



**ASIC**  
Australian Securities &  
Investments Commission

# About the Australian credit licence annual compliance certificate

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This document sets out the questions asked in the Australian credit licence annual compliance certificate and the information credit licensees must provide.

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# About the Australian credit licence annual compliance certificate

Each year, Australian credit licensees (credit licensees) must certify that they are complying with their obligations. This document is intended to help you understand what you must do as part of the annual compliance certification.

It outlines the questions we will ask and the supporting information we may require. You should also read Information Sheet 135 *Annual compliance certificates for Australian credit licence holders* ([INFO 135](#)).

These questions are taken from the current version of the Australian credit licence annual compliance certificate. When you are completing an annual compliance certificate for the current certification period, the online form will pre-fill information from the Australian Credit Register.

When completing the certificate, some licensees must include additional supporting documents.

## You must lodge and pay

No later than 45 days after your annual compliance date you must:

- lodge your completed certificate, and
- include any required supporting documents.

Lodging the certificate or any supporting documents more than 45 days after your annual compliance date means that you will be charged late fees.

## Get further information

You can get further information by:

- visiting the ASIC website for the [latest information on credit](#)
- searching ASIC's [professional registers](#), and
- reading:
  - Regulatory Guide 204 *Applying for and varying a credit licence* ([RG 204](#))
  - Regulatory Guide 205 *Credit licensing: General conduct obligations* ([RG 205](#))
  - Regulatory Guide 206 *Credit licensing: Competence and training* ([RG 206](#))
  - Regulatory Guide 207 *Credit licensing: Financial requirements* ([RG 207](#))
  - Regulatory Guide 210 *Compensation and insurance arrangements for credit licensees* ([RG 210](#)), and
  - Regulatory Guide 271 *Internal dispute resolution* ([RG 271](#)).

# Getting started

The credit licence annual compliance certificate is a secure online transaction.

## If you applied for a credit licence online

Go to <https://asic.gov.au> and select 'Credit licensees/representatives' from the drop-down menu under 'Use our online services' (on the right side of the page).

To log in to the application, you will need to use your credit licence number and the username and password you selected when you applied for your licence. Select 'CL50' to prepare and lodge your annual compliance certificate.

## If you are an AFS licensee registered for online access

Go to <https://asic.gov.au> and select 'AFS licensees' from the drop-down menu under 'Use our online services' (on the right side of the page).

To log in to the application, you will need to use your AFS licence number and the username and password you selected when you registered for online access. Select 'CL50' to prepare and lodge your annual compliance certificate.

## Forgotten your username or password?

If you are in the Australian Credit Register or AFS licensee portal, go to the 'Forgotten password' or 'Forgotten username' link in the left-hand menu.

### Profile

[Forgotten password](#)  
[Forgotten username](#)

### Help

[Email help](#)  
[How this works](#)  
[Technical FAQ](#)

### Links

[ACR Licensing Kit](#)  
[ACR Policy](#)

[Search ASIC](#)  
[Search ABR](#)

# Credit licence and annual compliance certificate

## Licensee details

Question	Guidance on answering
Annual compliance date:	Select information from screen
Credit licence number:	Review pre-filled details
Credit licensee name:	Review pre-filled details
Australian Business Number (ABN), Australian Company Number (ACN) or Australian Registered Body Number (ARBN):	Review pre-filled details
Principal business address:	Review pre-filled details
Business names under which the licensee trades:	Review pre-filled details
External dispute resolution scheme of which the licensee is a member:	Review pre-filled details
Are these details correct?	Select 'Yes' or 'No'

## Contact details

Please review and confirm the following details for the person we should contact about this licence. When incorrect, please update.

## Key contact person

Question	Guidance on answering
Given name:	Review pre-filled details. Enter any corrections
Family name:	Review pre-filled details. Enter any corrections
Email address:	Review pre-filled details. Enter any corrections
Re-enter email address:	Review pre-filled details. Enter any corrections
Postal address:	Review pre-filled details. Enter any corrections
Telephone:	Review pre-filled details. Enter any corrections
Fax:	Review pre-filled details. Enter any corrections

## Details of business activities

Question	Guidance on answering
What activities best describe the licensee's business during the 12-month period before the annual compliance date? (You may select more than one and deselect any that no longer apply.)	<p>Select one or more answers, and deselect any that no longer apply:</p> <ul style="list-style-type: none"> <li>• aggregator</li> <li>• assignee of debts</li> <li>• bank</li> <li>• credit union or building society</li> <li>• debt management services (only select this option if you are authorised to provide debt management services)</li> <li>• door-to-door or phone sales of goods and services</li> <li>• finance broker</li> <li>• financial planner or adviser</li> <li>• lenders mortgage insurer</li> <li>• lessor</li> <li>• mortgage broker</li> <li>• mortgage manager</li> <li>• other lender</li> <li>• property developer or real estate agent</li> <li>• responsible entity of a managed investment scheme</li> <li>• securitisation manager or securitisation trustee</li> <li>• seller of goods by instalments</li> <li>• seller of real property by instalments</li> <li>• other</li> </ul>
If other selected, please describe:	Free text
What types of credit contracts or consumer leases has the licensee dealt with as part of its business during the 12-month period before the annual compliance date? (You may select more than one and deselect any that no longer apply.)	<p>Select one or more answers, and deselect any that no longer apply:</p> <ul style="list-style-type: none"> <li>• home loans (first mortgage)</li> <li>• home loans (subsequent mortgage)</li> <li>• vehicle loans</li> <li>• boat loans</li> <li>• other personal loans</li> <li>• overdrafts</li> <li>• credit cards</li> <li>• car leases</li> <li>• other consumer leases</li> <li>• small amount loans</li> <li>• medium amount loans</li> <li>• buy now pay later contracts</li> <li>• other</li> </ul>

Question	Guidance on answering
If other selected, please describe:	Free text
If buy now pay later is selected, did you opt to provide low cost credit contracts using the modified responsible lending regime during the 12-month period?	Select 'Yes', 'No' or 'N/A – did not provide low cost credit contracts'

## Details of credit activities

Question	Guidance on answering
In the 12-month period before the annual compliance date, did the licensee engage in credit activities as an original credit provider or lessor?	Select 'Yes' or 'No'

### If yes

Question	Guidance on answering
Which of the following best described the licensee's principal distribution model?	<p>Select only one answer:</p> <ul style="list-style-type: none"> <li>• employee sales representative(s)</li> <li>• sales representative (including franchisees)</li> <li>• related company(ies), or</li> <li>• merchants</li> </ul>
In the 12-month period before the annual compliance date, how did the licensee receive most applications for credit or consumer leases?	<p>Select only one answer:</p> <ul style="list-style-type: none"> <li>• physical branches and/or over the counter</li> <li>• visits to consumer's homes or workplaces</li> <li>• telephone</li> <li>• mail</li> <li>• internet</li> <li>• apps, or</li> <li>• other</li> </ul>
In the 12-month period before the annual compliance date, did the licensee cross-sell financial products, other than credit contracts or consumer leases, to its client base or refer its clients to issuers of other financial products?	Select 'Yes' or 'No'
If yes, did the licensee receive a commission or payment for such activity?	Select 'Yes' or 'No'

**If no**

Question	Guidance on answering
What best describes the licensee not trading under this authorisation during the 12-month period before the annual compliance date?	<p>Select only one answer:</p> <ul style="list-style-type: none"> <li>• ceased trading in this activity permanently and intends to cancel this authorisation or licence in the future</li> <li>• ceased trading in this activity temporarily and may recommence in the future</li> <li>• yet to commence trading</li> <li>• incidental part of business activities and not conducted during the ACC period, or</li> <li>• other</li> </ul>
If other selected, please describe:	Free text

**Details of credit intermediary activities**

Question	Guidance on answering
In the 12-month period before the annual compliance date, did the licensee act as an intermediary between a credit provider or lessor and a consumer for the purpose of securing credit or a consumer lease for the consumer?	<p>For an explanation of the term 'intermediary', please see <a href="#">RG 204</a>.</p> <p>Select 'Yes' or 'No'</p>

**If yes**

Question	Guidance on answering
Which of the following best described the licensee's principal distribution model?	<p>Select only one answer:</p> <ul style="list-style-type: none"> <li>• employee sales representative(s)</li> <li>• sales representative (including franchisees)</li> <li>• related company(ies), or</li> <li>• merchants</li> </ul>
In the 12-month period before the annual compliance date, how did the licensee arrange most applications for credit or consumer leases?	<p>Select only one answer:</p> <ul style="list-style-type: none"> <li>• physical branches and/or over the counter</li> <li>• visits to consumer's homes or workplaces</li> <li>• telephone</li> <li>• mail</li> <li>• internet</li> <li>• apps, or</li> <li>• other</li> </ul>



Question	Guidance on answering
In the 12-month period before the annual compliance date, did the licensee cross-sell financial products, other than credit contracts or consumer leases, to its client base or refer its clients to issuers of other financial products?	Select 'Yes' or 'No'
If yes, did the licensee receive a commission or payment for such activity?	Select 'Yes' or 'No'

## If no

Question	Guidance on answering
What best describes the licensee not trading under this authorisation during the 12-month period before the annual compliance date?	<p>Select only one answer:</p> <ul style="list-style-type: none"> <li>• ceased trading in this activity permanently and intends to cancel this authorisation or licence in the future</li> <li>• ceased trading in this activity temporarily and may recommence in the future</li> <li>• yet to commence trading</li> <li>• incidental part of business activities and not conducted during the ACC period, or</li> <li>• other</li> </ul>
If other selected, please describe:	Free text

## Representatives

Question	Guidance on answering
How many representatives engaging in credit activities did the licensee have as at the annual compliance date?	<p>For an explanation of how to determine the number of your representatives, please see <a href="#">RG 204</a>.</p> <p>Select only one answer:</p> <ul style="list-style-type: none"> <li>• 1</li> <li>• 2 to 5</li> <li>• 6 to 10</li> <li>• 11 to 20</li> <li>• 21 to 30</li> <li>• 31 to 50</li> <li>• 51 to 100</li> <li>• 101 to 500, or</li> <li>• Over 500</li> </ul>

Question	Guidance on answering
Are the details of the licensee's authorised credit representatives (if any) entered in the Australian Credit Register complete, accurate and up to date?	Select 'Yes' or 'No'

## Fit and proper people

Question	Guidance on answering
The persons on the Australian Credit Register have been listed below:	<p>The licensee's 'fit and proper people' are:</p> <ul style="list-style-type: none"> <li>• if the licensee is a company or other body corporate, including a company or other body corporate that is acting in the capacity as trustee of a trust – all directors, all company secretaries and any senior managers who perform duties in relation to the credit activities authorised by the licence</li> <li>• if the licensee is a partnership – all partners who are individuals and perform duties in relation to the credit activities authorised by the licence, and all officeholders of a partner that is a body corporate if the body corporate performs duties in relation to the credit activities</li> <li>• if the licensee is the multiple trustees of a trust – all trustees who are individuals and perform duties in relation to the credit activities authorised by the licence, and all officeholders of a trustee that is a body corporate if the body corporate performs duties in relation to the credit activities, or</li> <li>• if the licensee is a natural person – the licensee.</li> </ul> <p>Use the 'Edit' function to complete the details for any new officeholders, appointed in the certification period or to update the details of any person. Use the 'Remove' function to remove an existing person. Note that officeholders can only be removed by lodging <a href="#">Form 484 Change to company details</a> to cease a company officeholder. Removing a body corporate partner or trustee will remove all related officeholders listed for that company.</p> <p>If a person who is identified as a responsible manager has not previously been notified to ASIC as being a responsible manager, then select 'Add' or 'Edit' (as appropriate).</p> <p>Use the 'Next' function to complete changes to listed people</p>

## Add a body corporate

Question	Guidance on answering
Add a body corporate:	<p>For new partners or trustees of a trust that are a body corporate.</p> <p>Enter one of:</p> <ul style="list-style-type: none"> <li>• ABN</li> <li>• ACN, or</li> <li>• ARBN</li> </ul>

## Add or change details of a person

Question	Guidance on answering
Start date for new person:	Enter information in DD-MM-YYYY format
Given names:	Review pre-filled details. Enter any corrections
Family name:	Review pre-filled details. Enter any corrections
Date of birth:	Review pre-filled details. Enter any corrections
Place of birth:	Review the following pre-filled details. Enter any corrections <ul style="list-style-type: none"> <li>• City or town of birth</li> <li>• State (if born in Australia)</li> <li>• Country</li> </ul>
Is this person:	Select only one answer. The information may be pre-filled: <ul style="list-style-type: none"> <li>• a non-executive officer</li> <li>• an executive officer</li> <li>• a partner</li> <li>• a trustee</li> <li>• a senior manager who is an employee, or</li> <li>• a senior manager who is an external service provider</li> </ul>
What is the job title of this person?	Review pre-filled details. Enter any corrections
What industry category(ies) best describes this person's area of experience?	Select one or more answers. The information may be pre-filled: <ul style="list-style-type: none"> <li>• Accounting</li> <li>• Business development</li> <li>• Credit risk assessment</li> <li>• Finance or mortgage broking</li> <li>• Financial planner or adviser</li> <li>• Insurance</li> <li>• Legal, compliance and /or risk management</li> <li>• Lending</li> <li>• Loan management</li> <li>• Management</li> <li>• Securitisation</li> <li>• Other</li> </ul>
Does the licensee rely on this person to demonstrate that it is competent to engage in credit activities (responsible manager)?	For an explanation of the term 'responsible manager', please see <a href="#">RG 206</a> Select 'Yes' or 'No'

Question	Guidance on answering
Is this person an officeholder of: <ul style="list-style-type: none"> <li>a body corporate that is a partner of a licensee that is a partnership</li> <li>a trustee of a licensee that is a multiple trustee, or</li> <li>a licensee other than a company or registered Australian body?</li> </ul>	Select 'Yes' or 'No'
If yes, provide details of the body corporate:	Enter: <ul style="list-style-type: none"> <li>ACN, ARBN or ABN</li> <li>Body corporate name</li> </ul>

## Statement of personal information

### Statement of personal information to support certification in relation to a new fit and proper person.

You must complete this statement for any person who has become a fit and proper person of the licensee in the 12-month period before the annual compliance date.

For each newly appointed fit and proper person, you must obtain, and keep for no less than seven years, a statement of personal information signed by the fit and proper person. You can use the template provided in Information Sheet 138 *Credit annual compliance certificate: Statement of personal information template* ([INFO 138](#)). Alternatively, you can use the format of your choice if all the required information is included.

You do not have to lodge a copy of the signed statement. However, you must make this statement available to ASIC if requested.

The licensee certifies that it is holding a statement of personal information for the person named above which contains the following information:

### Licences, Authorisation

Question	Guidance on answering
Within the last 10 years, within Australia or overseas, have they ever been refused the right, or been restricted in the right, to carry on any trade, business or profession for which an authorisation (licence, certificate, registration or other authority) is required by law?	Select 'Yes' or 'No'
Within the last 10 years, within Australia or overseas, have they ever been subject to disciplinary action in relation to any such authorisation?	Select 'Yes' or 'No'
Within the last 10 years, within Australia or overseas, have they ever been the subject of any investigations or proceedings that are current or pending and which may result in disciplinary action being taken in relation to any such authorisation?	Select 'Yes' or 'No'

Question	Guidance on answering
Within the last 10 years, within Australia or overseas, have they ever been engaged in the management of any companies and/or businesses that have had a <i>Corporations Act 2001</i> (or previous corresponding laws) licence cancelled?	Select 'Yes' or 'No'

### Professional Memberships, Accreditation and Indemnity Insurance

Question	Guidance on answering
Within the last 10 years, within Australia or overseas, have they ever been reprimanded, or disqualified or removed, by a professional or regulatory body or external dispute resolution scheme in relation to matters relating to their honesty, integrity or business conduct?	Select 'Yes' or 'No'
Within the last 10 years, within Australia or overseas, have they ever had any past, present or pending claim made against a professional indemnity insurance policy in relation to advice they have tendered?	Select 'Yes' or 'No'
Within the last 10 years, within Australia or overseas, have they ever been refused professional indemnity insurance?	Select 'Yes' or 'No'
Within the last 10 years, within Australia or overseas, have they ever been denied accreditation by a lender, mortgage manager or mortgage insurer?	Select 'Yes' or 'No'
Within the last 10 years, within Australia or overseas, have they ever had their accreditation cancelled or suspended by a lender, mortgage manager or mortgage insurer, other than for volume reasons, or had their membership of an aggregator or franchise group terminated, or is similar action pending against them?	Select 'Yes' or 'No'

### Names

Question	Guidance on answering
Within the last 10 years, within Australia or overseas, have they ever carried on business under any name other than the name or names previously notified to ASIC?	Select 'Yes' or 'No'
Within the last 10 years, within Australia or overseas, have they ever been known by any name other than the name or names previously notified to ASIC?	Select 'Yes' or 'No'

## Offences

Question	Guidance on answering
Within the last 10 years, within Australia or overseas, have they ever been the subject of administrative, civil or criminal proceedings or enforcement action, which were determined adversely to them (including by consenting to an order or direction, or giving an undertaking not to engage in unlawful or improper conduct) in any country?	Select 'Yes' or 'No'

## Solvency

Question	Guidance on answering
Within the last 10 years, within Australia or overseas, have they ever been declared bankrupt or insolvent under administration, or is there any such action pending?	Select 'Yes' or 'No'
Within the last 10 years, within Australia or overseas, have they ever been engaged in the management of any companies and/or businesses that have had an external administrator appointed, or which have entered into a compromise, or scheme of arrangement, with its creditors?	Select 'Yes' or 'No'
Within the last 10 years, within Australia or overseas, have they ever been engaged in the management of any companies and/or businesses that were declared insolvent?	Select 'Yes' or 'No'
Within the last 10 years, within Australia or overseas, have they ever been engaged in the management of any companies and/or businesses that were declared the equivalent of insolvent under the law of an external territory or country other than Australia?	Select 'Yes' or 'No'

## Explanation

Question	Guidance on answering
<p>If they have answered yes to any question, please provide an explanation of each matter including:</p> <ul style="list-style-type: none"> <li>the judgment and if it has been satisfied, and</li> <li>for a declaration of bankruptcy or insolvency: <ul style="list-style-type: none"> <li>date of the declaration and district in which it was made, and</li> <li>bankruptcy number:</li> </ul> </li> </ul>	Free text

Question	Guidance on answering
<p>For a deed of arrangement, assignment or where creditors have accepted a composition under Pt X of the <i>Bankruptcy Act 1966</i>, please provide:</p> <ul style="list-style-type: none"> <li>• date of the deed of arrangement, assignment or the special resolution accepting composition and the district in which it was made</li> <li>• name and address of the trustee of the deed of arrangement, assignment or of the composition, and</li> <li>• identifying number used in relation to the deed of arrangement, assignment or the composition in the office of the Registrar in Bankruptcy:</li> </ul>	Free text

### Educational qualifications of responsible managers

Question	Guidance on answering
<p>You must provide details of [name of responsible manager]'s educational qualifications relevant to their responsibilities for this Australian credit licence.</p> <p>Enter the following details for each of the educational qualifications of [name of responsible manager]:</p>	<p>For responsible managers who have been appointed in the 12 months before your annual compliance date.</p> <p>Enter the:</p> <ul style="list-style-type: none"> <li>• Institution</li> <li>• Course name</li> <li>• Year of completion</li> </ul>

### Employers of responsible managers

Question	Guidance on answering
<p>You must provide details of [name of responsible manager]'s employers where experience relevant to their responsibilities for this Australian credit licence was gained. Please list the details in reverse chronological order.</p> <p>Enter the following details for each of the relevant employers of [name from responsible manager]:</p>	<p>For responsible managers who have been appointed in the 12 months before your annual compliance date.</p> <p>Enter the:</p> <ul style="list-style-type: none"> <li>• Employer</li> <li>• Job Title including Division (if applicable)</li> <li>• Start and end dates with this employer</li> </ul>

### Cease a fit and proper person (or body corporate)

#### Person

Question	Guidance on answering
Given names:	Review pre-filled details. Enter any corrections
Family name:	Review pre-filled details. Enter any corrections

Question	Guidance on answering
Date of birth:	Review pre-filled details. Enter any corrections
Place of birth:	Review the following pre-filled details. Enter any corrections <ul style="list-style-type: none"> <li>• City or town of birth</li> <li>• State (if born in Australia)</li> <li>• Country</li> </ul>

### Body corporate

Question	Guidance on answering
ABN:	Review pre-filled details. Enter any corrections
Body corporate name:	Review pre-filled details. Enter any corrections

### Cessation

Question	Guidance on answering
Date ceased:	Enter in DD-MM-YYYY format
Reason for ceasing:	Free text

### Authorisations

In some cases, a fit and proper person is shown as a key person on your licence conditions. If this person has ceased to be an officer or to perform duties on your behalf in relation to your credit business, you must lodge [Form CL03](#) *Vary authorisations or conditions of an Australian credit licence* with ASIC within five business days.

Question	Guidance on answering
Have you lodged an application to vary the authorisations or conditions of this licence (Form CL03)?	Select 'Yes' or 'No'
If yes, what date was it lodged?	Enter in DD-MM-YYYY format

## Certification for fit and proper people

The licensee must certify various matters about its fit and proper people. This certification is taken to be made:

- on behalf of the licensee
- by the person required to sign this certificate under s53(3) of the *National Consumer Credit Protection Act 2009* (including a person prescribed by reg 14 of the *National Consumer Credit Protection Regulations 2010*)
- relating to the 12-month period before the annual compliance date
- based on reasonable inquiries, and
- about each of the people listed under 'fit and proper people'.



## Licences, Authorisations

Question	Guidance on answering
Does the licensee certify that it has no reason to believe that any of its fit and proper people have been refused the right or been restricted in the right to carry on any trade, business or profession for which an authorisation (licence, certificate, registration or other authority) is required by law?	Select 'Yes' or 'No'
Does the licensee certify that it has no reason to believe that any of its fit and proper people have been subject to disciplinary action in relation to any such authorisation?	Select 'Yes' or 'No'
Does the licensee certify that it has no reason to believe that any of its fit and proper people have, within Australia or overseas, been the subject of any investigations or proceedings that are current or pending and which may result in disciplinary action being taken in relation to any such authorisation?	Select 'Yes' or 'No'
Does the licensee certify that it has no reason to believe that any of its fit and proper people have, within Australia or overseas, been engaged in the management of any companies and/or businesses that have had a <i>Corporations Act 2001</i> (or previous corresponding laws) licence or an Australian credit licence cancelled?	Select 'Yes' or 'No'

## Professional Memberships, Accreditation and Indemnity Insurance

Question	Guidance on answering
Does the licensee certify that it has no reason to believe that any of its fit and proper people have, within Australia or overseas, been reprimanded, disqualified or removed by a professional or regulatory body or external dispute resolution scheme in relation to matters relating to their honesty, integrity or business conduct?	Select 'Yes' or 'No'
Does the licensee certify that it has no reason to believe that any of its fit and proper people have, within Australia or overseas, had a claim made against a professional indemnity insurance policy in relation to advice they tendered?	Select 'Yes' or 'No'
Does the licensee certify that it has no reason to believe that any of its fit and proper people have, within Australia or overseas, been refused professional indemnity insurance?	Select 'Yes' or 'No'
Does the licensee certify that it has no reason to believe that any of its fit and proper people have, within Australia or overseas, been denied accreditation, or had accreditation cancelled or suspended, by a lender, mortgage manager or mortgage insurer, other than for volume reasons, or had their membership with an aggregator or franchise group terminated, or is similar action pending against them?	Select 'Yes' or 'No'

## Names

Question	Guidance on answering
Does the licensee certify that it has no reason to believe that any of its fit and proper people have, within Australia or overseas, carried on business under any name other than the name or names shown in this certificate?	Select 'Yes' or 'No'

## Offences

Question	Guidance on answering
Does the licensee certify that it has no reason to believe that any of its fit and proper people have, within Australia or overseas, been the subject of administrative, civil or criminal proceedings or enforcement action, which were determined adversely to them (including by consenting to an order or direction, or giving an undertaking not to engage in unlawful or improper conduct) in any country?	Select 'Yes' or 'No'

## Solvency

Question	Guidance on answering
Does the licensee certify that it has no reason to believe that any of its fit and proper people have, within Australia or overseas, been declared bankrupt or insolvent under administration and no such action pending?	Select 'Yes' or 'No'
Does the licensee certify that it has no reason to believe that any of its fit and proper people have, within Australia or overseas, been engaged in the management of any companies and/or businesses that have had an external administrator appointed or which have entered a compromise or scheme of arrangement with its creditors?	Select 'Yes' or 'No'
Does the licensee certify that it has no reason to believe that any of its fit and proper people have, within Australia or overseas, been engaged in the management of any companies and/or businesses that were declared insolvent?	Select 'Yes' or 'No'
Does the licensee certify that it has no reason to believe that any of its fit and proper people have, within Australia or overseas, been engaged in the management of any companies and/or businesses that were declared the equivalent of insolvent under the law of an external territory or country other than Australia?	Select 'Yes' or 'No'
If you have answered No to any questions in this the above certification, give details of why and identify the person for whom the certification cannot be given.	Free text

## Certification of ongoing compliance with licence obligations

There are general conduct obligations that apply to the licensee: see s47(1) of the *National Consumer Credit Protection Act 2009*.

The licensee must certify various matters about its compliance with these obligations.

This certification is taken to be made:

- on behalf of the licensee
- by the person required to sign this certificate under s53(3) of the *National Consumer Credit Protection Act 2009* (including a person prescribed by reg 14 of the *National Consumer Credit Protection Regulations 2010*)
- relating to the period stated in each item, and
- based on appropriate inquiries about the arrangements and systems and how they have operated in this period.

### Efficiently, honestly and fairly

Question	Guidance on answering
As at the annual compliance date, did the licensee have adequate arrangements and systems in place to ensure that it did all things necessary to ensure that the credit activities authorised by its licence were engaged in efficiently, honestly and fairly?	Select 'Yes' or 'No'

### Conflict of interest

Question	Guidance on answering
As at the annual compliance date, did the licensee have adequate arrangements and systems in place to ensure that its clients were not disadvantaged by any conflicts of interest that arose wholly or partly in relation to the credit activities engaged in by the licensee or its representatives?	Select 'Yes' or 'No'

### Licence conditions

Question	Guidance on answering
As at the annual compliance date, did the licensee have adequate arrangements and systems in place to ensure that it complied with the conditions of its licence?	Select 'Yes' or 'No'

### Credit legislation

Question	Guidance on answering
As at the annual compliance date, did the licensee have adequate arrangements and systems in place to ensure that it complied with the credit legislation?	Select 'Yes' or 'No'

## Representatives

Question	Guidance on answering
As at the annual compliance date, did the licensee have adequate arrangements and systems in place to ensure that its representatives complied with the credit legislation?	Select 'Yes' or 'No'

## Maintain competence

Question	Guidance on answering
As at the annual compliance date, did the licensee have adequate arrangements and systems in place to maintain the competence to engage in the credit activities authorised by its licence?	Select 'Yes' or 'No'

## Training

Question	Guidance on answering
As at the annual compliance date, did the licensee have adequate arrangements and systems in place to ensure that its representatives were adequately trained and competent, to engage in the credit activities authorised by its licence?	Select 'Yes' or 'No'

## Internal dispute resolution

Question	Guidance on answering
As at the annual compliance date, did the licensee have an internal dispute resolution procedure: <ul style="list-style-type: none"><li>• compliant with the standards and requirements set out in <a href="#">ASIC Corporations, Credit and Superannuation (Internal Dispute Resolution) Instrument 2020/98</a>, and</li><li>• covering disputes in relation to the credit activities engaged in by the licensee or its representatives?</li></ul>	<p>For guidance on internal dispute resolution procedures, please see <a href="#">RG 271</a>.</p> <p>Select 'Yes' or 'No'</p>

## External dispute resolution

Question	Guidance on answering
During the 12-month period before the annual compliance date, was the licensee a member of an approved external dispute resolution scheme?	Select 'Yes' or 'No'

## Compensation arrangements

Question	Guidance on answering
During the 12-month period before the annual compliance date, did the licensee have adequate compensation arrangements in place in accordance with s48 of the <i>National Consumer Credit Protection Act 2009</i> ?	Select 'Yes' or 'No'

Question	Guidance on answering
During the 12-month period before the annual compliance date, did the licensee have professional indemnity insurance that complied with ASIC's policy on compensation and insurance arrangements for Australian credit licensees?	Select 'Yes' or 'No'
If no, select the reason for not having professional indemnity insurance:	Select only one answer: <ul style="list-style-type: none"> <li>• General insurance company</li> <li>• Life insurance company</li> <li>• Authorised deposit taking institution</li> <li>• Exempted by reg 12(3)(c) or (d) of the <i>National Consumer Credit Protection Regulations 2010</i></li> <li>• ASIC-approved guarantee from a related company or institution</li> <li>• ASIC-approved alternative arrangements, or</li> <li>• Other</li> </ul>
If other selected, please specify:	Free text

## Documentation

Question	Guidance on answering
As at the annual compliance date, did the licensee have a written plan that documented arrangements and systems for compliance with each of its general conduct obligations?	Select 'Yes' or 'No'

## Resources

Question	Guidance on answering
As at the annual compliance date, did the licensee have available adequate resources (including financial, technological and human resources) to engage in the credit activities authorised by its licence and to carry out supervisory arrangements?	Select 'Yes', 'No' or 'Not applicable (APRA regulated bodies only)'

## Risk management

Question	Guidance on answering
As at the annual compliance date, did the licensee have adequate risk management systems?	Select 'Yes', 'No' or 'Not applicable (APRA regulated bodies only)'

## If no

Question	Guidance on answering
If you have answered 'No' to any of the above questions, give details why:	Free text

## Trust money

Answer only if the licensee provides credit services.

A credit licensee that receives money for or on behalf of another person in the course of providing credit services must appoint an auditor to audit the trust account: see Div 3 of Pt 2.5 of the *National Consumer Credit Protection Act 2009*.

Question	Guidance on answering
During its last financial year, did the licensee receive money for or on behalf of another person in the course of providing credit services?	Select 'Yes' or 'No'
If yes, and the licensee is a body corporate, on what date does the licensee's last financial year end?	Enter information in DD-MM format
If yes, has the licensee lodged a trust account statement and a trust account audit report in compliance with s100 of the <i>National Consumer Credit Protection Act 2009</i> ?	Select 'Yes', 'No' or 'Not yet required'
If no, provide details of why:	Free text
If no or not yet required, has the licensee appointed an auditor to prepare a trust account audit report?	Select 'Yes' or 'No'
If yes, provide the auditor's ASIC registered auditor number and auditor name:	Review pre-filled details. Enter any corrections
Is this the correct auditor?	Select 'Yes' or 'No'

## Trust money – current financial year

A credit licensee that receives money for or on behalf of another person in the course of providing credit services must appoint an auditor to audit the trust account: see Div 3 of Pt 2.5 of the *National Consumer Credit Protection Act 2009*.

Question	Guidance on answering
During its current financial year, did the licensee receive money for or on behalf of another person in the course of providing credit services?	Select 'Yes' or 'No'
If yes, and the licensee is a body corporate, on what date does the licensee's last financial year end?	Enter information in DD-MM format
If yes, has the licensee appointed an auditor to prepare a trust account audit report?	Select 'Yes' or 'No'
If yes, provide the auditor's ASIC registered auditor number	Enter the information

## Dispute resolution and compensation activity

### Volume of accounts

Question	Guidance on answering
Provide the total number of accounts the licensee had on the first day of the 12-month period before the annual compliance date:	<p>For a credit provider, an 'account' means a regulated credit customer account (on an individual product basis) that has not been sold or written off, including delinquent or dormant accounts. For example, if a customer has a credit card and a personal loan, this represents two accounts.</p> <p>For credit service providers, an 'account' means a transaction relating to which the licensee provided credit assistance or acted as an intermediary, and which resulted in one or more consumers entering into a credit contract or consumer lease. For example, if a broker acts as an intermediary for two consumers to buy a house as joint tenants, the resulting contract and mortgage is one account.</p> <p>Enter the information</p>

### Volume of internal dispute resolution activity

Question	Guidance on answering
How many disputes in relation to the credit activities engaged in by the licensee or its representatives were received by the licensee through its internal dispute resolution system during the 12-month period before the annual compliance date?	<p>In calculating the number of disputes received by the licensee, include those that may have been first received by the licensee's credit representative(s) and then forwarded to the licensee.</p> <p>Enter the information</p>

### Compensation activity

Question	Guidance on answering
Did the licensee conduct any voluntary, proactive compensation programs during the 12-month period before the annual compliance date (e.g. refund of fees or charges incorrectly levied through a systems error)?	Select 'Yes' or 'No'
If yes, approximately what was the value per account of the compensation given? (Enter numbers only rounded up to the nearest dollar)	Enter the information

## Late fee

No later than 45 days after your annual compliance date you must:

- lodge your completed certificate, and
- include any required supporting documents.

You will be charged our late fees if you lodge the certificate or any supporting documents more than 45 days after your annual compliance date.

## Annual compliance fee

After 4 July 2018, you no longer need to pay a fee when you lodge your annual compliance certificate.

However, you will be asked to indicate an amount that was previously calculated to determine the amount of the annual compliance fee.

This amount was calculated by the sum of five amounts:

1. The total amount of credit advanced by the licensee in the preceding financial year
- +
2. The total amount of credit, or the total amount of rent payable by consumers under consumer leases, assigned to the licensee in the preceding financial year
- +
3. The total value of credit in applications submitted by the licensee to credit providers and credit intermediaries in the preceding financial year that have resulted in the provision of credit
- +
4. The total amount of rent payable by consumers under consumer leases entered into by the licensee in the preceding financial year
- +
5. The total amount of rent payable by consumers under consumer leases submitted by the licensee to lessors in the preceding financial year that have resulted in a consumer lease being made

Question	Guidance on answering
Are you a sole trader?	<p>A sole trader is, for the purposes of this certificate:</p> <ul style="list-style-type: none"> <li>• a natural person, or</li> <li>• a person (other than a natural person) that has only one representative that engages in credit activities on its behalf.</li> </ul> <p>If you have only one representative (e.g. a director) who engages in credit activities, and also other people (e.g. employees) who engage in other sorts of conduct on your behalf, such as clerical work, you may be a 'sole trader'.</p> <p>Select 'Yes' or 'No'</p>
Indicate the range in which the sum of the five amounts falls.	<p>Select only one answer:</p> <ul style="list-style-type: none"> <li>• Less than \$100 million and the licensee is a 'sole trader'</li> <li>• Less than \$100 million and the licensee is not a 'sole trader'</li> <li>• \$100 million or more but less than \$200 million</li> <li>• \$200 million or more but less than \$600 million</li> <li>• \$600 million or more but less than \$1,000 million</li> <li>• \$1,000 million or more but less than \$1,400 million</li> <li>• \$1,400 million or more but less than \$1,800 million</li> <li>• \$1,800 million or more but less than \$2,100 million, or</li> <li>• \$2,100 million or more</li> </ul>



# Declaration

Question	Guidance on answering
The licensee declares that:	<p>Select the check boxes next to the following statements:</p> <ul style="list-style-type: none"> <li>• this form is submitted under, and is compliant with, the terms and conditions of the ASIC Electronic Lodgement Protocol, including that a signed copy of this application will be maintained by the licensee in accordance with the protocol, and</li> <li>• to the best of its knowledge, the information supplied in this certificate is complete and accurate (it is an offence to provide false or misleading information to ASIC).</li> </ul>
Are you a lodging agent preparing and submitting this certificate on behalf of the licensee?	Select 'Yes' or 'No'
If yes:	<p>Select the check box next to the following statement:</p> <p>I declare that I have been authorised by the licensee to make these declarations on the licensee's behalf.</p>
The licensee acknowledges that:	<p>Select the check box next to the following statement:</p> <p>ASIC may take action to verify the information provided in this certificate.</p>

Where the licensee:

- (a) is a credit provider, lessor, mortgagee or beneficiary of a guarantee in relation to a contract (the carried over instrument) or other instrument (the carried over instrument) immediately before 1 July 2010 that was:
- (i) in force at that time, and
  - (ii) subject to the old Credit Code (the Uniform Consumer Credit Code) at that time, and
- (b) engaged in a credit activity in relation to the carried over instrument in the 12-month period before the annual compliance date, this certificate relates to the credit activities mentioned in paragraph (a).

You must submit the form and pay the fee to ASIC to have it lodged.

When you submit this form we will check it for discrepancies.

If we find any discrepancies, we will provide you with a list describing the discrepancies. You will need to correct and resubmit the form. The form will continue to appear on your 'Form in progress' tray.

If there are no discrepancies, your form will be automatically submitted for lodgement.

## Signatory

Question	Guidance on answering
Given name:	Enter the information
Family name:	Enter the information
Capacity:	Select only one answer: <ul style="list-style-type: none"><li>• director</li><li>• secretary</li><li>• partner</li><li>• trustee</li><li>• natural person</li><li>• agent, or</li><li>• other</li></ul>
If other selected, please specify:	Free text