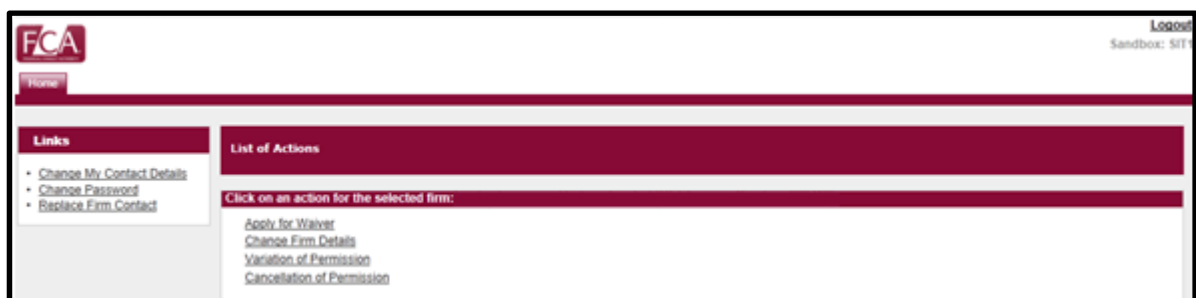
2 SECTION 2

2.1 CHANGE FIRM DETAILS



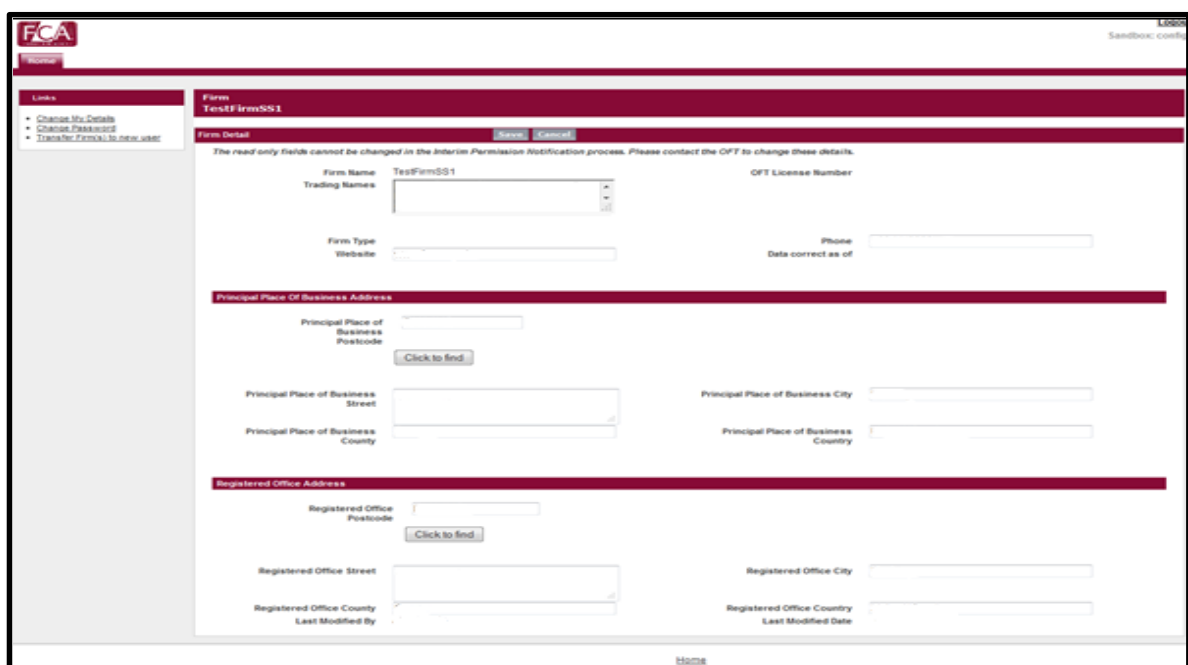
The screenshot shows the FCA Home page. On the left, there is a 'Links' menu with options: 'Change My Contact Details', 'Change Password', and 'Replace Firm Contact'. The main content area is titled 'Firms that already have Interim Permissions'. Below this title is a table with columns: 'Firm Name',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

Step 1: Select the Firm from the Home page.



The screenshot shows the 'List of Actions' page for a selected firm. On the left, the 'Links' menu is visible. The main content area is titled 'List of Actions' and contains a list of actions: 'Apply for Waiver', 'Change Firm Details', 'Variation of Permission', and 'Cancellation of Permission'. A note above the list states: 'Click on an action for the selected firm:'. The top right corner shows 'Logout' and 'Sandbox: SIT'.

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



The screenshot shows the 'Firm Detail' page for 'TestFirmSS1'. The page has a 'Save' and 'Cancel' button at the top. A note states: 'The read only fields cannot be changed in the Interim Permission Notification process. Please contact the OFF to change these details.' The form contains several fields: 'Firm Name' (TestFirmSS1), 'Trading Names' (dropdown), 'OFT License Number', 'Firm Type', 'Website', 'Phone', and 'Data correct as of'. Below these are sections for 'Principal Place of Business Address' and 'Registered Office Address', each with fields for 'Postcode', 'Street', 'City', and 'Country'. There are 'Click to find' buttons for the 'Postcode' fields. The bottom right corner shows 'Home'.

Step 3: Enter Firm details to Update.

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

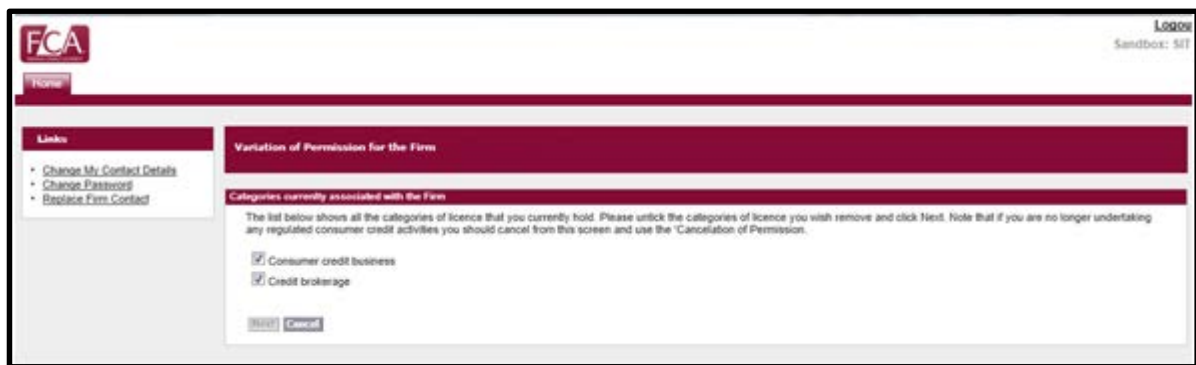
Step 5: Click **Save** once done.

The firm details are updated directly.

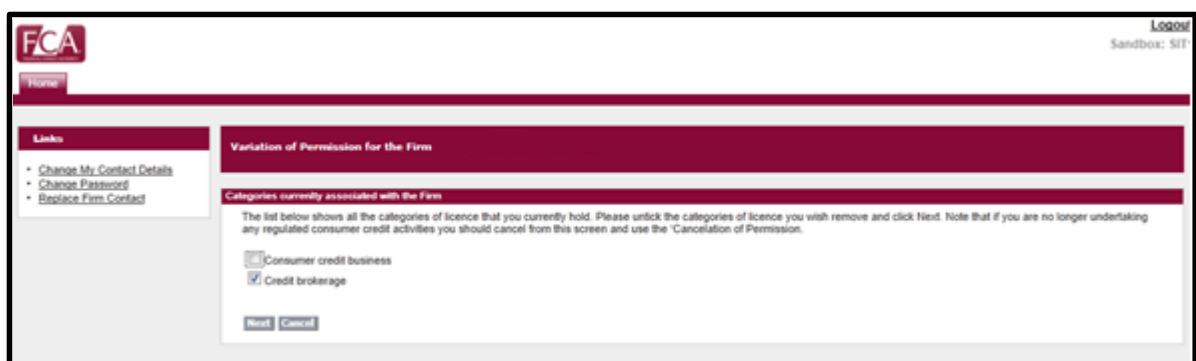
2.2 VOP (VARIATION OF PERMISSION)



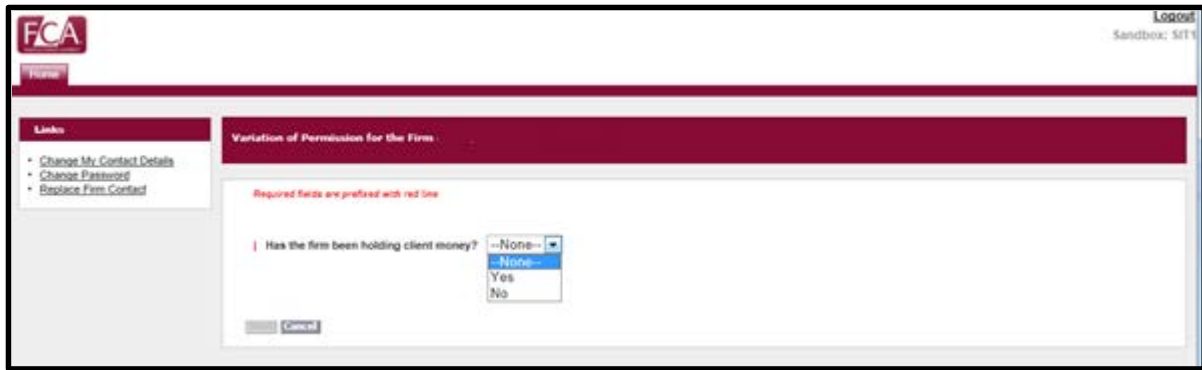
Step 1: Click on **Variation of Permission**. It will open the Variation of Permission page.



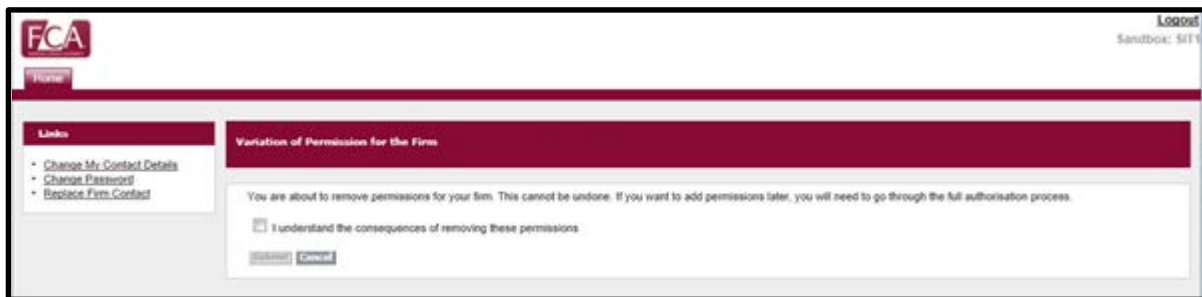
Step 2: De-select the checkbox of activities you are applying to remove. (You are unable to deselect them all if this means that you are no longer carrying on a regulated activity, as this would be a Cancellation – see **Section 2.3 for Cancellations**.)



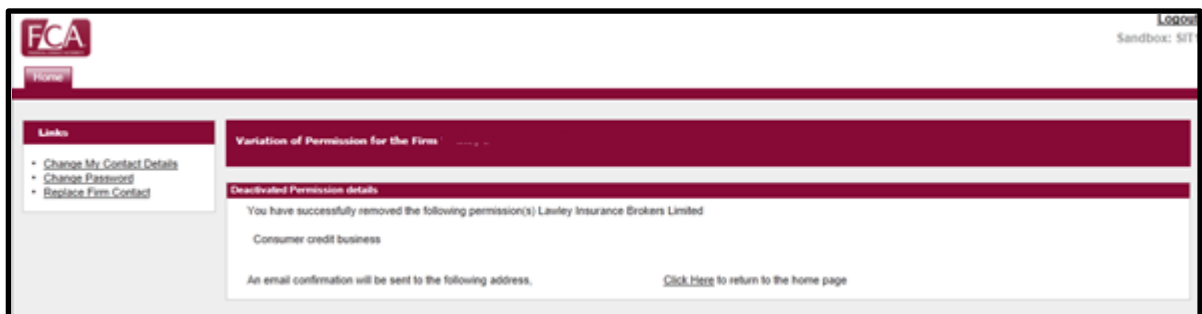
Step 3: After deselecting, **Next** button will be active. Select **Next** button.



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.