How to submit Client Asset Reports and Late Audit Notifications

Registration process and user guide for audit firms

March 2025

Contents

What has changed

We are updating the current form used by auditors to submit Client Assets Reports and introducing a new form for late audit notifications. All auditors with current access to the Client Assets Report form will be given access to the late audit notification form without the need to apply for additional approval.

Client Assets Reports are already being submitted via Connect. Late audit notifications, which were previously submitted by email, should now be submitted using our preferred method via the Connect platform. We have identified some areas on the Connect form that require additional data points. By making these changes, we will create a more robust data collection system, leading to improved data accuracy and completeness, enhanced efficiency in data processing, and better insights for decision-making.

The FCA is continuously seeking to improve the quality of data used and the Connect system is a vital tool in providing key data points to help categorise risk and prioritise cases for review.

The rules in the FCA Handbook will not change, and the deadline for submission of reports remains the same.

There is no change to the rules and guidance for Client Assets Reports on insurance intermediaries. These reports only need to be submitted if we ask for them or if you consider the breaches significant enough to require notification, e.g. where the opinion is adverse.

To submit any other communications or if you have any queries, please email us at CASSAudit@fca.org.uk.

What you need to do

To submit a Client Assets report or late audit notification, you will need a 'Principal User' for your firm to:

- register your firm's details
- add additional users to the system and manage the access and level of permissions for those users

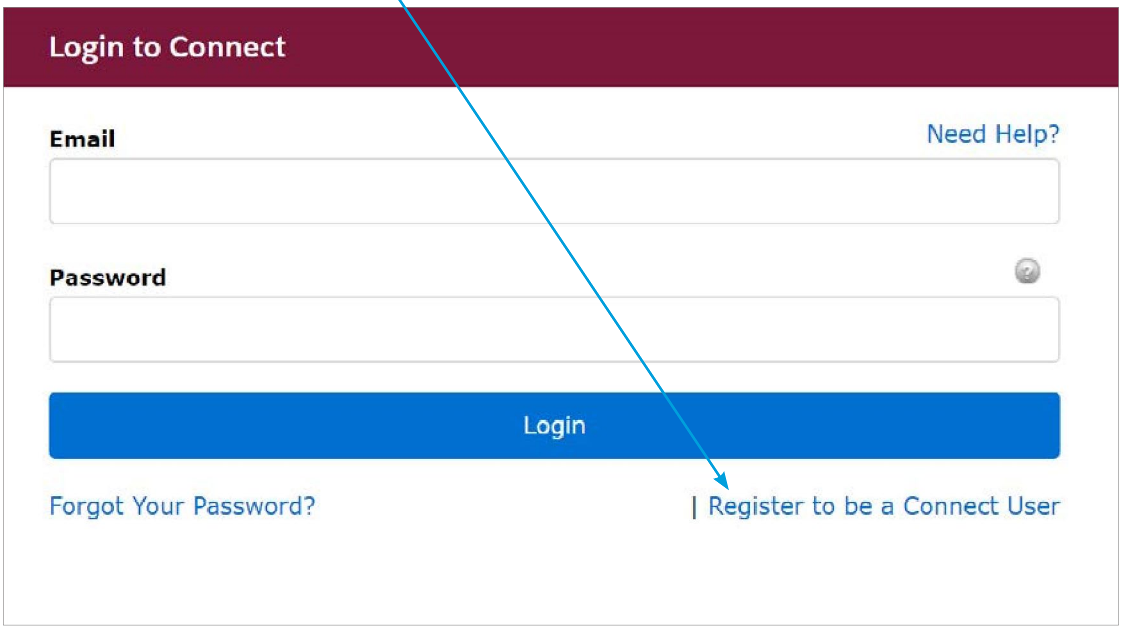
Those users will then submit a Client Assets Report by attaching a PDF to a submission form or complete the late audit notification form, providing us with initial details to identify potential issues.

Connect – how to register

Register an individual as a Connect user

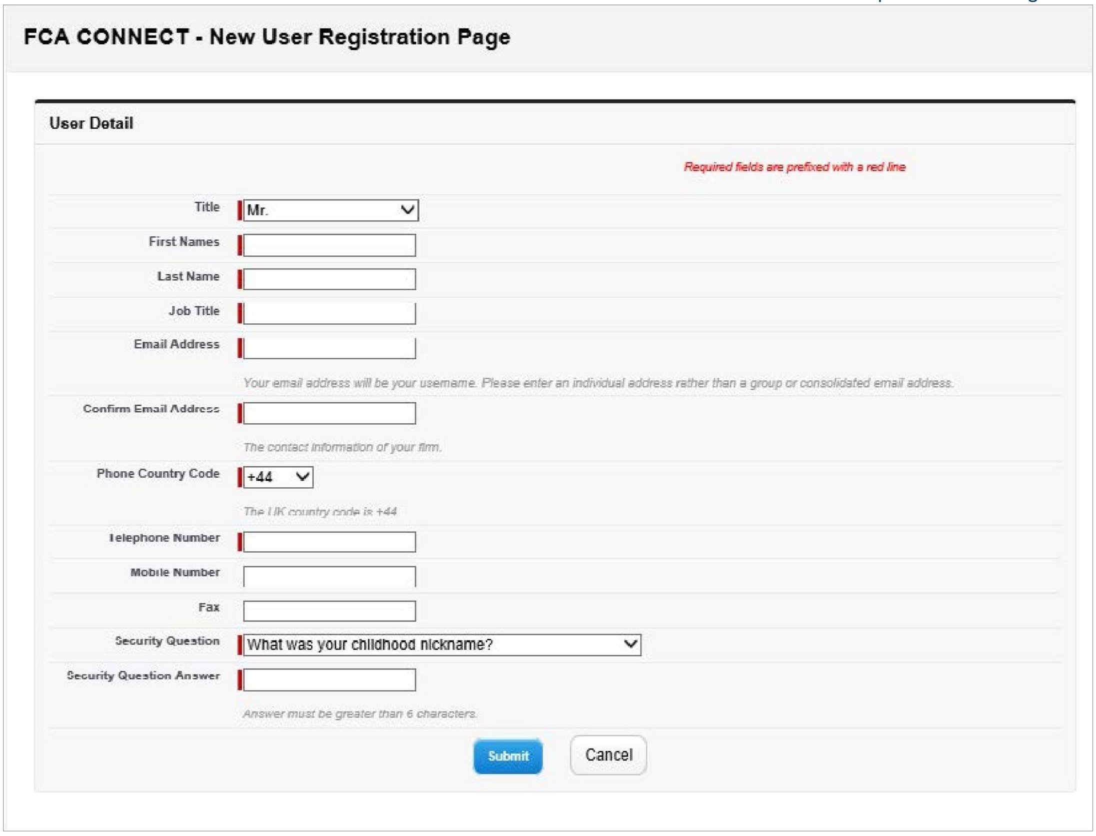
Go to Connect: https://connect.fca.org.uk/firms/aupo_sitelogin

First, register an individual: this user will become the Principal User (PU) for your Firm for Connect. They will be responsible for giving access to additional users and manage their level of permissions.
Select 'Register to be a Connect User'.



You will need to complete a form and select a security question that you can easily recall the answer to.

When you submit this form, you will receive email instructions to verify the application and to set up a password (the email address you use will be the user ID access for all future logins so make sure the person who intends to be the Principal User registers themselves).

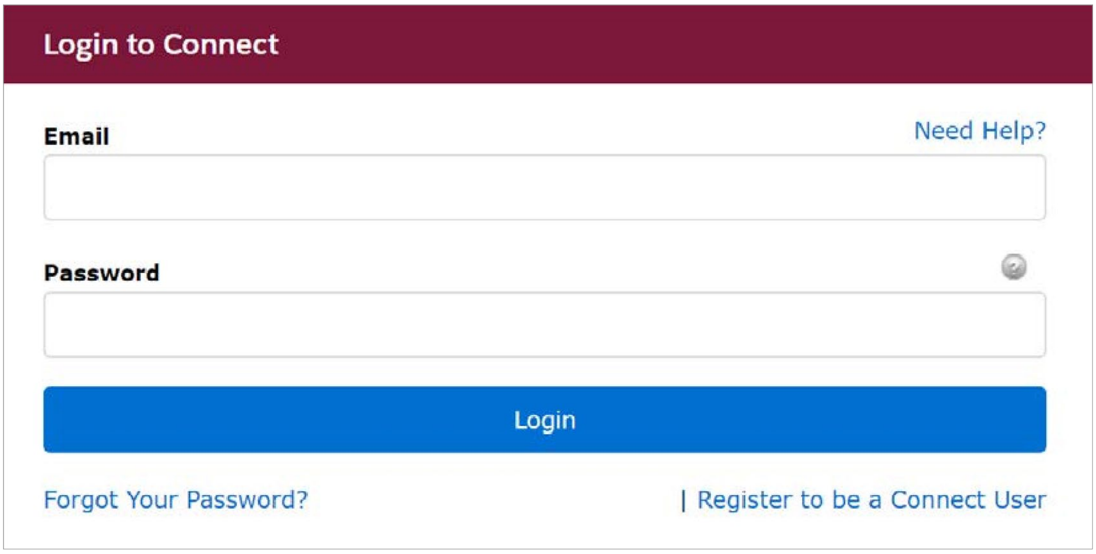


Register your firm

Once registered as a user you need to register your firm.

Log in

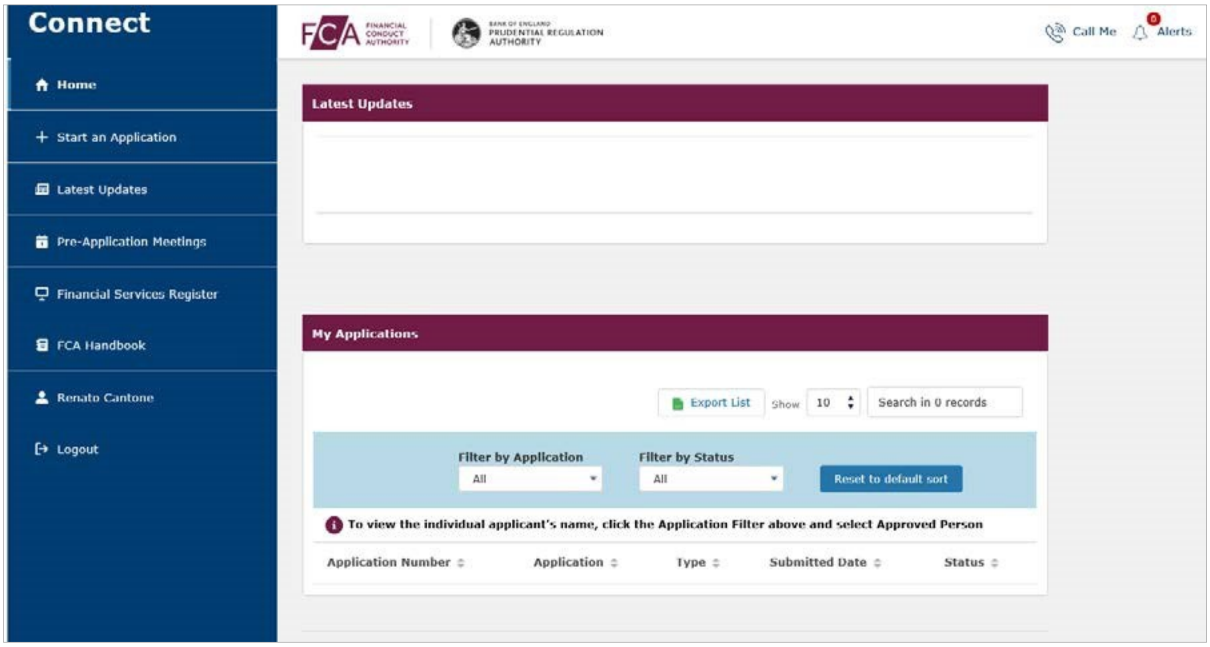
Go to the log-in page (the same one you registered as a user from).



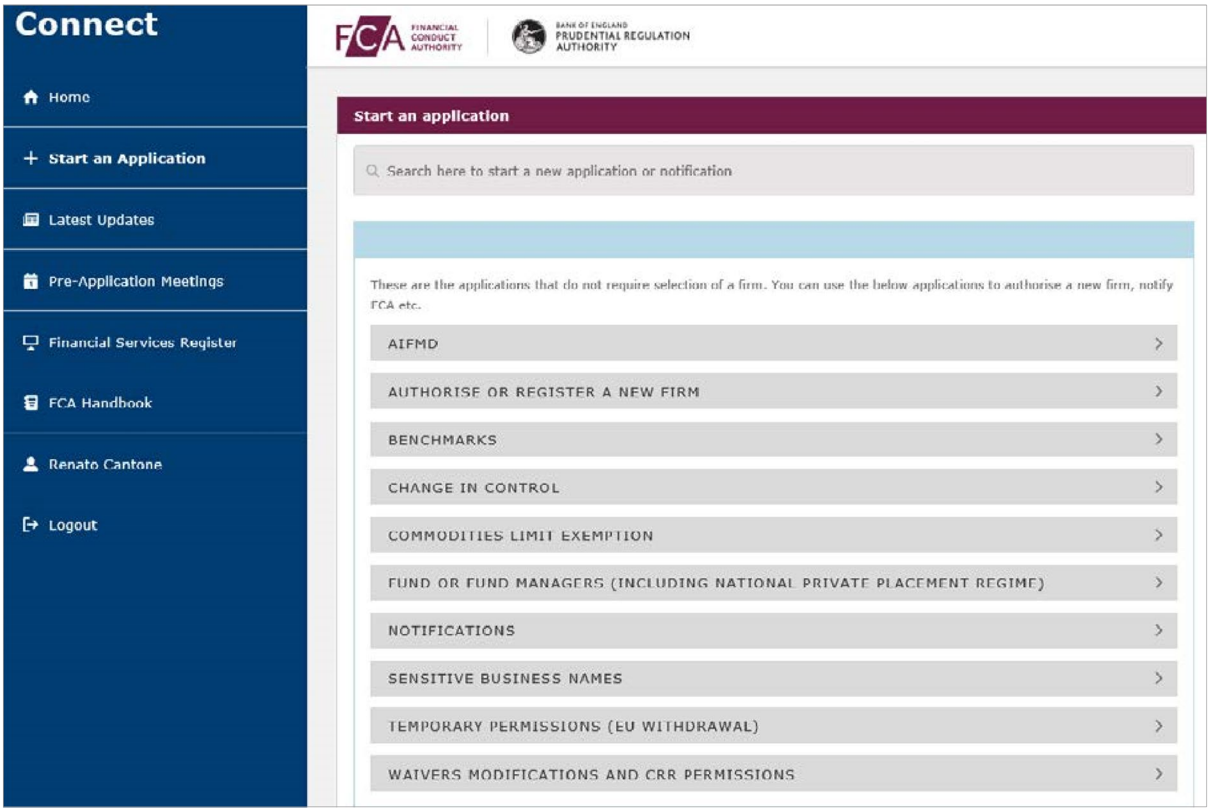
After logging in, you will see the Connect home page.

Start your application

Select 'Start an application' (menu on left side).



The next screen gives you the following options:

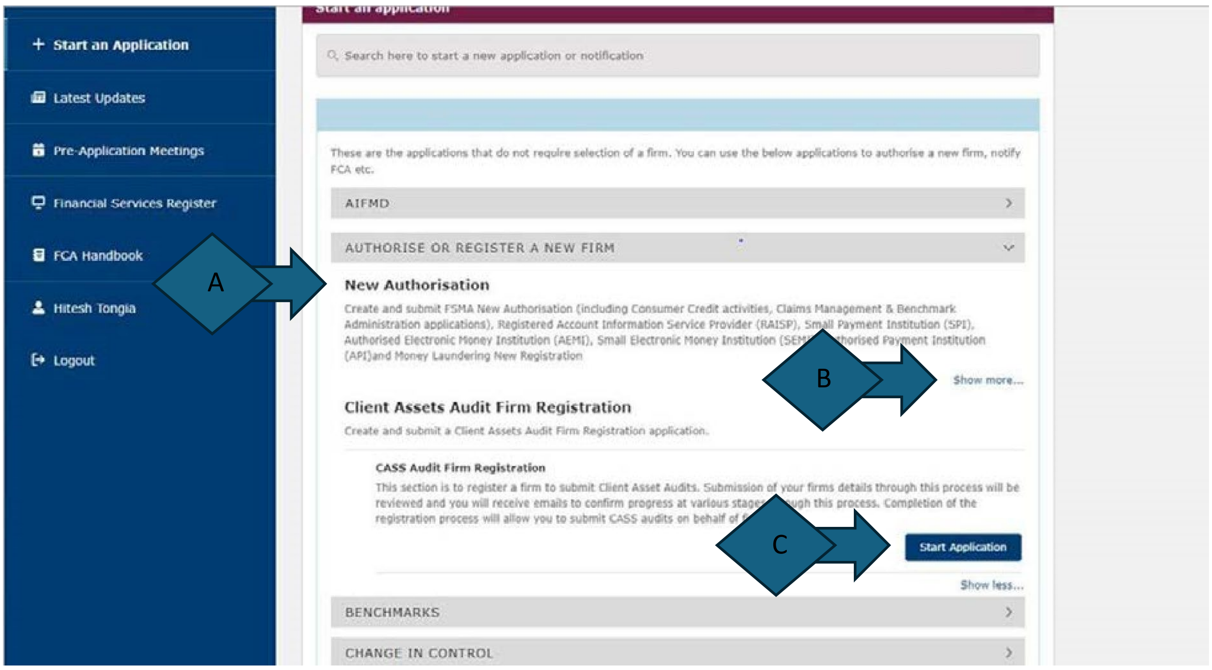


Then:

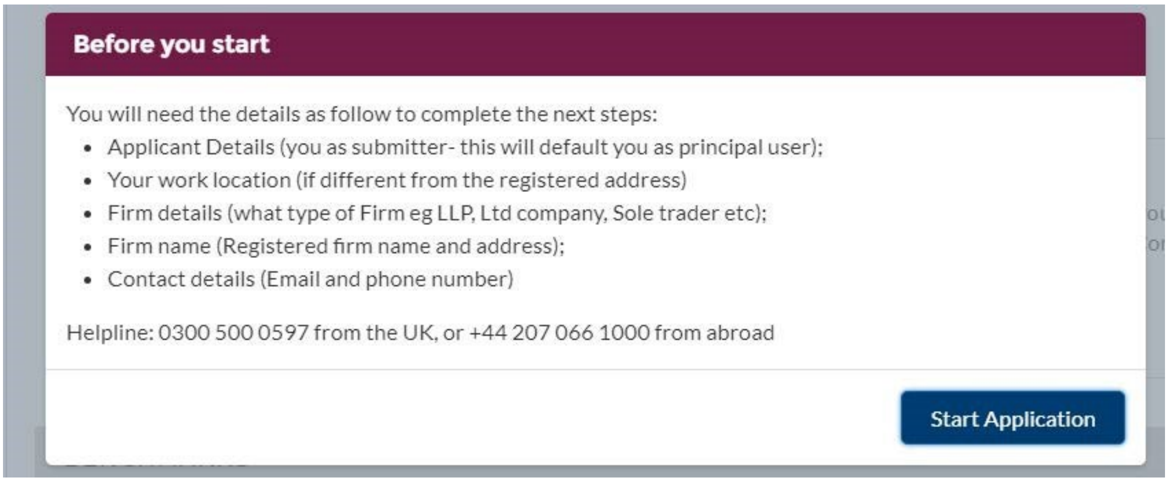
a. select the ‘Authorise or register a new Firm’ option; you will now see two options ‘New Authorisation’ and ‘Client Assets Audit Firm Registration’

b. go to the ‘Client Asset Audit Firm Registration’ and select ‘Show more’

c. on the ‘Client Assets Audit Firm Registration’ section select ‘Start application’



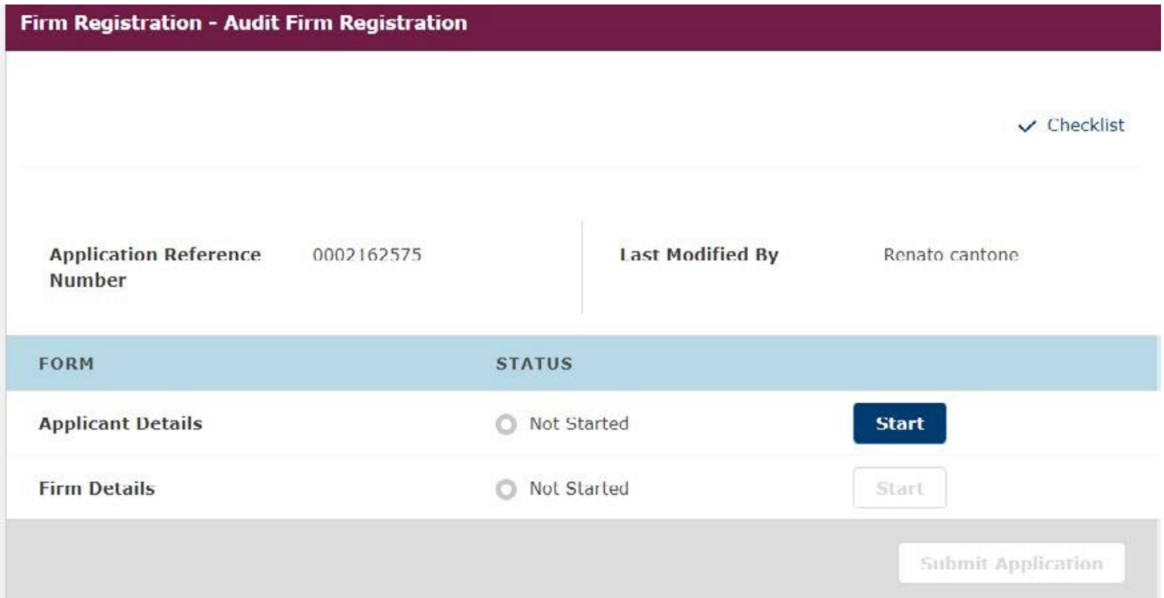
You will get a list of the information you need to complete your registration:



Continue by selecting ‘Start Application’.

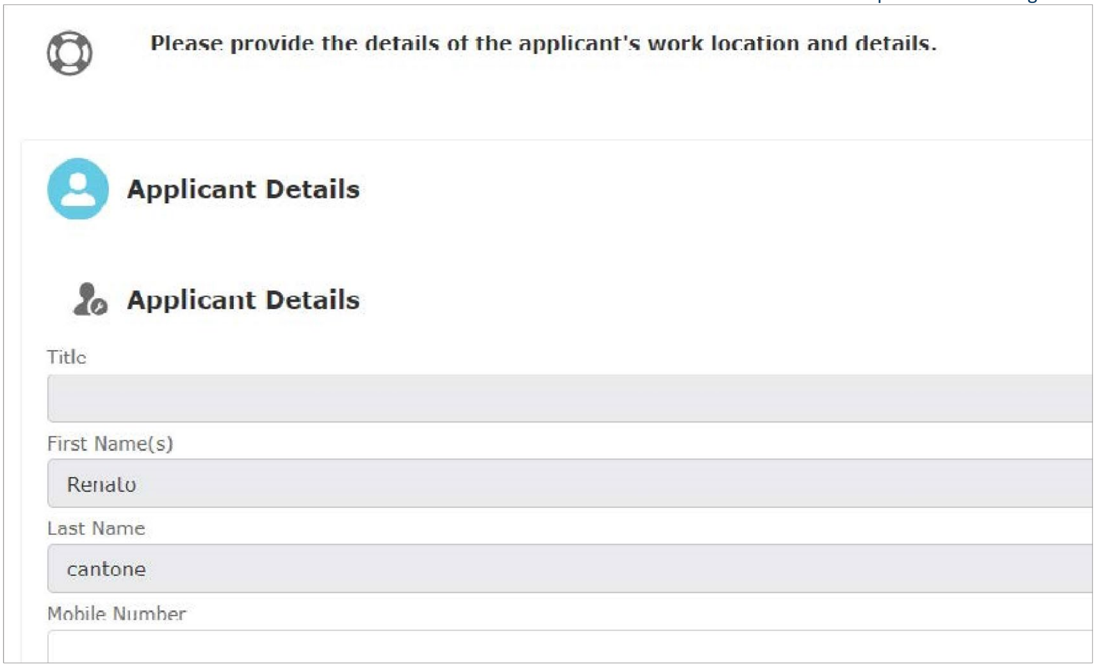
You will need to complete and submit both sections – Applicant details and Firm details.

Applicant details



Complete the details for the office you (the Principal User) work in – even if this is different from the main office.

Mandatory fields are marked with an asterisk (*)



Please provide the details of the applicant's work location and details.

Applicant Details

Applicant Details

Title

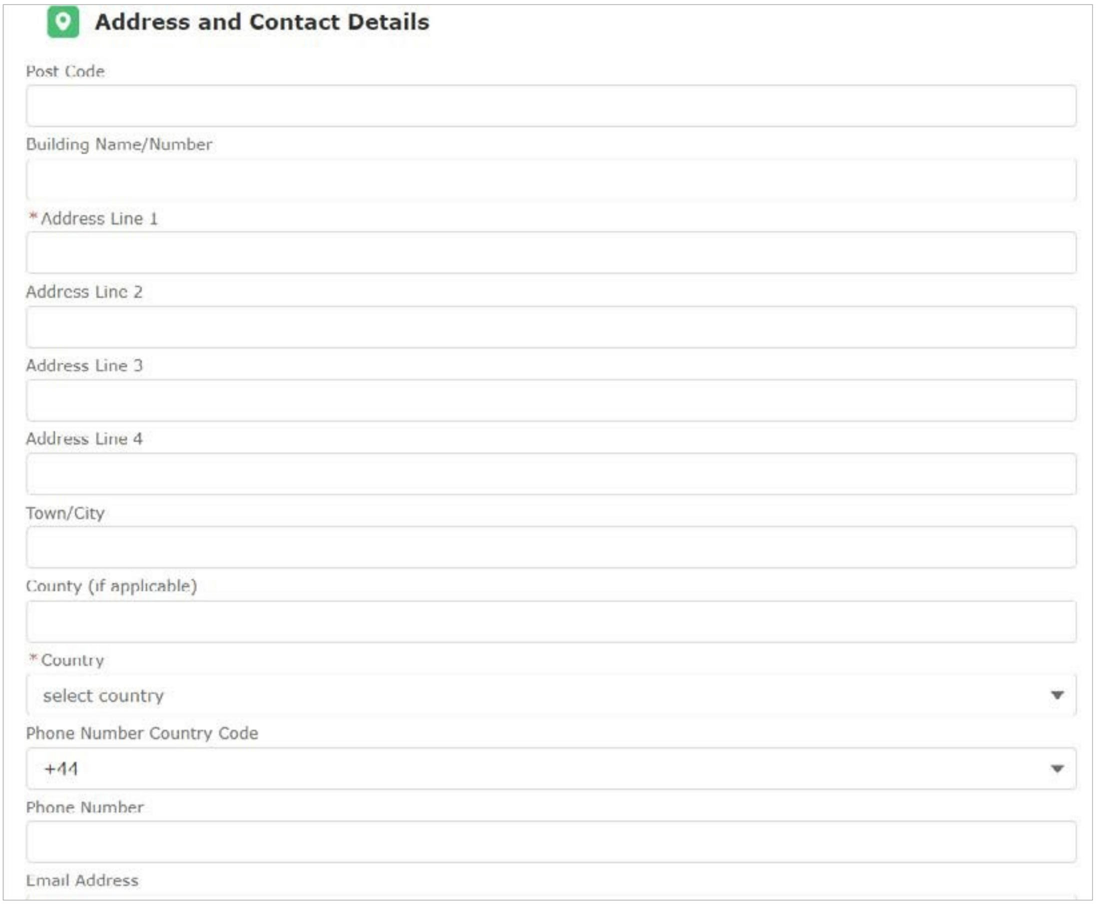
First Name(s)

Renato

Last Name

cantone

Mobile Number



Address and Contact Details

Post Code

Building Name/Number

*Address Line 1

Address Line 2

Address Line 3

Address Line 4

Town/City

County (if applicable)

*Country

select country

Phone Number Country Code

+44

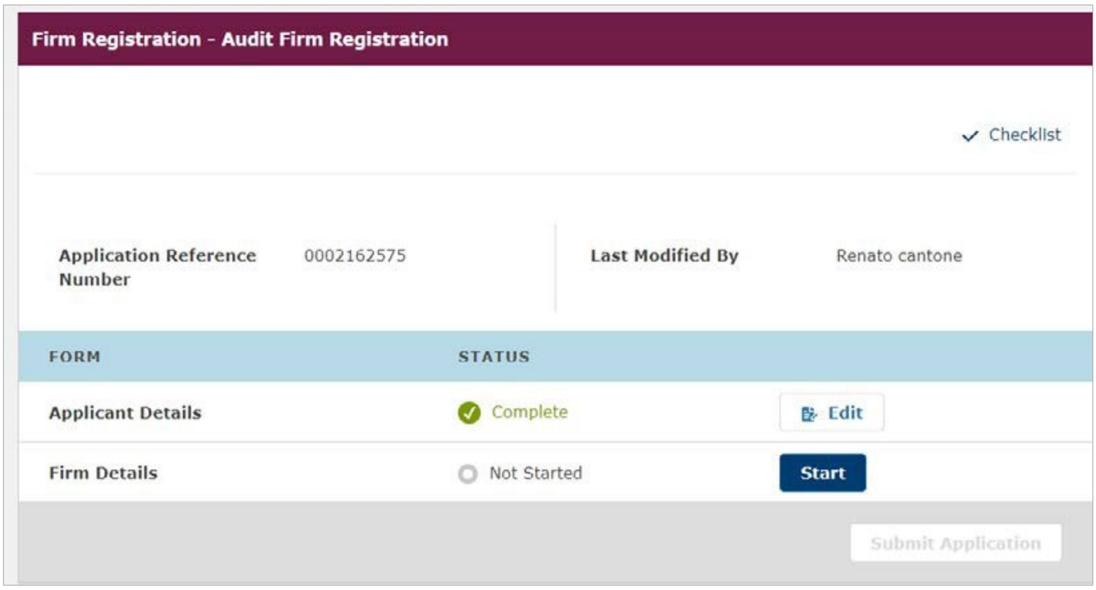
Phone Number

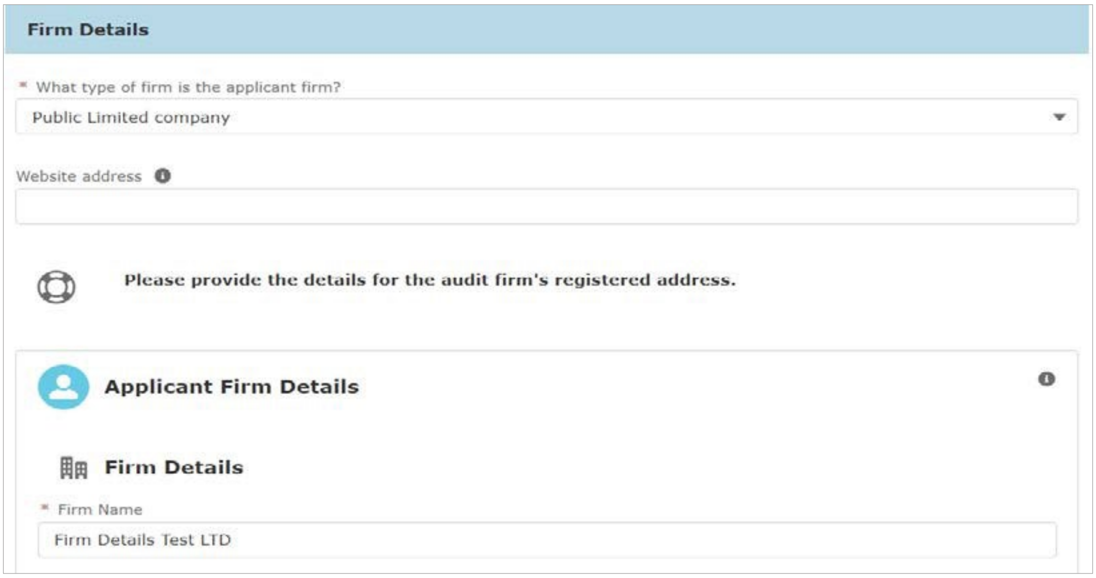
Email Address

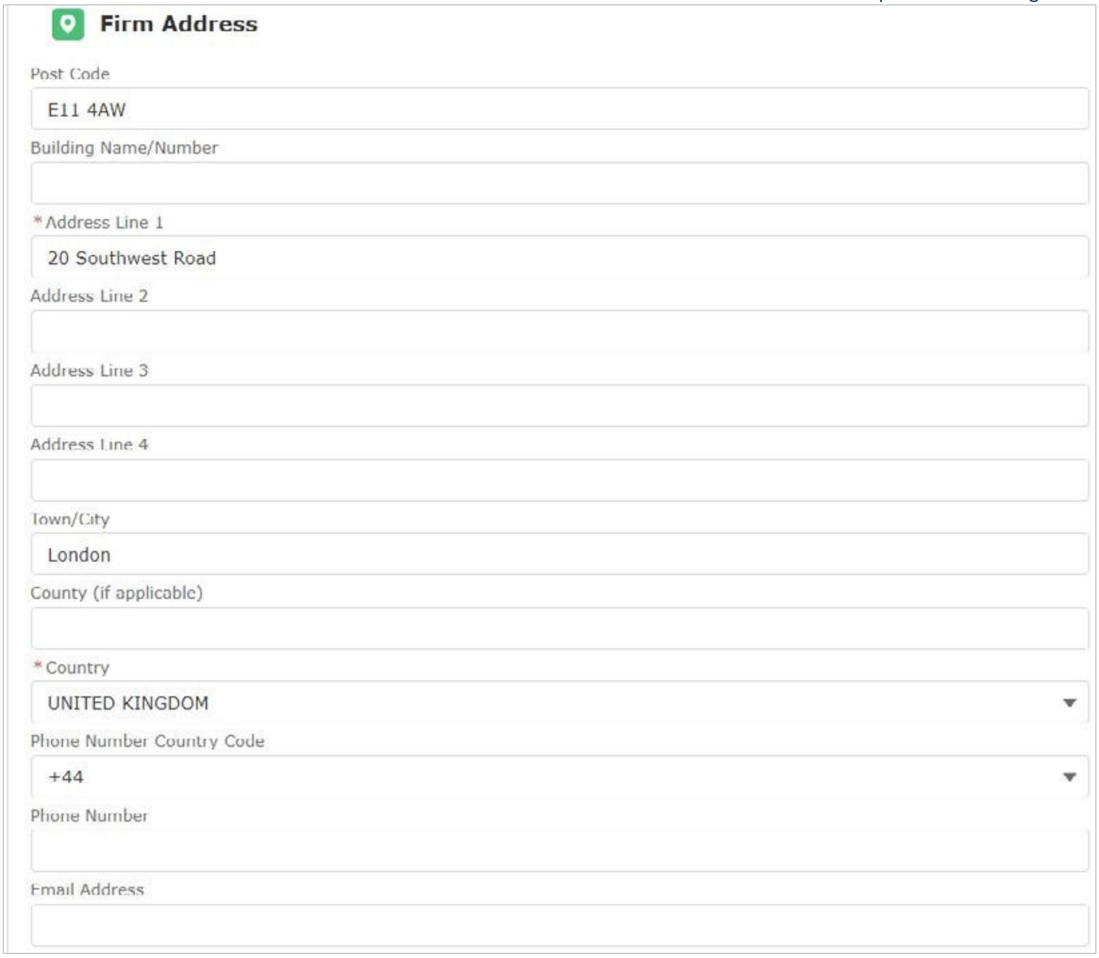
Once you’ve completed the first form, select Save and Next. You can use the edit button to amend any details in this form.

Firm details

Complete the second form for Firm details using the same process as above.





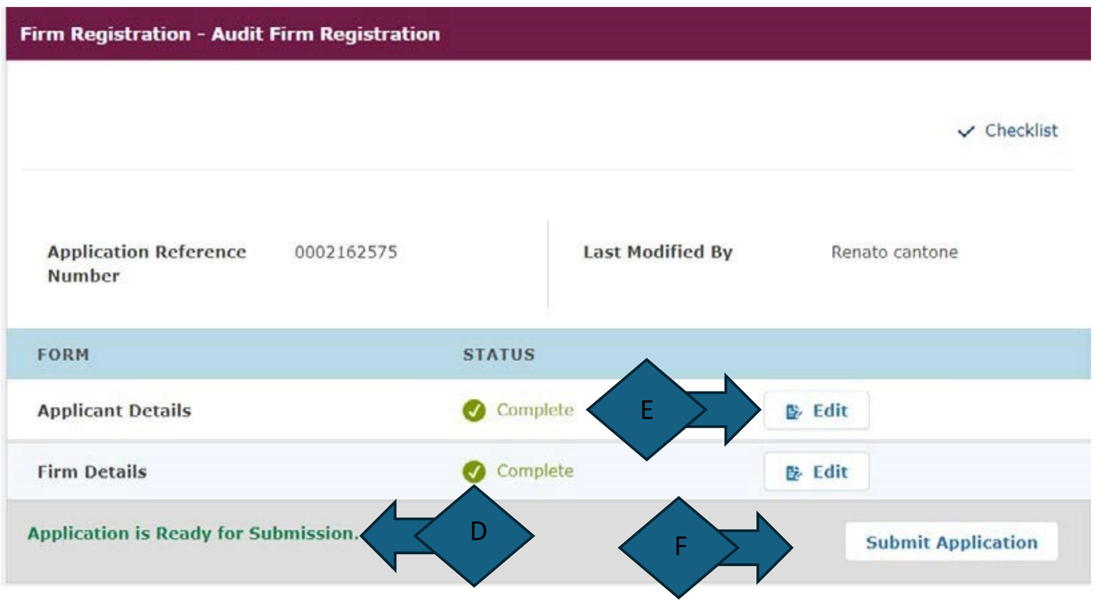


Submitting your application

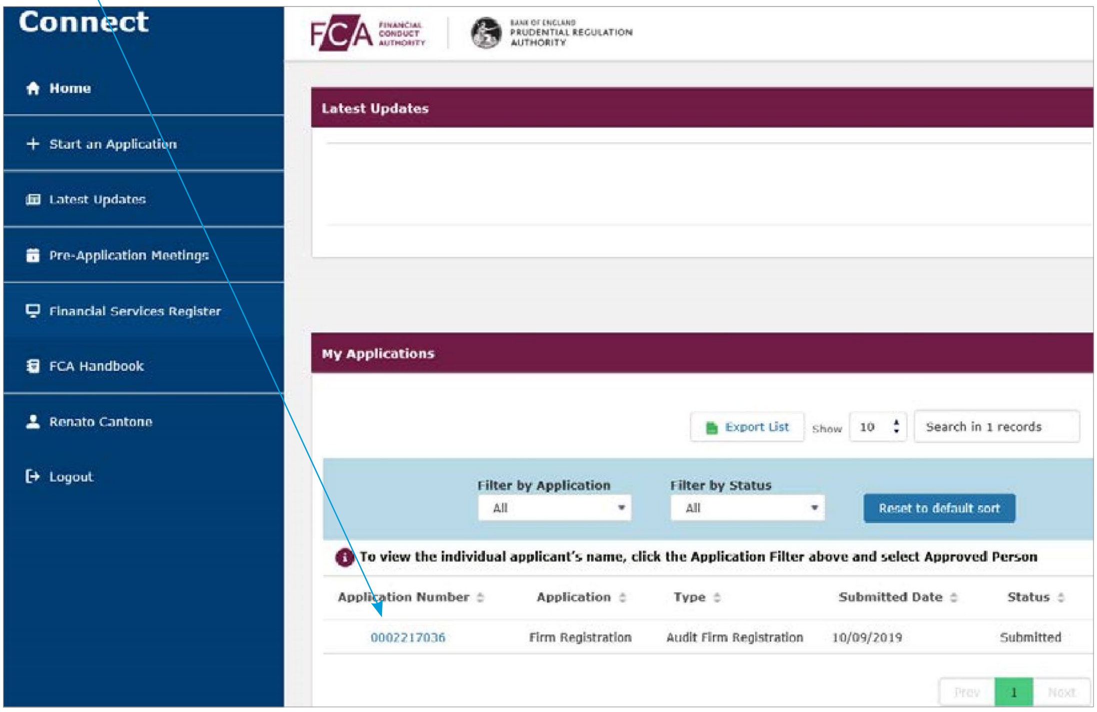
Once both forms are completed, the screen will show ‘Application is Ready for Submission’ (D).

You can still amend details before submission by using the Edit buttons for each form (E).

Submit your registration by selecting ‘Submit Application’ (F)



From the home page you will be able to see the submitted request and the **Application number**. Use this number if you contact us with an enquiry.



What happens next

Once we approve your application we will send you a confirmation email.

At this point, you will see a new option on the left side of the Home page so you can 'Manage users'.

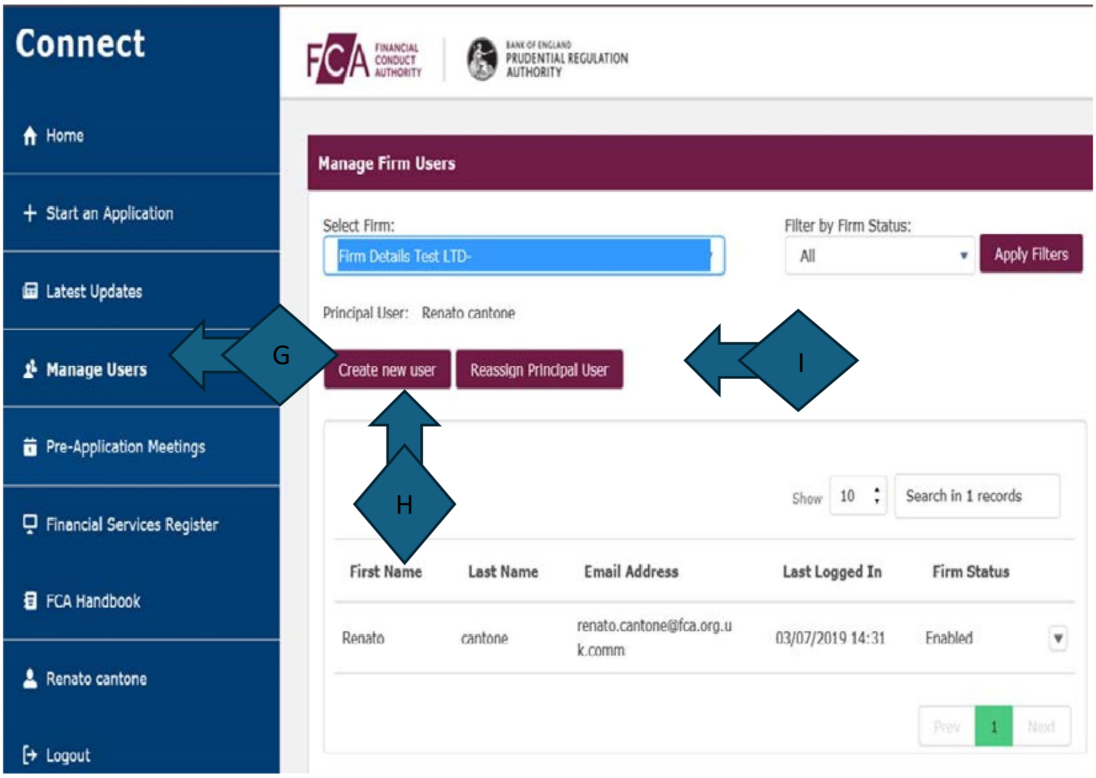
Using Connect once registered

The Principal User is responsible for the firm's access to Connect. They can add and edit additional users. A firm can only have one Principal User, but they can change it to someone else.

Managing users

The Principal User can create new users, assign relevant permissions and re-assign the principal user function.

From the Home screen, choose 'Manage Users' on the left-hand menu (G).



Creating new users

Choosing the option to 'Create new user' (H) will open a screen to complete the new user details.

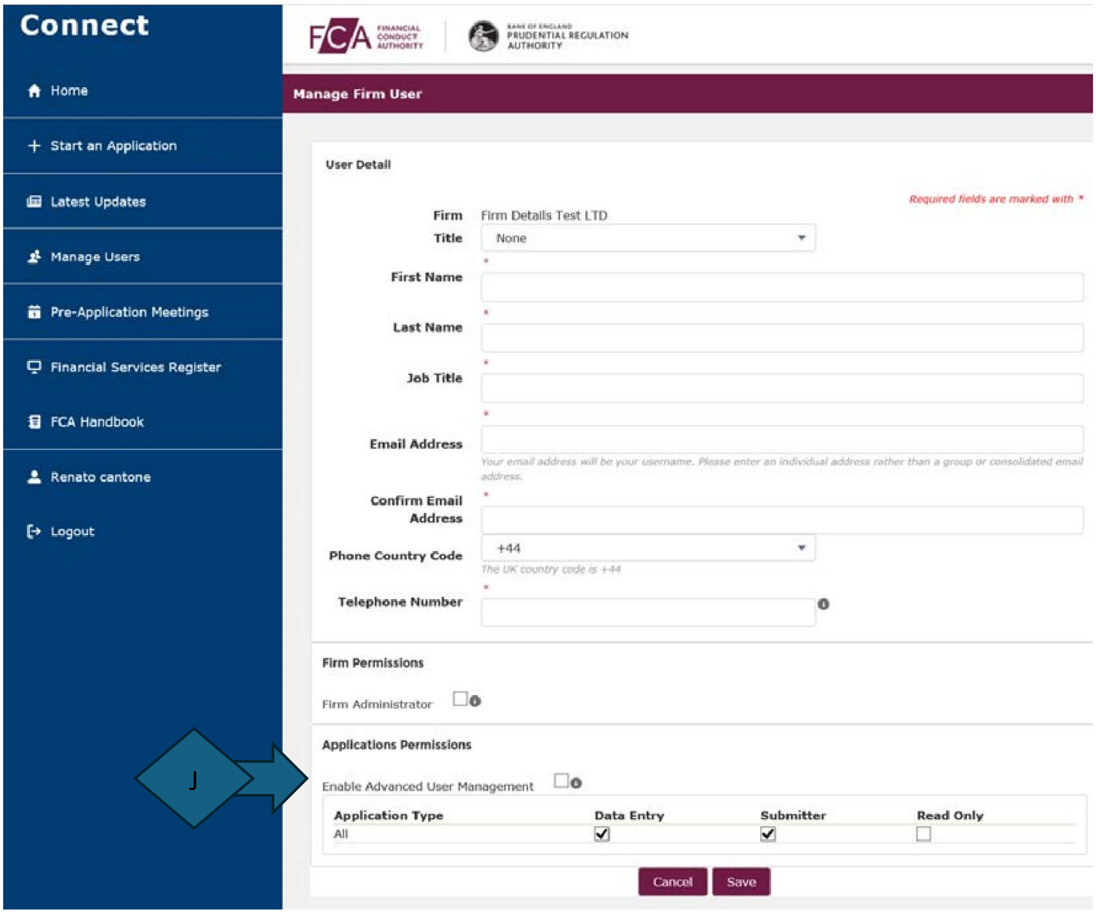
The options at the bottom of this form enable you (the Principal User) to manage the level of permissions for each new user.

You must grant the correct user permissions, as this will determine what any user can see/do for the firm:

- **Firm administrator:** the user can create, edit and submit client asset reports and create/edit other user's permissions (except for themselves and the Principal Users)
- **Submitter:** the user can create, edit and submit reports
- **Data entry:** the user can create and edit the reports but not their submission
- **Read only:** the user will have access to the system but cannot make any changes

You can tick the options Submitter and Data entry together – they are the default option in the system. If you want to grant Administrator permission level you will need to tick the specific box below (J) as well.

The users with access level as Submitter and Data entry will be able to see only the client asset reports they have submitted personally. Only the Principal user and the users with access level Administrator will be able to see all reports submitted by the same firm.



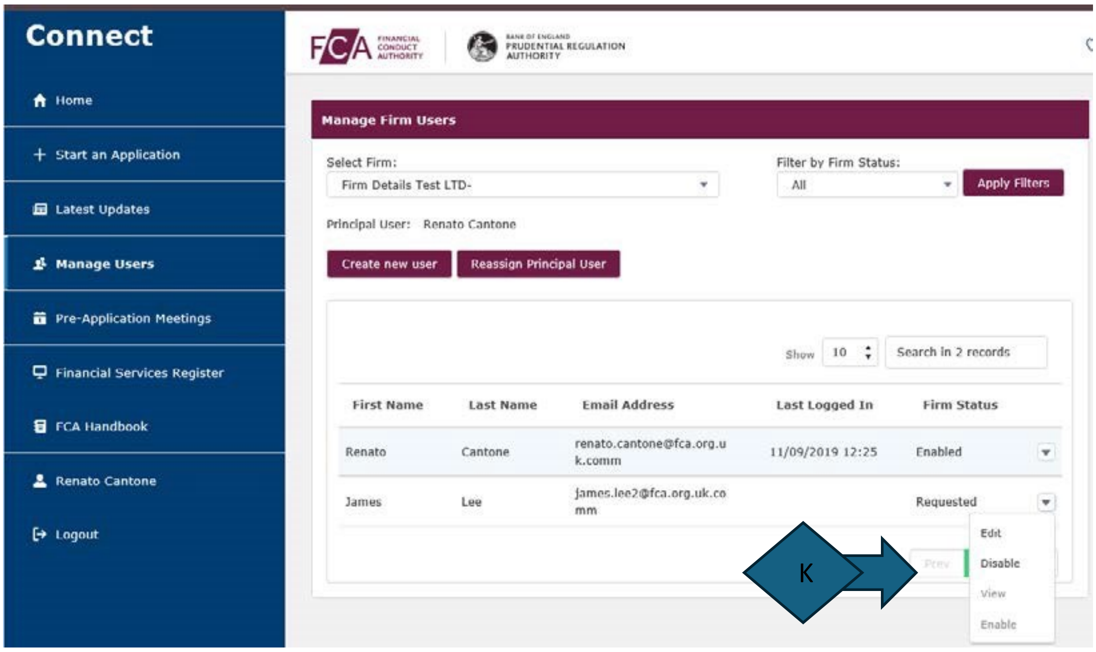
When you create a new user, they will get an email inviting them to register to Connect and create their own password.

Once logged in, they will receive a prompt to highlight their connection to the specific firm.

Reviewing existing users and changing permissions

To edit/review the user permissions user the drop down below (K) clicking on the option 'Edit'.

Use this to amend an individual access, as well as an option 'Disable' to fully remove access.

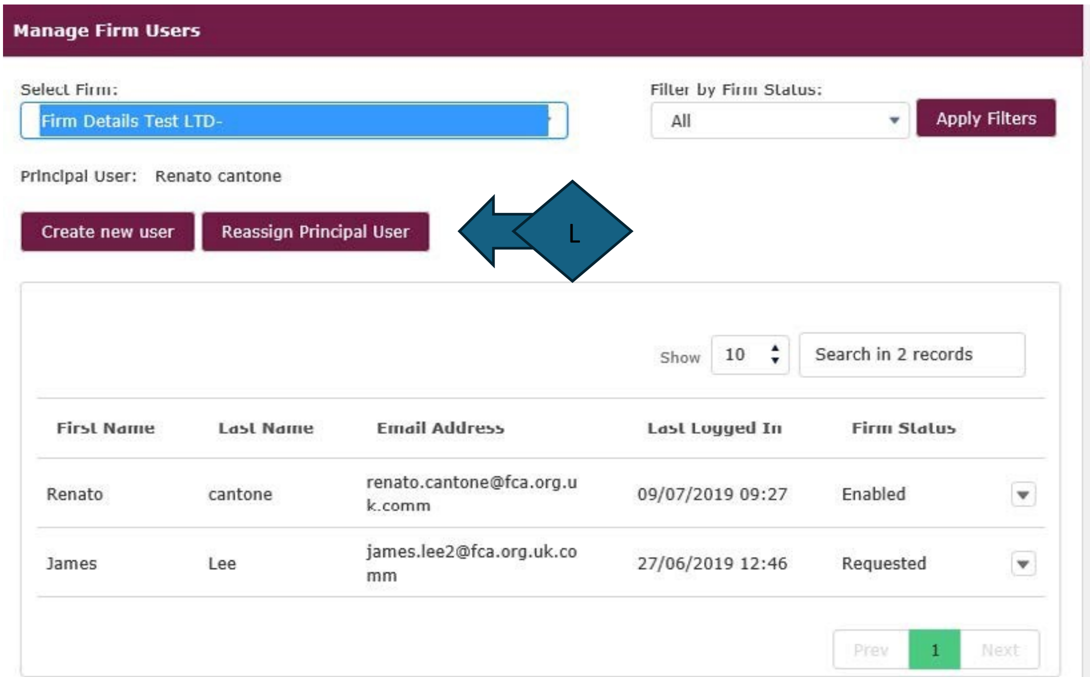


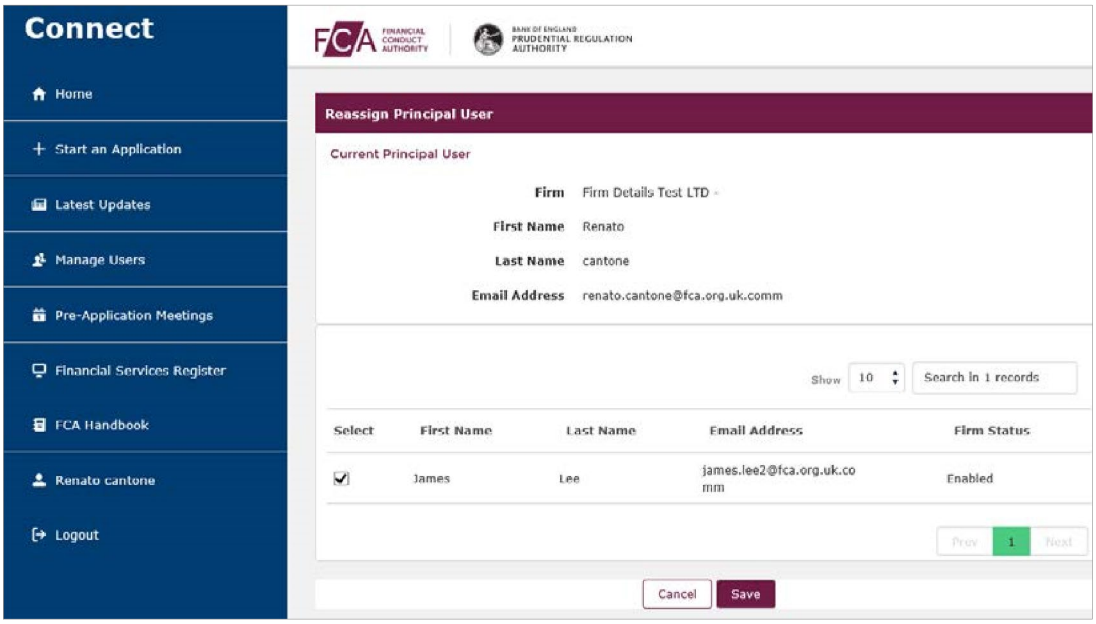
Reassigning the Principal User

Choose the option to 'Reassign Principal user' (L).

This will open a screen to complete the details for the new Principal User. Only the existing Principal User can do this. If the PU leaves before locating a new one, you will need to contact the FCA for further guidance.

The new Principal User will need to be picked from the existing users. They will get an email and will need to log in to Connect to accept/reject the new responsibility.

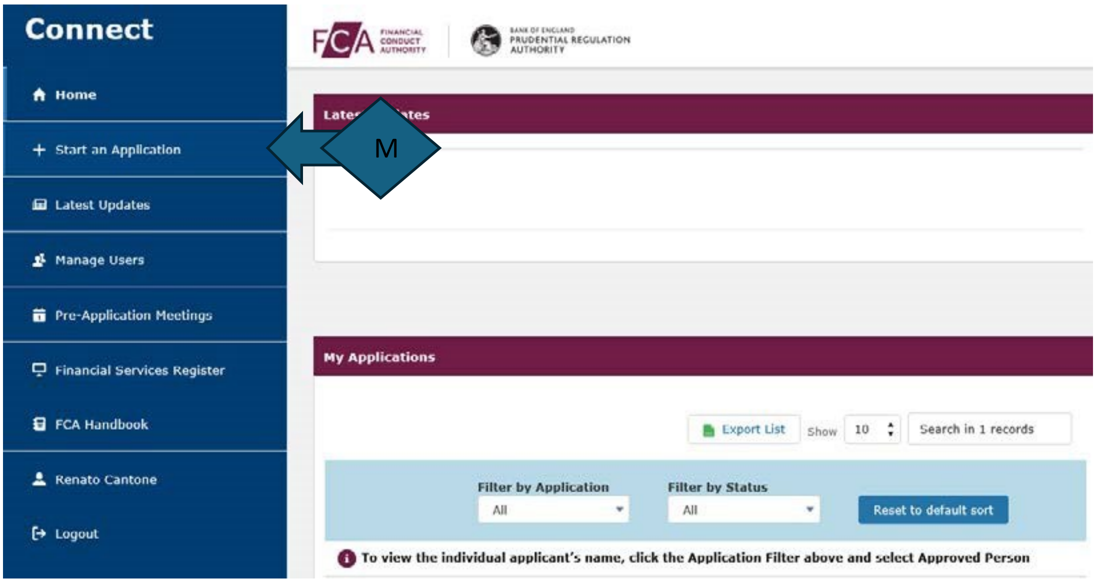




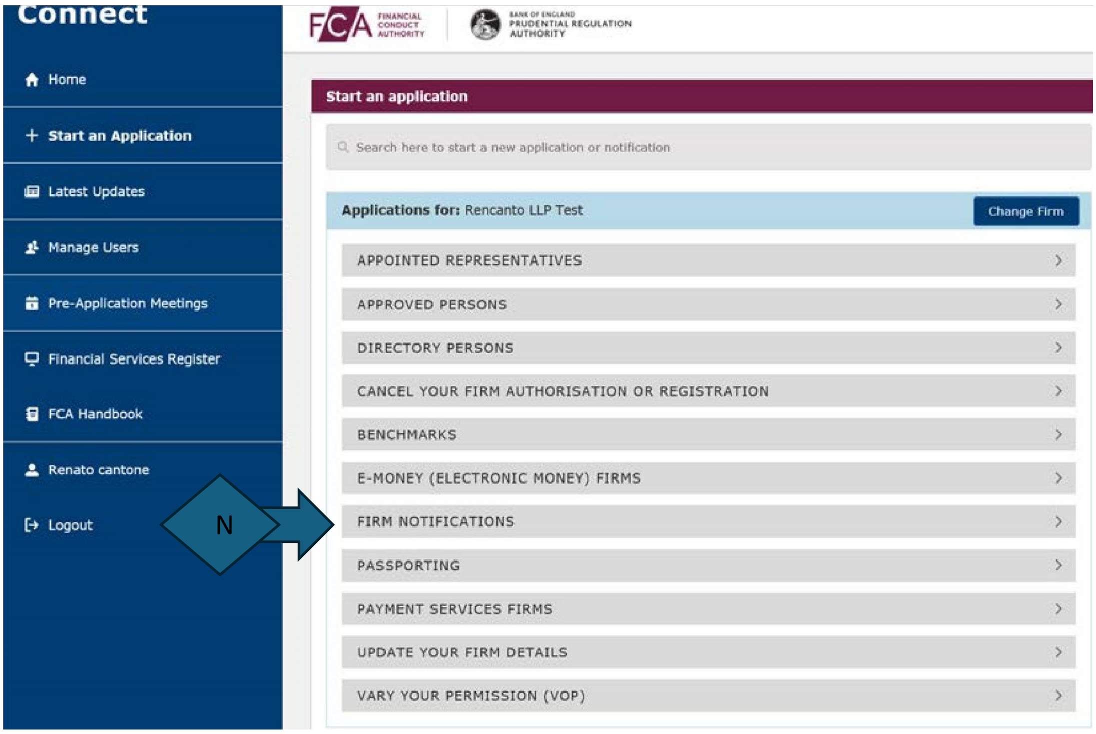
Submitting a Client Assets Report

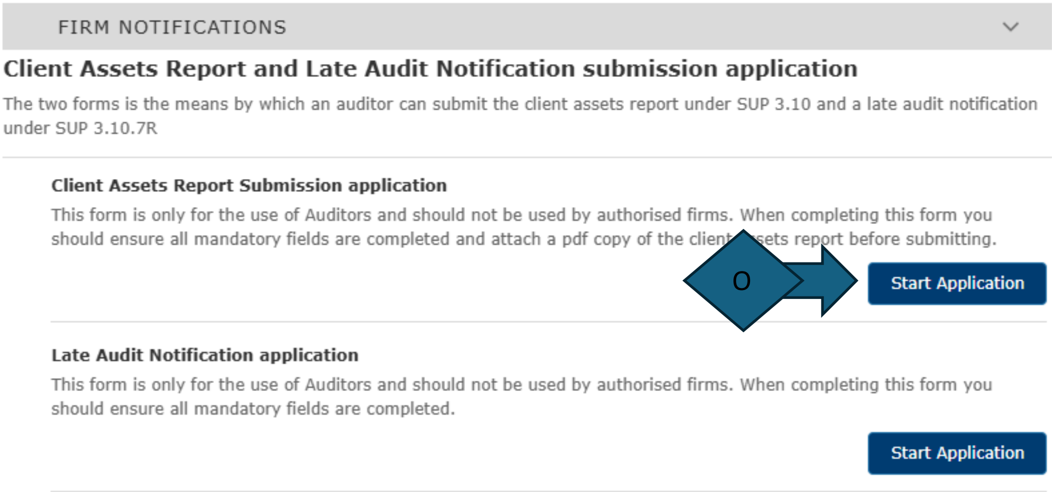
Each registered user can submit Client Asset Reports depending on their level of permissions.

In the Connect Home Page select 'Start an application' (M)



Choose the option 'Firm notification' (N) and then select the drop down 'Client Assets Report Submission application' clicking on 'Start application' (O)





FIRM NOTIFICATIONS

Client Assets Report and Late Audit Notification submission application

The two forms is the means by which an auditor can submit the client assets report under SUP 3.10 and a late audit notification under SUP 3.10.7R

Client Assets Report Submission application

This form is only for the use of Auditors and should not be used by authorised firms. When completing this form you should ensure all mandatory fields are completed and attach a pdf copy of the client assets report before submitting.

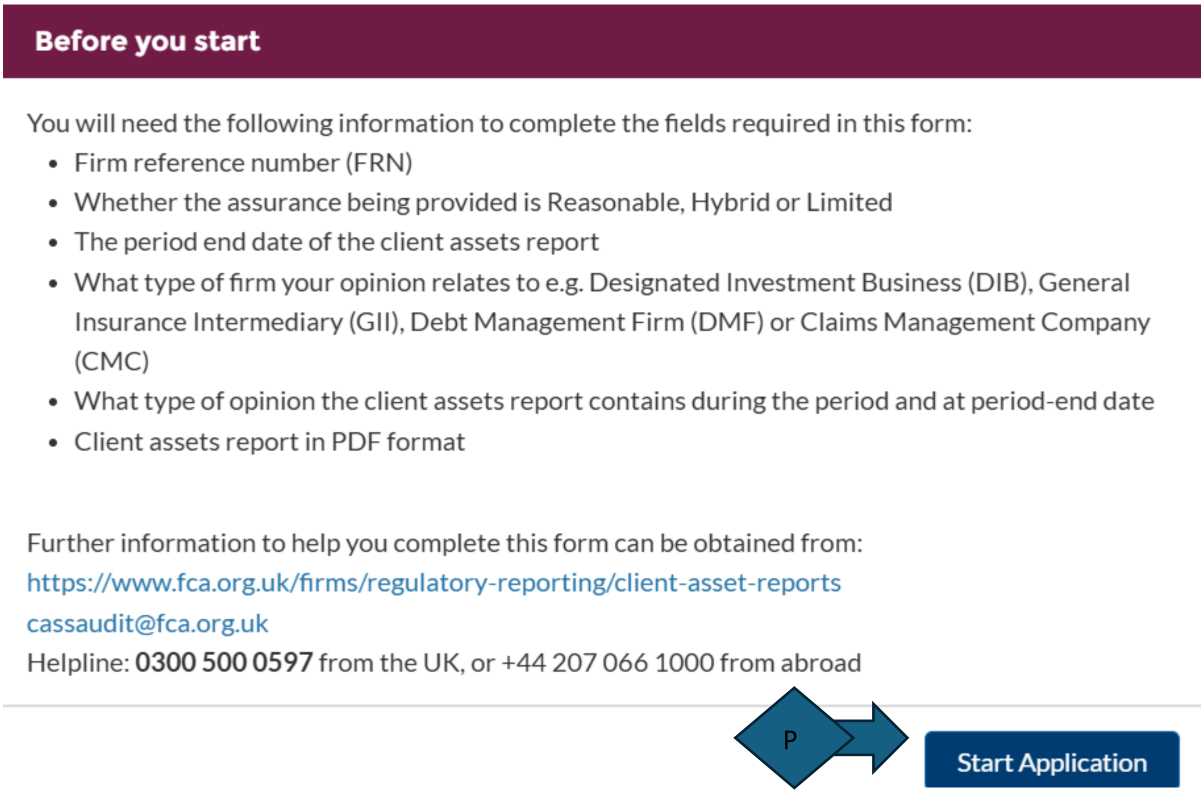
Start Application

Late Audit Notification application

This form is only for the use of Auditors and should not be used by authorised firms. When completing this form you should ensure all mandatory fields are completed.

Start Application

A prompt will appear showing what you need to successfully submit the Audit report.



Before you start

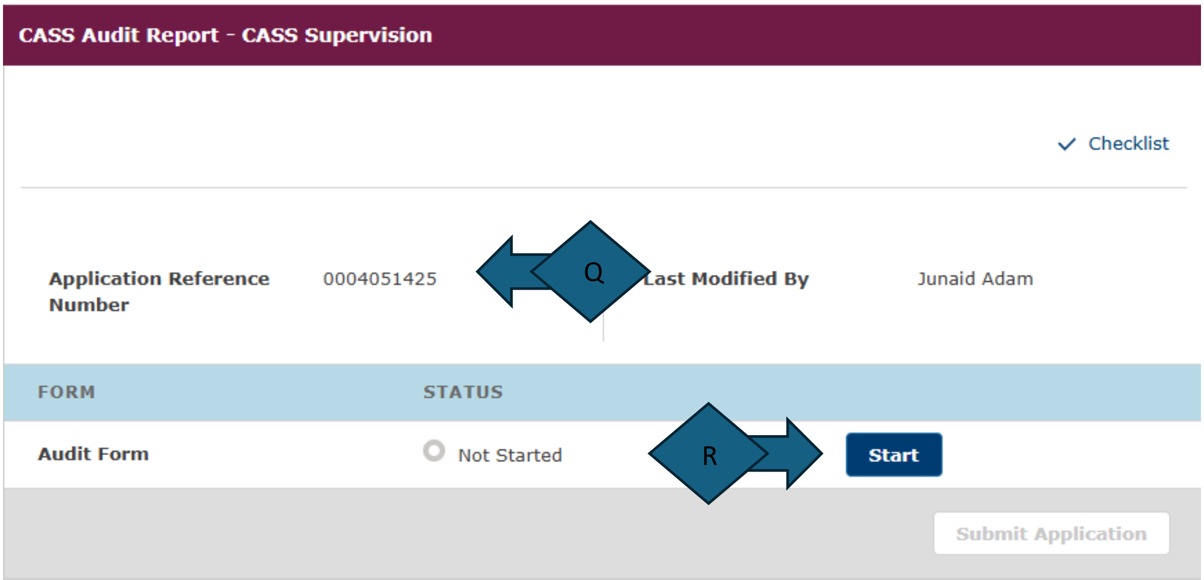
You will need the following information to complete the fields required in this form:

- Firm reference number (FRN)
- Whether the assurance being provided is Reasonable, Hybrid or Limited
- The period end date of the client assets report
- What type of firm your opinion relates to e.g. Designated Investment Business (DIB), General Insurance Intermediary (GII), Debt Management Firm (DMF) or Claims Management Company (CMC)
- What type of opinion the client assets report contains during the period and at period-end date
- Client assets report in PDF format

Further information to help you complete this form can be obtained from:
https://www.fca.org.uk/firms/regulatory-reporting/client-asset-reports
cassaudit@fca.org.uk
Helpline: **0300 500 0597** from the UK, or +44 207 066 1000 from abroad

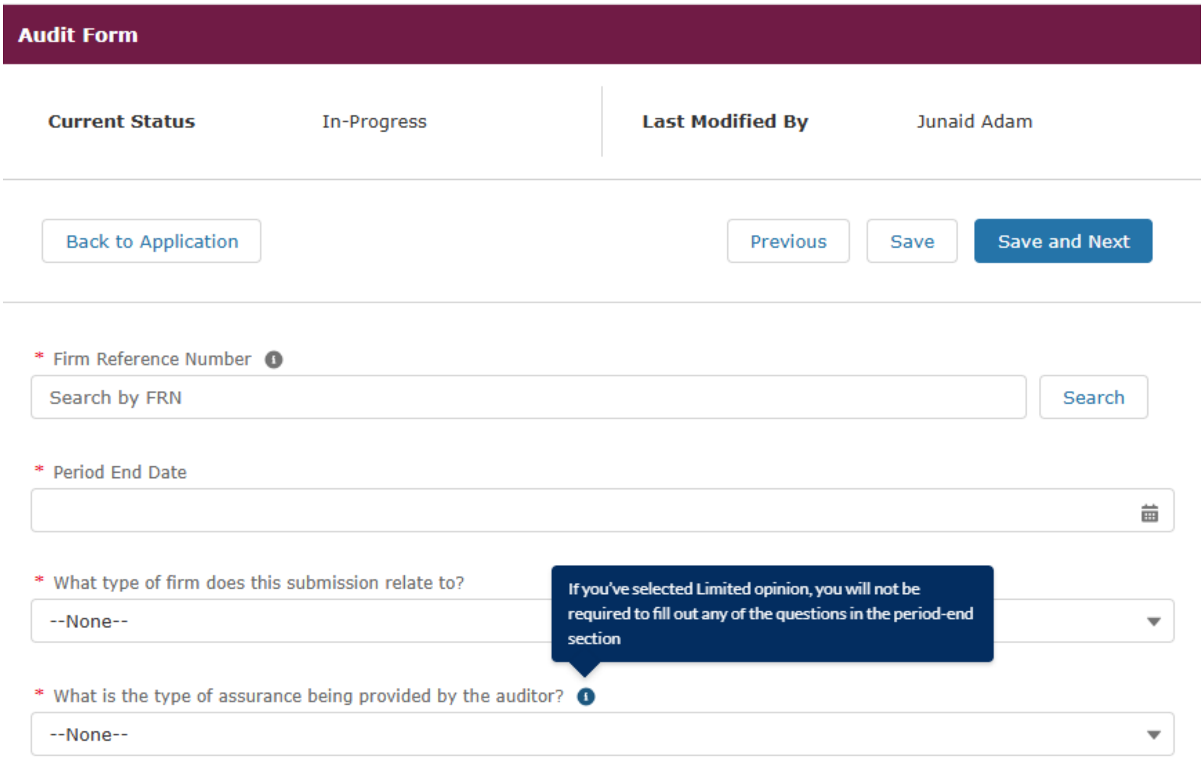
Start Application

Click on ‘Start Application’ (P) and this will open a page with the Application reference number (Q) and option to ‘Start’ (R) :



The next screen will ask you to complete the basic details of the Firm and Client Assets Report that you are submitting:

- **FRN** (Firm Reference Number)
- **Period end date** of the report (select by clicking on calendar button)
- What type of firm does this submission relate to? (Designated Investment Business, General Insurance Intermediary, Debt Management Firm, Claims Management Company or Others)
- What is the type of assurance being provided by the auditor (Reasonable, Limited, Hybrid)



<u>During the period Questions</u>

You will now be asked questions with yes/no answers to identify the audit opinion for **during the period:**

Q1: Is the client assets report unmodified?

This applies to reports that are 'clean' across all applicable chapters of CASS for during the period. If you choose 'yes', you will proceed to the period-end section.

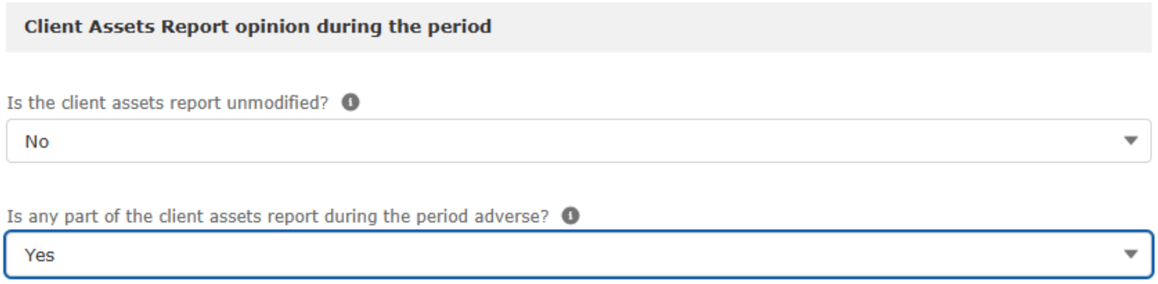
If your answer is 'no', you will move on to the next question.

For example, you will select 'yes' if opinions over all applicable CASS chapters were 'clean'. You will select 'No' if the CASS 7 opinion was clean, but the CASS 6 opinion was 'qualified or adverse' for during the period.

Q2: Is any part of the client assets report during the period adverse?

This applies to reports that are 'adverse' for any applicable chapters of CASS during the period. If you select 'yes' you will proceed to the period-end section.

If your answer is 'no', you will move on to the next question.

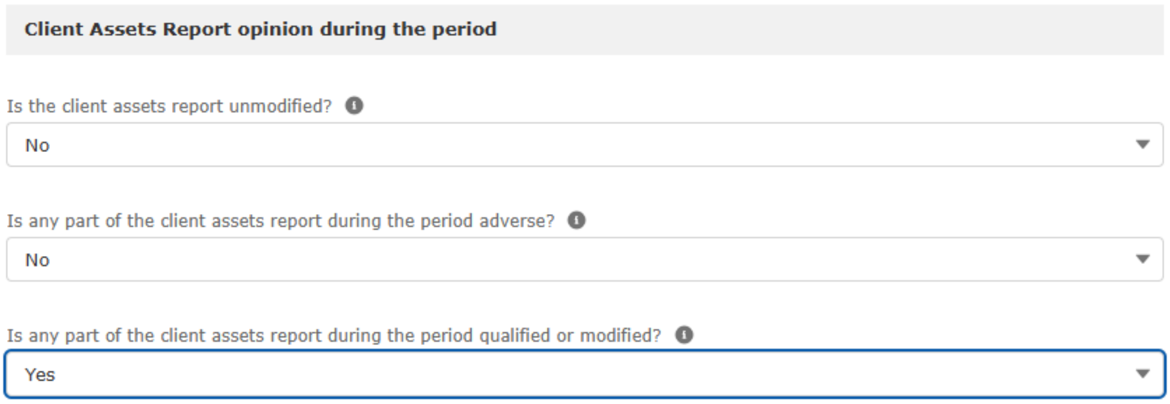


Q3: Is any part of the client assets report during the period qualified or modified?

This applies to reports that are 'except for' for any applicable chapters of CASS during the period. Please choose 'yes' for all other opinions not previously included in any of the above questions (e.g. qualified reasonable assurance and/or modified limited assurance reports).

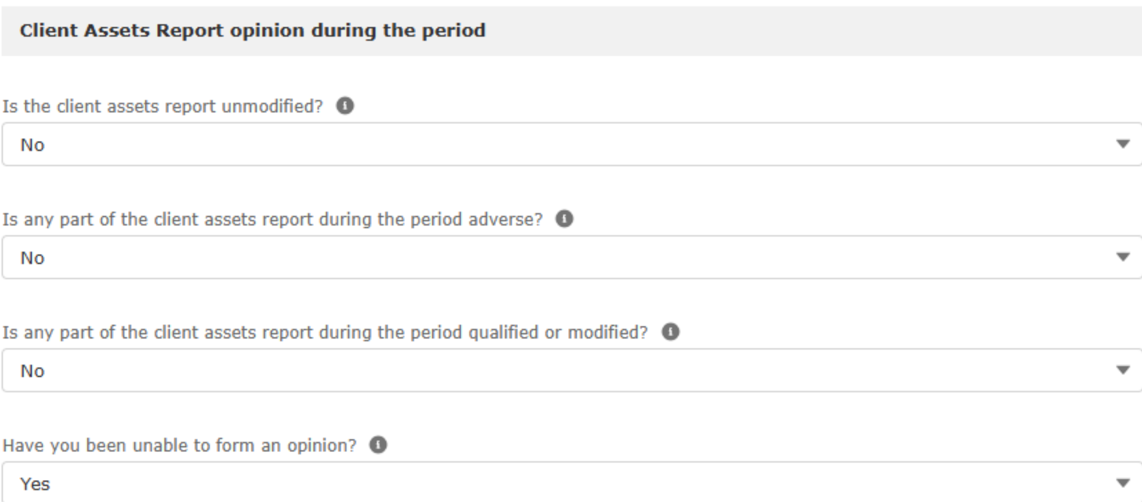
If you select 'yes' you will proceed to the period-end section.

If your answer is 'no', you will move on to the next question.



Q4: Have you been unable to form an opinion?

Please select 'yes' if the firm was unable to form an opinion during the period.



Period-End Questions

You will now be asked questions with yes/no answers to identify the audit opinion for **at period-end:**

This section only needs to be completed for a reasonable or hybrid opinions only.

Q1: Is the client assets report unmodified?

This applies to reports that are 'clean' across all applicable chapters of CASS at period-end. If you select 'yes' you will not be asked any further question, and the screen will direct you to upload your PDF copy of the report and submit to us.

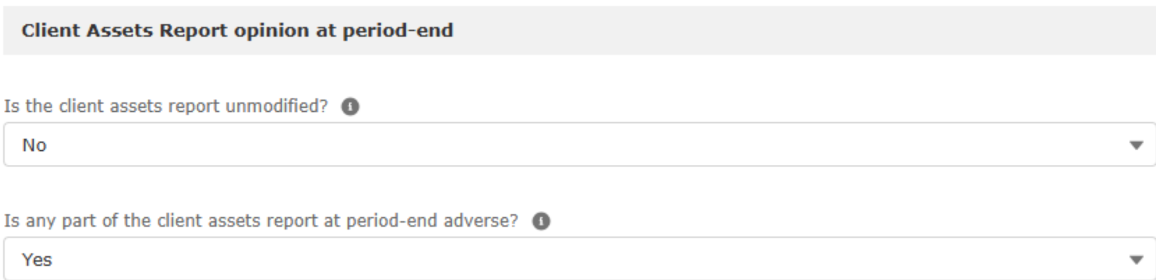
If your answer is 'no', you will move on to the next question.

For example, you will select 'yes' if all applicable chapters of CASS at period-end were 'clean'. You will select 'No' if the CASS 7 opinion was clean, but the CASS 6 opinion was 'adverse' at period-end.

Q2: Is any part of the client assets report at period-end adverse?

This applies to reports that are 'adverse' for any applicable chapters of CASS at period-end. If you select 'yes' you will not be asked any further question, and the screen will direct you to upload your PDF copy of the report and submit to us.

If your answer is 'no', you will move on to the next question.



Q3: Is any part of the client assets report at period-end qualified or modified?

This applies to reports that are 'except for' for any applicable chapters of CASS at period-end. Please choose 'yes' for all other opinions not previously included in any of the above questions (e.g. qualified reasonable assurance and/or modified limited assurance reports).

If you select 'yes' you will not be asked any further question, and the screen will direct you to upload your PDF copy of the report and submit to us.

If your answer is 'no', you will move on to the next question.

Client Assets Report opinion at period-end

Is the client assets report unmodified?

No

Is any part of the client assets report at period-end adverse?

No

Is any part of the client assets report at period-end qualified or modified?

Yes

Q4: Have you been unable to form an opinion?

Please select 'yes' if the firm was unable to form an opinion at period-end. Then proceed to attach your PDF copy of the report and submit.

Client Assets Report opinion at period-end

Is the client assets report unmodified?

No

Is any part of the client assets report at period-end adverse?

No

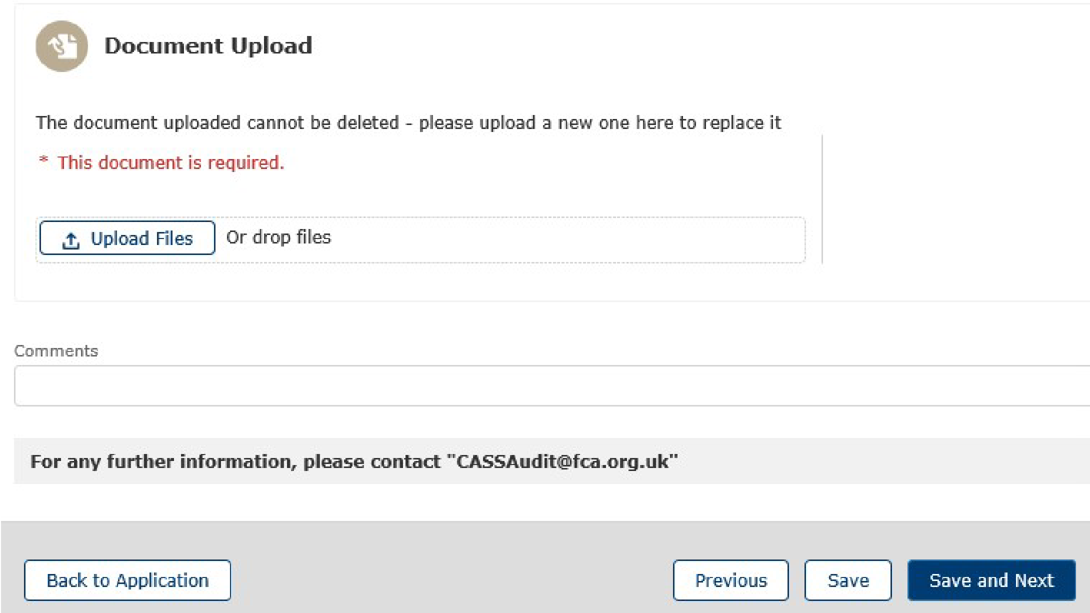
Is any part of the client assets report at period-end qualified or modified?

No

Have you been unable to form an opinion?

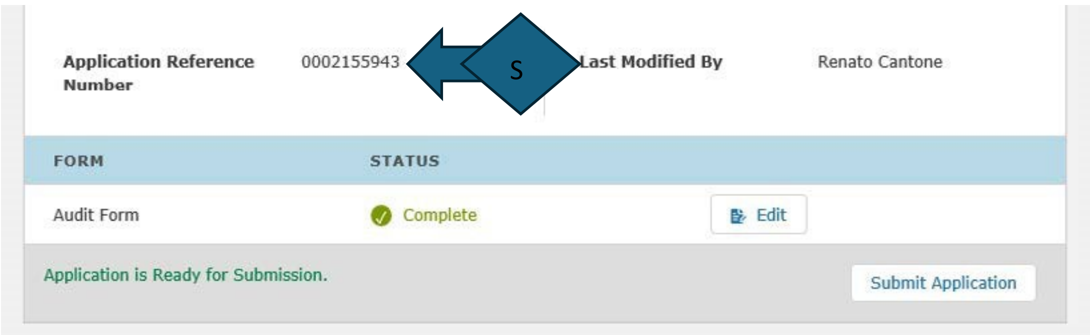
Yes

Once you have completed the questions upload the audit report in PDF format: click on ‘Save and next’.



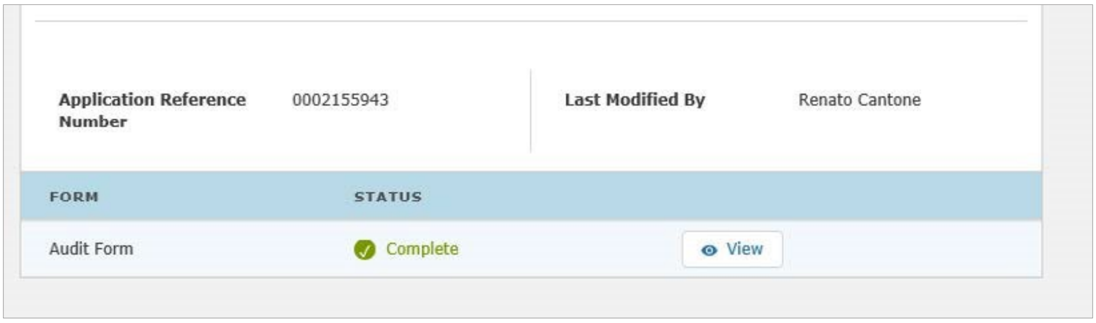
You can add up to five email addresses to receive the confirmation email, but the report will not be attached.

Once you have uploaded the client asset report click ‘Submit Application’.

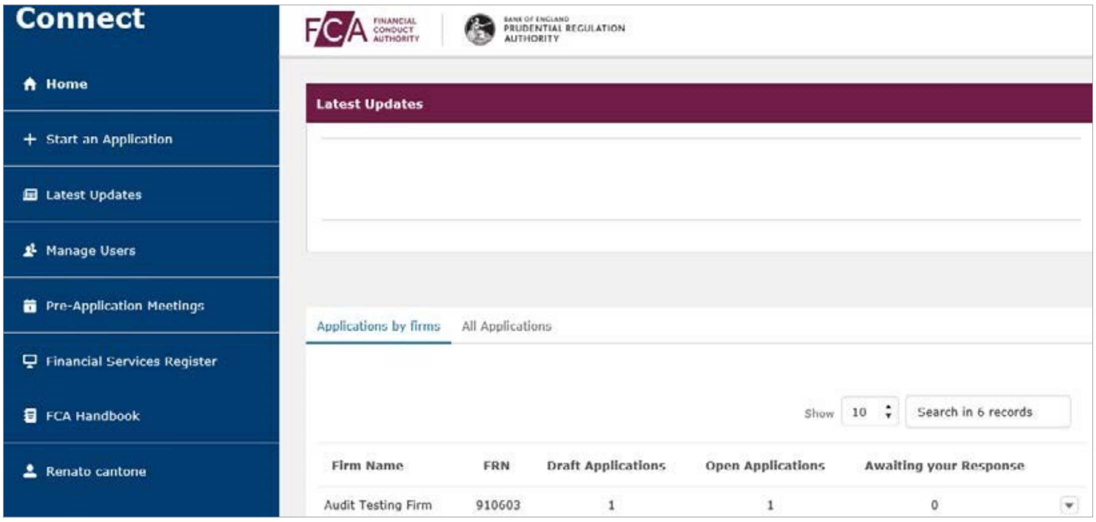


The submission is now complete. You will get a confirmation email.

Please record the **application reference number (S)** as you will need it if you email the CASS team with an issue or question.



You can now return to the Home page, which will show the status of the application and a dashboard of all applications in progress and/or fully submitted from the drop-down option on the right side of the screen.

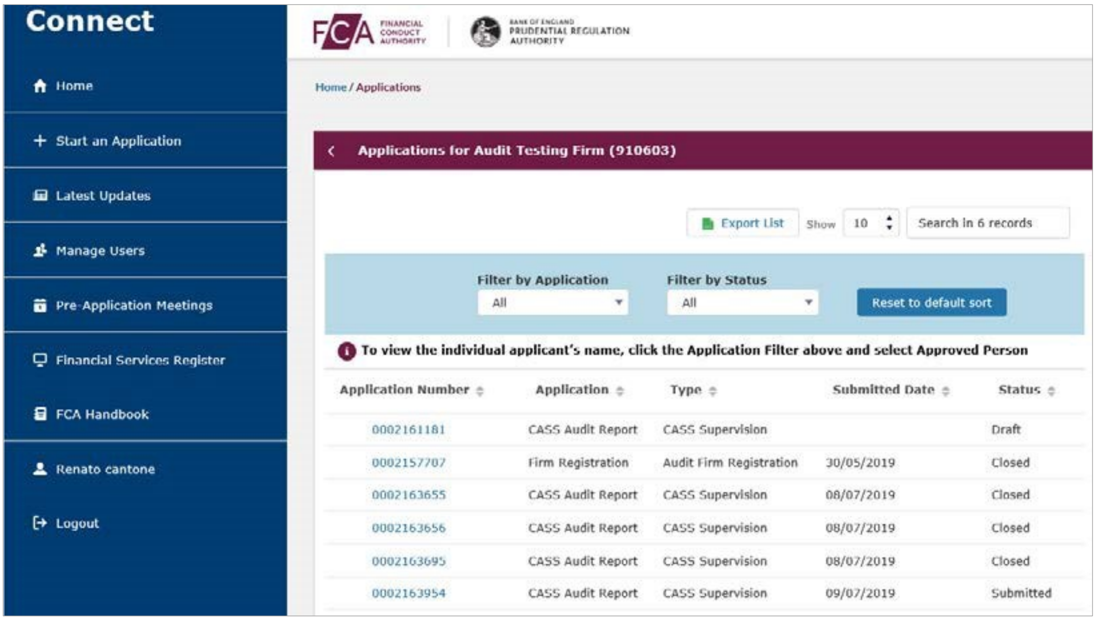


Click on the specific application to review details of any submission.

Changing/deleting an application

You cannot delete a fully submitted application, but if you have made an error, you can re-submit your application, highlighting in the comments field when submitting.

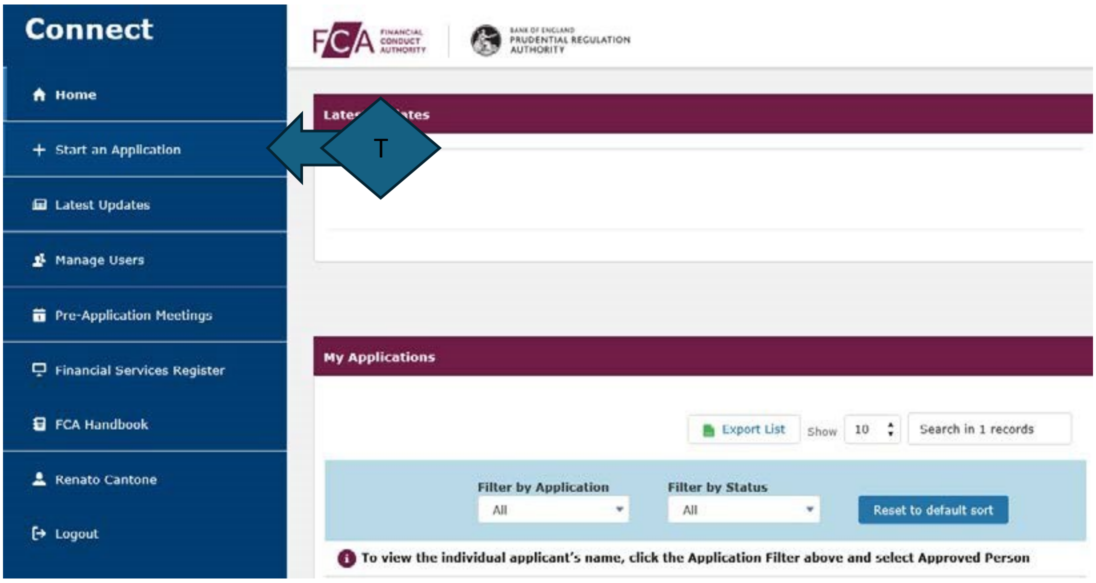
The status will show as “submitted” when the report has been sent to FCA. This field will then change to “Closed”.



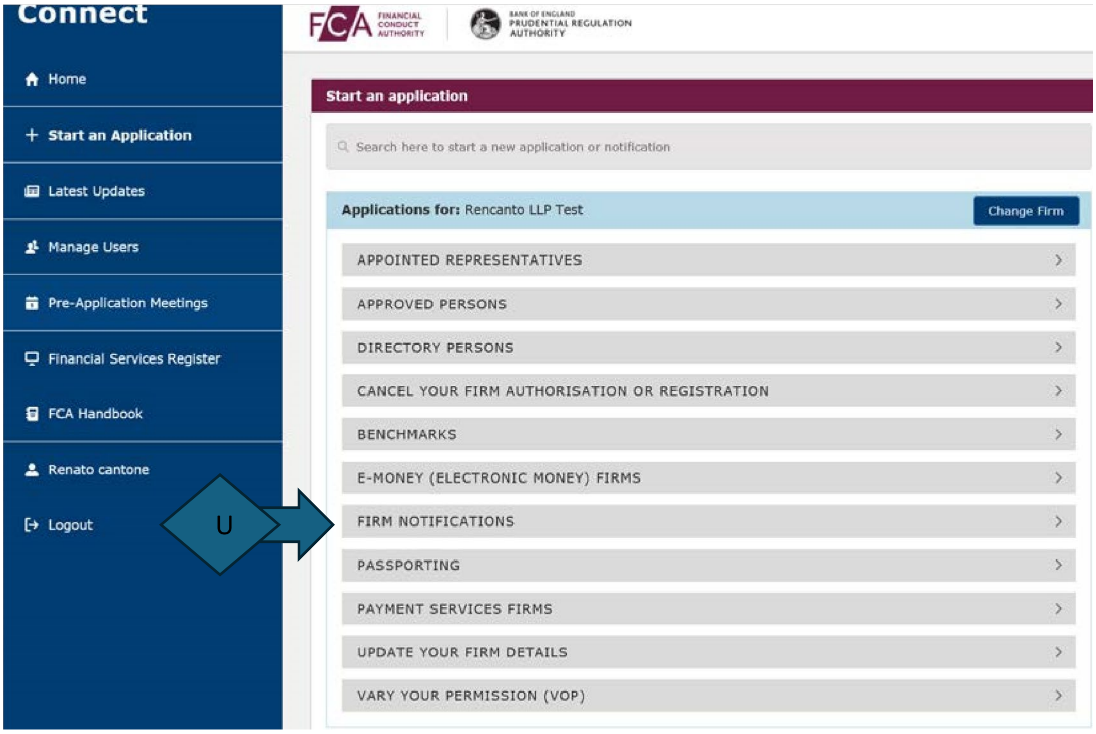
Submitting a late audit notification

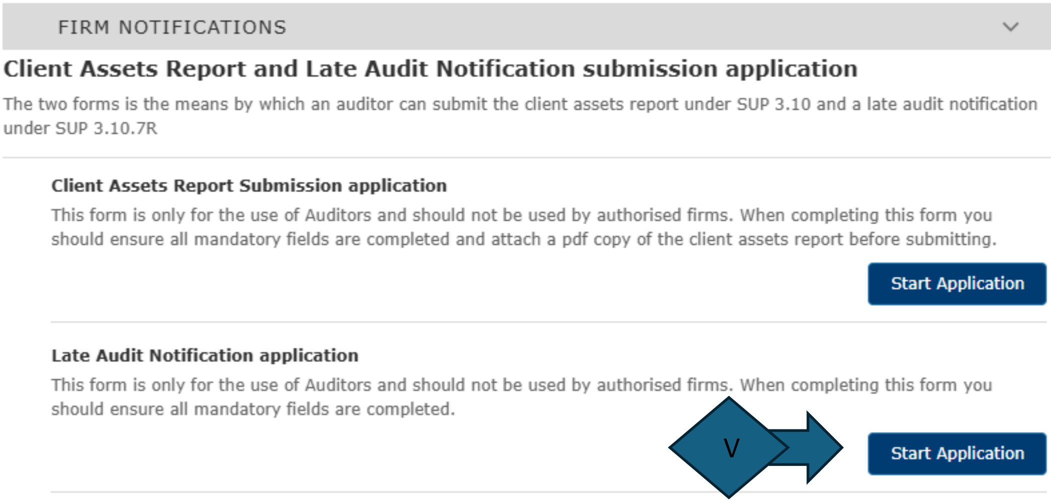
Each registered user can submit late audit notifications depending on their level of permissions.

In the Connect Home Page select 'Start an application' (T)

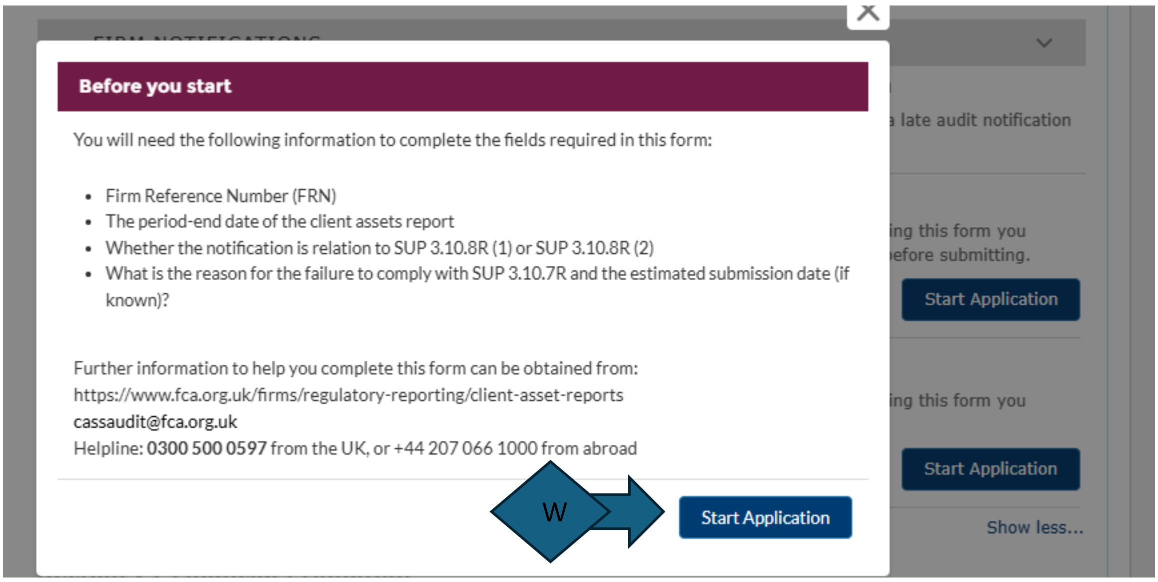


Choose the option 'Firm notification' (U) and then select the drop down 'Late Audit Notification application' clicking on 'Start application' (V)

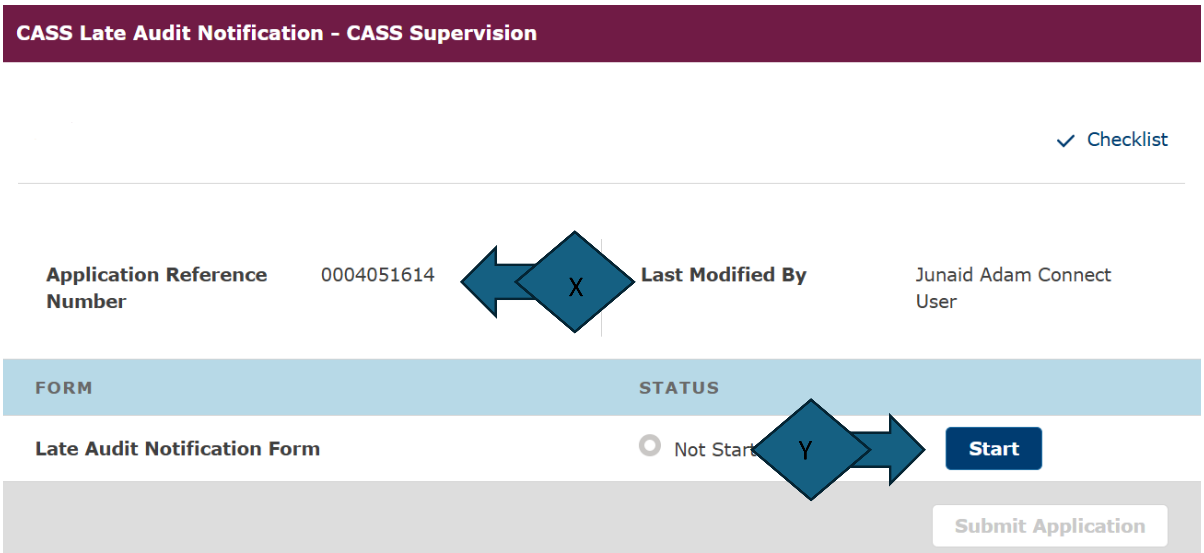




A prompt will appear showing what you need to successfully submit the late audit notification.



Click on ‘Start application’ (W) and this will open a page with the Application reference number (X) and option to ‘Start’ (Y) :



The next screen will ask you to complete the details of the Firm and Late audit notification that you are submitting:

Q1: FRN (Firm Reference Number)

* Firm Reference Number

Search by FRN | Search

Q2: Is the notification regarding the firm's communication to the FCA that the auditor expects to be unable to deliver a client assets report by the end of the relevant period (SUP 3.10.8R (1)), or that the auditor has failed to deliver a client assets report in line with SUP 3.10.7R (SUP 3.10.8R (2))?

* Firm Reference Number

Search by FRN | Search

* Is the notification regarding the firm's communication to the FCA that the auditor expects to be unable to deliver a client assets report by the end of the relevant period (SUP 3.10.8R (1)), or that the auditor has failed to deliver a client assets report in line with SUP 3.10.7R (SUP 3.10.8R (2))?

--None--

For reference the SUP 3.10.8R rules can be seen in the below screenshot.

SUP 3.10.8

R

01/04/2013

(1) If an auditor expects that it will fail to comply with *SUP 3.10.7 R*, it must no later than the end of the four month period in question:

(a) notify the *FCA* that it expects that it will be unable to deliver a client assets report by the end of that period; and

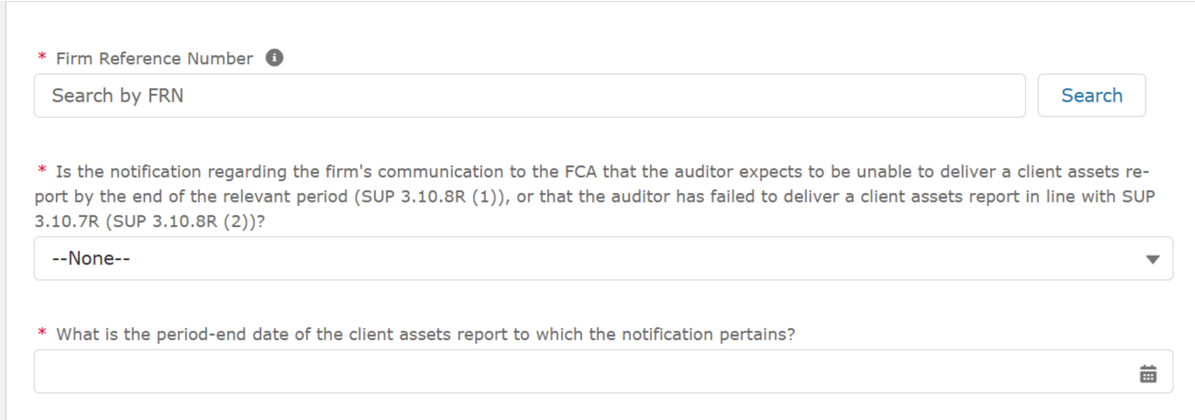
(b) ensure that the notification in (a) is accompanied by a full account of the reasons for its expected failure to comply with *SUP 3.10.7 R*.

(2) If an auditor fails to comply with *SUP 3.10.7 R*, it must promptly:

(a) notify the *FCA* of that failure; and

(b) ensure that the notification in (a) is accompanied by a full account of the reasons for its failure to comply with *SUP 3.10.7 R*.

Q3: What is the period-end date of the client assets report to which the notification pertains? (select by clicking on calendar button)


* Firm Reference Number

Search by FRN | Search

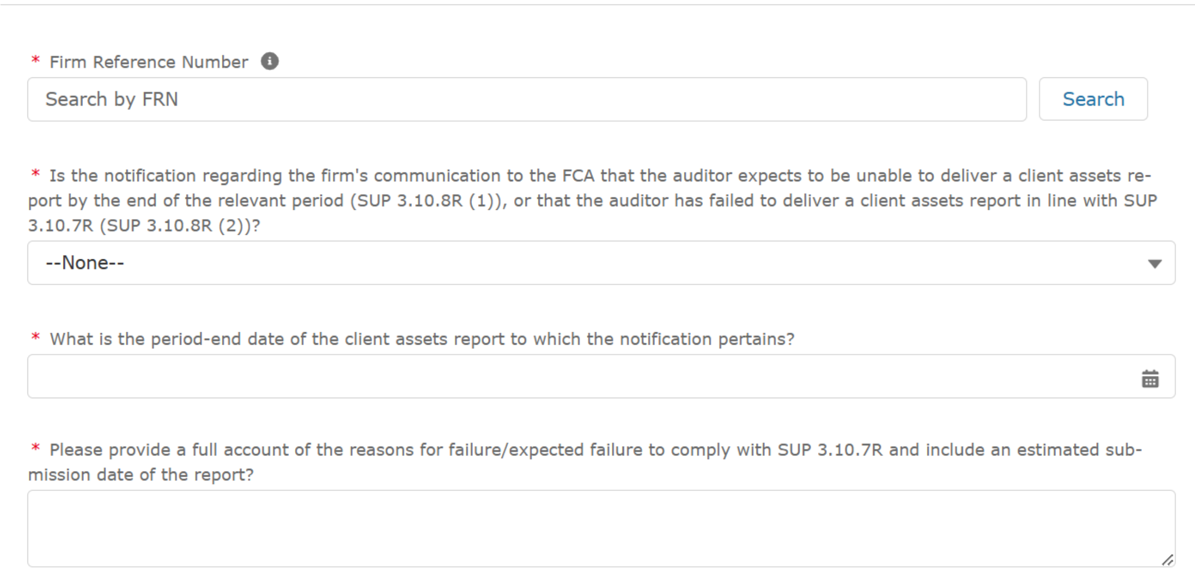
* Is the notification regarding the firm's communication to the FCA that the auditor expects to be unable to deliver a client assets report by the end of the relevant period (SUP 3.10.8R (1)), or that the auditor has failed to deliver a client assets report in line with SUP 3.10.7R (SUP 3.10.8R (2))?

--None--

* What is the period-end date of the client assets report to which the notification pertains?

Q4: Please provide a full account of the reasons for failure/expected failure to comply with SUP 3.10.7R and include an estimated submission date of the report?

Please provide the reason for the actual or anticipated failure in the free text field. Include the estimated submission date of the report if known by the firm. If unknown, please provide the rationale for this.


* Firm Reference Number

Search by FRN | Search

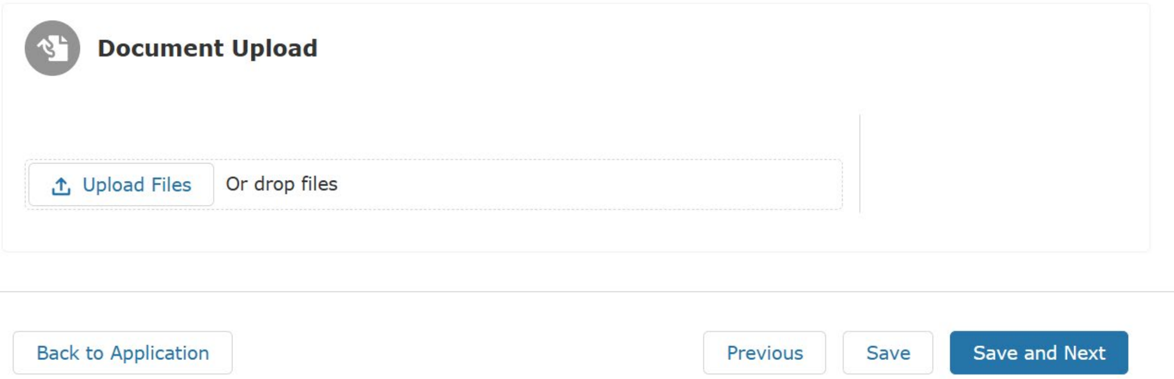
* Is the notification regarding the firm's communication to the FCA that the auditor expects to be unable to deliver a client assets report by the end of the relevant period (SUP 3.10.8R (1)), or that the auditor has failed to deliver a client assets report in line with SUP 3.10.7R (SUP 3.10.8R (2))?

--None--

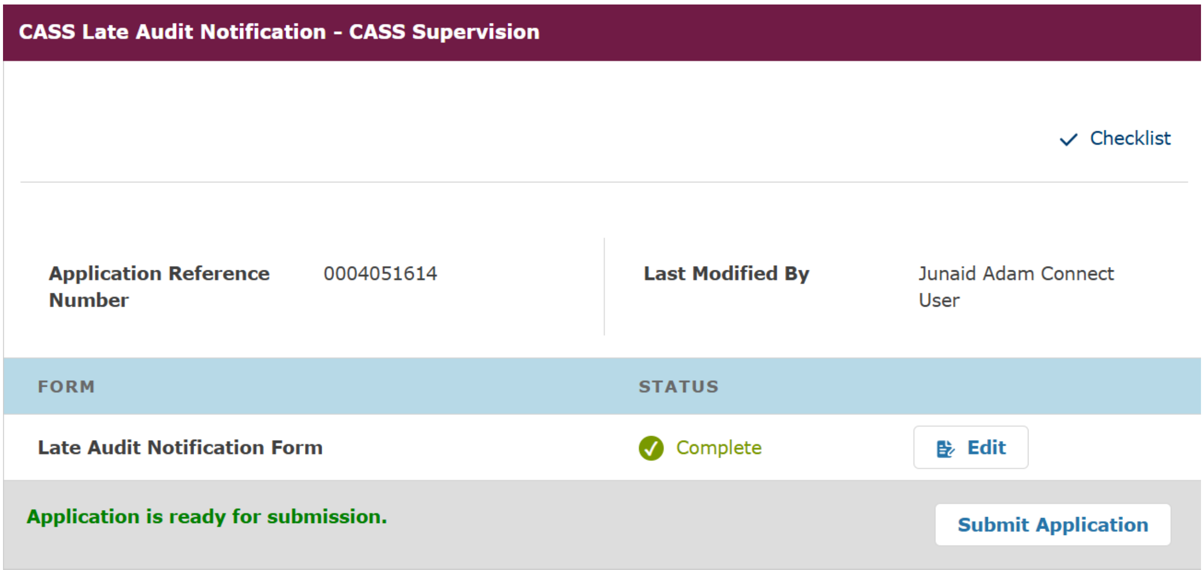
* What is the period-end date of the client assets report to which the notification pertains?

* Please provide a full account of the reasons for failure/expected failure to comply with SUP 3.10.7R and include an estimated submission date of the report?

Once you have completed the questions there is an optional upload of the late audit notification in PDF format: click on ‘Save and next’.

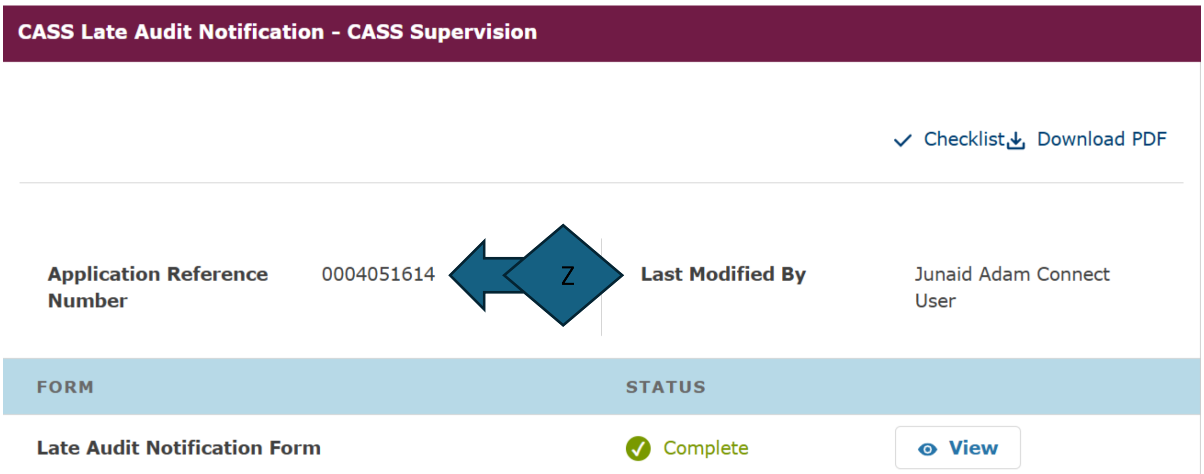


Upload the PDF document if available. Thereafter click ‘Submit Application’.



The submission is now complete. You will get a confirmation email with a copy of the report.

Please record the **application reference number (Z)** as you will need it if you email the CASS team with an issue or question

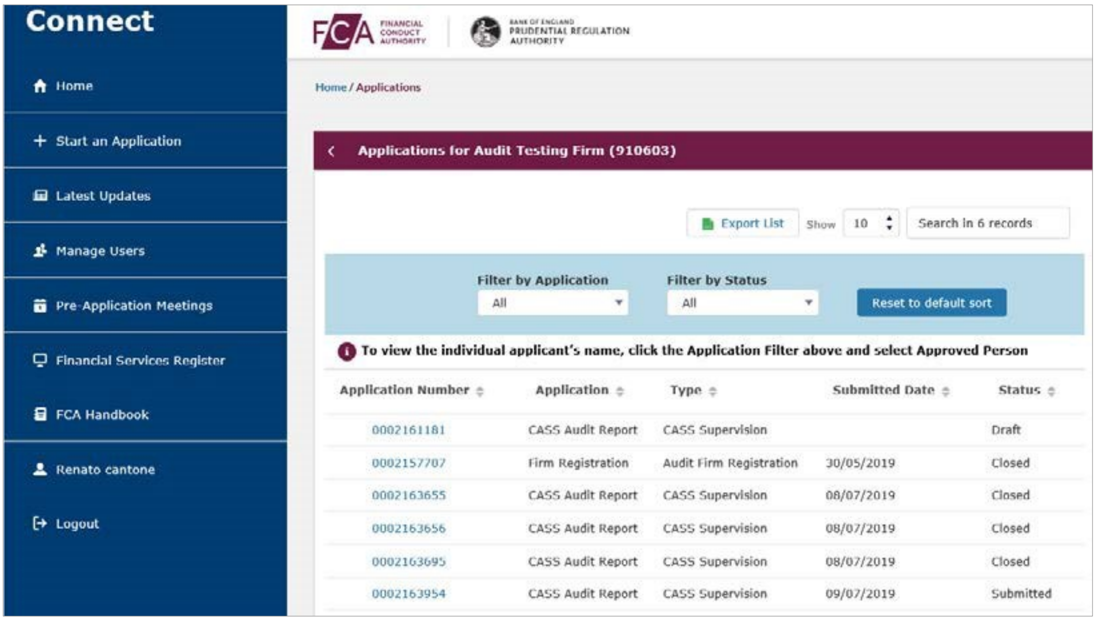


You can now return to the Home page, which will show the status of the application and a dashboard of all applications in progress and/or fully submitted from the drop-down option on the right side of the screen.

Changing/deleting an application

You cannot delete a fully submitted application, but if you have made an error, you can re-submit your application, highlighting in the comments field when submitting.

The status will show as "submitted" when the report has been sent to FCA. This field will then change to "Closed".



Further support

Please contact CASSAudit@fca.org.uk.

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