

Your Application for Authorisation

1. How long will my application take to process?

We process applications in the order we receive them. We do carry out checks; which include your website(s) and people involved in your business. This often means that we will need to come back to you with queries – processing is not a simple rubber stamping exercise. We aim to deal with every application within 30 days. However this does not include time where we are waiting to hear from you on any queries we have raised.

2. What is the longest it can take?

The legislation requires the regulator to decide whether to authorise your business, or to refuse to authorise your business, within three months. However this does not include time where we are waiting to hear from you on any queries we have raised.

3. I submitted my application online but haven't heard back from you, what is happening with my application?

In order for us to begin processing an application, we must have a signed paper copy of the form along with the relevant application fee. If you have not sent these in to us, you must do this first.

4. Why have I been asked for more information?

- a. We may send you requests for further information to assist us in vetting your application form and that, after authorisation, you will be complying with the rules. Whilst we try to ask any additional questions in a single request, on some occasions your response could generate further enquiries.
- b. We will give you a reasonable time to respond. However, in the long run if you fail to respond to a request we will write to you and tell you we will be treating your application as withdrawn.

5. What can be done to speed up my application?

Check your application carefully before you send it. If we return your application or ask for further information, respond promptly and answer all our questions. In fairness to applicants we usually process in the order we receive the application or reply.

6. How much will it cost me to become authorised?

You will have to pay an application fee that depends on turnover. The fee is specified on the application form. Before you are authorised we will send you an invoice for your first annual fee. You can calculate your annual fee from the [Fees Determination 2008 - 2009](#) which is available on our website, www.claimsregulation.gov.uk by clicking on "Publications" and looking under "rules"..

7. What will happen if my payment is not honoured?

- a. We will write and tell you that your payment has bounced.
 - i. If it is your application fee, your application will not be processed until you have paid and your payment has cleared.
 - ii. If it is your annual fee, you will not be authorised and will not receive a certificate.
- b. We let you know and give you a reasonable opportunity to make payment. However, in the long run, if either payment is not received in response to our letter we will write to you and tell you that we are treating your application as terminated or withdrawn. In this case, if you want to be authorised, you will have to submit a new application with a new application fee.