

New registration application Form 3–2



Queensland
Government

Application for a subagent registration certificate

Debt Collectors (Field Agents and Collection Agents) Act 2014

This form is effective from 1 August 2023

ABN: 13 846 673 994

OFFICE USE ONLY

Date received

.....
Entity number

Payment details

Application allocation

\$

CHC fee \$

Total allocation \$

Instructions

Before completing this application, please read the accompanying *Form 3–2 Notes*.

- Please complete application in BLOCK letters
- Attach extra pages if necessary
- References to dates should be in DD/MM/YYYY
- To find the fees for your registration certificate, visit www.publications.qld.gov.au/dataset/office-of-fair-trading-fee-schedule
- No GST is payable on licence fees

Criminal history check fee

All applicants are subject to mandatory criminal history checks. This fee is not included in the application fee and must be included with your payment. Processing of your application will not be progressed until this fee is paid.

If you were born in New Zealand or have a New Zealand passport, you need to get a copy of your criminal history or a letter indicating you have no criminal history from New Zealand. For more information, visit the New Zealand Ministry of Justice website www.justice.govt.nz

We can only accept original documents dated within one month of the date you send them to us. Please note, it can take up to 20 working days to process a request for a New Zealand criminal history check. There is no fee payable for you to get a New Zealand criminal history check.

Please note: A criminal history check is not required if one has been completed under a relevant Act in the last six months.

Incomplete applications

Failure to complete this form or provide all the information, fees and documents will result in a delay in granting your registration certificate.

Privacy statement—please read

The Office of Fair Trading (OFT) collects information, including personal information, on this form as required by the *Debt Collectors (Field Agents and Collection Agents) Act 2014* to process your application. In accordance with this Act, some personal information may be passed on to police services in Australia (including federal, states and territories) for criminal history searches. Enquiries may also be made with the Department of Home Affairs to verify eligibility to work in Australia. Your name will be placed on a register which may be inspected by the public. Additionally, information on this form can be disclosed without your consent where authorised or required by law. Under the *Fair Trading Act 1989* information may also be shared on a confidential basis with other Australian fair trading agencies.

If you give the OFT an email address to communicate with you, the personal information in these communications will be stored on your email service provider's servers. These servers may be outside of Australia. By giving us your email address, you are consenting to the personal information contained within the emails to and from the OFT to be transferred outside Australia.

Change of details

If at any time your registration certificate details or suitability requirements change, you must notify the Office of Fair Trading in writing within 14 days.

Part 1—Registration certificate details

Section 1 Applicant name	Name of applicant
Section 2 Registration category	<input type="checkbox"/> Subagent
Section 3 Registration term	<input type="checkbox"/> 1 Year <input type="checkbox"/> 3 Years

Part 2—Applicant details

<p>Section 1 Applicant details</p>	<p>Preferred title Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Ms <input type="checkbox"/> Miss <input type="checkbox"/> Other (specify)</p> <p>Surname</p> <p>Given names</p> <p>Have you been known by any other name? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Previous names</p> <p>Reason for change</p>
<p>Section 2 Date, place of birth and visa details</p> <p>NOTE: You must provide certified identification in your current name.</p> <p>*Only photocopies of documents certified as being a true copy of the original document by a Justice of the Peace, Commissioner for Declarations, barrister/solicitor, or Notary Public can be accepted. The photocopy must contain the original signature of the person certifying the identification.</p>	<p>If you are lodging this application in person, you can provide your original birth certificate/ extract, passport, Australian certificate of citizenship or driver licence, which will be copied and certified by the officer accepting your application. If you are lodging this application by mail, please send a photocopy certified as being a true copy.*</p> <p>Date of birth <input type="text"/><input type="text"/>/ <input type="text"/><input type="text"/>/ <input type="text"/><input type="text"/><input type="text"/><input type="text"/> <small>D D M M Y Y Y Y</small></p> <p>Place of birth: Town State <input type="text"/><input type="text"/><input type="text"/></p> <p>Country</p> <p>Driver licence number State of issue</p> <p>Passport number</p> <p>Passport country</p> <p>Passport type: Government <input type="checkbox"/> Private <input type="checkbox"/> UN refugee <input type="checkbox"/></p> <p>Eligibility to work in Australia</p> <p>Are you an Australian citizen? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>If you are not an Australian citizen, supply a certified copy of your international passport—for more information see Notes accompanying this form.</p>

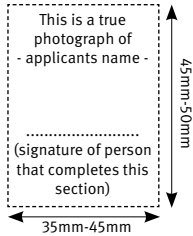
Part 3—Contact details

<p>Section 1 Contact details</p>	<p>Business phone After hours phone.....</p> <p>Fax number..... Mobile</p> <p>Email address.....</p> <p>Preferred contact method: B/H <input type="checkbox"/> A/H <input type="checkbox"/> Mobile <input type="checkbox"/> Email <input type="checkbox"/> Mail <input type="checkbox"/></p>
<p>Section 2 Residential address</p> <p>A post office box address is not acceptable.</p>	<p>Home address</p> <p>Suburb State <input type="text"/><input type="text"/><input type="text"/> Postcode <input type="text"/><input type="text"/><input type="text"/><input type="text"/></p>
<p>Section 3 Postal address</p> <p>Enter 'as above' if the same as residential address.</p>	<p>Address</p> <p>Suburb State <input type="text"/><input type="text"/><input type="text"/> Postcode <input type="text"/><input type="text"/><input type="text"/><input type="text"/></p> <p>Change of address: If you change your address you are required to notify the chief executive in writing within 14 days. You may be issued with a fine if you do not notify Industry Licensing within the required timeframe.</p>

Part 4—Photographs and photograph certification

Photographs and photograph certification declaration

Note: The photographs should be placed in an envelope and stapled to the front of this application form.



Applicants must supply two recent passport photographs (**photographs other than passport photographs cannot be accepted**). The reverse side of the photographs must be certified and signed by a person who is at least 18 years of age and has known the applicant for at least 12 months and is not related by birth, marriage, or in a de facto relationship to the applicant. The following wording must be used:

This is a true photograph of <<insert applicants name>>

The person certifying the photograph must sign the reverse of each photograph and complete the details below:

Certifiers name

Postal address

Suburb State Postcode

Certifiers signature: Date / /
D D M M Y Y Y Y

Part 5—Previous licences and registrations

Have you previously held an equivalent licence/registration under the *Debt Collectors (Field Agents and Collection Agents) Act 2014*, or the repealed *Property Agents and Motor Dealers Act 2000*? If so - provide the licence/registration number/s and licence periods below.

Licence number Period: from: / / to: / /

Licence number Period: from: / / to: / /

Office use only

Type	Licence/certificate number	Status	Condition	Period	
				From	To

Part 6—Suitability checklist

Suitability requirements

Please see Notes accompanying this form for explanation.

*Relevant Act includes:

- *Motor Dealers and Chattel Auctioneers Act 2014*,
- *Property Occupations Act 2014*
- *Debt Collectors (Field Agents and Collection Agents) Act 2014*
- The repealed *Property Agents and Motor Dealers Act 2000*

• A corresponding law
It is an offence to supply incorrect or misleading information.

Disclosure of previous convictions does not automatically disqualify you from holding a registration certificate.

However, failure to disclose convictions may result in your registration certificate being cancelled and prosecution action being commenced.

If you answer Yes to any of these questions, you need to provide full details in writing.

Are you currently insolvent under administration (this includes entering into bankruptcy or a Personal Insolvency Agreement under Part X of the *Bankruptcy Act 1966* or is a party as a debtor to a debt agreement under Part IX of the *Bankruptcy Act 1966*)?

Yes No

Have you:

Been found guilty of an offence (excluding traffic or misdemeanour offences) in Queensland or elsewhere, within the last five years?

Yes No

Been convicted of an offence and/or disqualified from holding a licence or registration certificate under a relevant Act* or the *Agents Financial Administration Act 2014*?

Yes No

Been named in the register of persons disqualified from managing corporations under the Corporations Act?

Yes No

Ever had a licence or registration certificate refused, suspended or cancelled under a relevant Act*?

Yes No

Had an amount paid from the Claim Fund including the Funds established under the repealed *Property Agents and Motor Dealers Act 2000* or the repealed *Auctioneers and Agents Act 1971*, because of an action or omission that gave rise to a claim?

Yes No

Part 7—Checklist and declaration

<p>Checklist</p> <p>It is an offence to supply incorrect or misleading information.</p> <p>To find the fees for your licence, visit www.publications.qld.gov.au/dataset/office-of-fair-trading-fee-schedule</p>	<p>Please check each statement and tick each box if you have met the following requirements:</p> <p><input type="checkbox"/> I have completed each part of this form honestly and correctly to the best of my knowledge.</p> <p><input type="checkbox"/> I have provided all relevant certified documentation to meet the identity verification check in Part 2.</p> <p><input type="checkbox"/> I have enclosed two recent certified photos as required in Part 4.</p> <p><input type="checkbox"/> I have enclosed the application fee \$and</p> <p><input type="checkbox"/> Criminal history check fee.</p>
<p>Applicant to sign</p>	<p>In submitting this application, I declare I have the consent of all persons relating to this application being subject to a national criminal history check by the Queensland Police Service (QPS) and for QPS and other Australian police services to disclose criminal history information and any impending charges to the Office of Fair Trading.</p> <p>I understand any disclosure will be subject to applicable Commonwealth, state or territory legislation and/or police policy. Enquiries may also be made with the Department of Home Affairs to verify eligibility to work in Australia. In other instances, information on this form can be disclosed without your consent where authorised or required by law.</p> <p>I declare the answers I have given on this form and attachments are true and correct in every detail.</p> <p>I have read and agree to the terms stated above.</p> <p>Applicant signature</p> <p>Date <input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/></p>
<p>Lodgement details</p>	
<p>IMPORTANT!</p> <p>Please make sure you:</p> <ul style="list-style-type: none"> • provide all necessary information and documentation • sign the application • return all pages of the application form. 	<p>Please lodge the completed application, any supporting documentation and applicable fees to the Office of Fair Trading at the address below, at one of our regional offices, or at a Queensland Government Service Office.</p> <p>By mail: Industry Licensing Unit, GPO Box 3111, Brisbane QLD 4001</p> <p>In person: Visit www.qld.gov.au/fairtrading or call 13 QGOV (13 74 68) for information and your nearest Fair Trading Office or Queensland Government Service Office.</p>
<p>Refunds</p>	<p>If an applicant withdraws an application prior to a registration certificate being issued, or it is refused, the application fee and fees paid for criminal history checks that have already been conducted are not refundable.</p>
<p>Change of details</p>	<p>If at any time your registration certificate details or suitability requirements change, you must notify the Office of Fair Trading within 14 days.</p>

This area has been intentionally left blank.

Payer details

This section must be completed if payment has been made by another person on behalf of the applicant.

Name

Postal address

Suburb State Postcode

Mobile Fax number

Receipt request Yes No

Email

Payment

Payment details


Cash—pay in person Debit/Credit card Money order Cheque
Do not send cash by mail

Make money order or cheque payable to the Office of Fair Trading.
A receipt will not be issued unless specifically requested.

Debit/Credit card

OFT cannot accept debit/credit card details over the phone or email (including any attachments) in accordance with the Payment Card Industry Data Security Standard. If an email is received containing debit/credit card details, it will be deleted immediately and your application and payment will not be processed.

Charge my:

Debit/Credit card number:

Cardholder's name:

.....

Amount authorised:

\$ Expiry date: /
M M Y Y Y Y

Cardholder's signature:

.....



By post

A cheque or money order can be posted in, together with the application form.
Make money order or cheque payable to the Office of Fair Trading



In person

You can also visit a Fair Trading Office or an applicable Queensland Government Service Office to lodge this application and pay the applicable fees over the counter.
Visit www.qld.gov.au/fairtrading or call **13 QGOV** (13 74 68) for your nearest Fair Trading Office or Queensland Government Service Office.

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Proceed to the Notes.**



Application for a subagent registration certificate

Debt Collectors (Field Agents and Collection Agents) Act 2014

This form is effective from 1 August 2023

ABN: 13 846 673 994

Who can use this form?

New registration application form 3–2 is for individuals to apply for a subagent registration certificate under the *Debt Collectors (Field Agents and Collection Agents) Act 2014*.

A subagent registration allows the holder to work as an employee of a field agent to perform the following activities for reward:

- a debt collection activity
- a repossession activity
- a process serving activity

A registration certificate is not required by an employee that does not engage in face-to-face communication with the debtor.

Fees payable

To find the fees for your registration certificate, visit www.publications.qld.gov.au/dataset/office-of-fair-trading-fee-schedule

Criminal history check

A criminal history check (CHC) will be conducted for each person whose name is listed on the application. Processing of the application cannot be progressed until this fee is paid. Criminal history checks are conducted in accordance with the legislation as outlined in the *Debt Collectors (Field Agents and Collection Agents) Act 2014*. All applications are subject to mandatory criminal history checks.

Please note: A CHC is not required if one has been completed under a relevant Act * in the last six months. If it is outside of this timeframe then another one is required.

*A relevant Act includes:

- *Motor Dealers and Chattel Auctioneers Act 2014*,
- *Property Occupations Act 2014*,
- *Debt Collectors (Field Agents and Collection Agents) Act 2014*,
- The repealed *Property Agents and Motor Dealers Act 2000*.

Total fee = 1 or 3 year fee \$.....+ CHC fee = \$.....

If you were born in New Zealand or have a New Zealand passport, you need to get a copy of your criminal history or a letter indicating you have no criminal history from New Zealand. For more information, visit the New Zealand Ministry of Justice website www.justice.govt.nz

We can only accept original documents dated within one month of the date you send them to us. Please note, it can take up to 20 working days to process a request for a New Zealand criminal history check. There is no fee payable for you to get a New Zealand criminal history check.

Part 2—Applicant details

Proof of name and identification

You need to provide proof of identification in your current name. This can be your driver's licence, passport, Australian certificate of citizenship or birth certificate/extract. Do not send originals. Only photocopies of original documents certified as being a true copy of the original document by the following people can be accepted: Justice of the Peace, Commissioner for Declarations, barrister/solicitor or Notary Public.

If you are lodging your application in person, you can provide your original documents which will be copied and certified by the officer accepting your application.

Eligibility to work in Australia

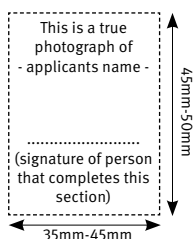
Every worker from overseas must have a valid Australian visa with work rights. Temporary visas with work rights include working holiday maker visas, student visas and the subclass TSS visa. You can check your own work and visa entitlements at www.homeaffairs.gov.au. Enquiries may be made with the Department of Home Affairs to verify an applicant's work entitlements in Australia.

Part 4—Photographs and photograph certification

If your registration is approved, you will be issued a photographic identification licence card. This card must be carried on your person whilst you are working as a subagent.

You must supply with your application two recent passport photographs which have been certified as being a true photograph of you.

The reverse side of the photographs must be certified and signed by a person who is at least 18 years of age and has known the applicant for at least 12 months and is not related by birth or marriage or in a de facto relationship with the applicant. The following wording must be used:



This is a true photograph of

..... (applicants name)

The person certifying your photographs must also complete the photograph certifiers Part 4 on the application form.

Part 5—Previous licences and registration

An applicant is eligible to obtain registration as a subagent, if they are at least 18 years of age.

There are no prescribed educational qualifications for a subagent certificate of registration.

If you have held an equivalent licence/registration under the *Debt Collectors (Field Agents and Collection Agents) Act 2014* or the repealed *Property Agents and Motor Dealers Act 2000*, list the licence details in Part 5.

Part 6—Suitability checklist

An applicant is not a suitable person to hold a registration certificate if the individual:

- has been convicted of a serious offence within the last five years in Queensland or elsewhere
- is currently disqualified from holding a licence or registration certificate.

While an applicant is automatically deemed not suitable to hold a registration certificate if they answer yes to any of the above, there are also a number of other matters which must be considered when determining suitability. If you answer yes to any of the suitability questions listed on the application form, please provide the full details in writing.

If you are currently insolvent under administration, you will need to supply the following information to allow a determination to be made on your suitability:

- A description of the circumstances that caused you to go into bankruptcy (if you were involved in a business please advise the type of business) and a description of the steps taken by you to avoid going into bankruptcy.
- Official notification of the insolvency including a list of creditors and amounts owing to each creditor.
- Confirmation of whether any charges were laid against you in regard to the bankruptcy.
- A letter from your employer outlining your role within the business. The letter must be written on business letterhead and signed by a director or the licensed person in charge. In accordance with section 81(1)(f)(iii) of the *Debt Collectors (Field Agents and Collection Agents) Act 2014*, the letter should specify whether you would be **'in a position to influence significantly the management of the licensee's business'**.

Relevant Acts include the *Motor Dealers and Chattel Auctioneers Act 2014*, the *Property Occupations Act 2014*, the *Debt Collectors (Field Agents and Collection Agents) Act 2014*, the repealed *Property Agents and Motor Dealers Act 2000* or a corresponding law.

'insolvent under administration' has the meaning as defined in the *Corporations Act 2001*, section 9.

The *Corporations Act 2001* defines insolvent under administration as:

1. a person who, under the *Bankruptcy Act 1966* or the law of a foreign country has the status of an undischarged bankrupt; or
2. a person who, under the law of an external Territory or the law of a foreign country, has the status of an undischarged bankrupt; or

3. A person whose property is subject to control under:
 - a. Section 50 or Division 2 of Part X of the *Bankruptcy Act 1966*; or
 - b. A corresponding provision of the law of an external Territory or the law of a foreign country; or
4. A person who has executed a personal insolvency agreement under:
 - a. Part X of the *Bankruptcy Act 1966*; or
 - b. The corresponding provisions of the law of an external Territory or the law of a foreign country; Where the terms of the agreement have not been fully complied with; or
5. A person who is a party (as a debtor) to a debt agreement under:
 - a. Part IX of the *Bankruptcy Act 1966*; or
 - b. The corresponding provisions of the law of an external Territory or the law of a foreign country.

‘serious offence’ means any of the following offences punishable by three or more years imprisonment:

- an offence involving fraud or dishonesty
- an offence involving the trafficking of drugs
- an offence involving the use or threatened use of violence
- an offence of a sexual nature
- extortion
- arson
- unlawful stalking, intimidation, harassment or abuse.

The fact that a sentence for one of the offences was less than three years does not lessen the applicant’s responsibility for disclosure. If in doubt answer ‘Yes’ and provide written details of the conviction. It is an offence to provide incorrect or misleading information.

‘conviction’ includes a plea of guilty or a finding of guilt by a court, but does not include a plea of guilty or a finding of guilt by a court if no conviction is recorded by the court.

‘corresponding law’ means a law of another State, Territory or New Zealand that provides for the same matter as a relevant Act or a provision of a relevant Act.

If you are uncertain about any of the above, you can contact the Office of Fair Trading on 13 QGOV (13 74 68) for information and assistance.

Lodgement details

Please ensure your application is fully completed and you have attached proof of identification documents, fees and attachments as required. If any details or fees are missing or incomplete our office will be required to write to you which delays the processing of your application and the issue of your registration certificate. If no response is received from you within a reasonable timeframe, your application may be deemed to have been withdrawn by you. In this circumstance a refund of fees paid less the application fee and criminal history check fees (if the check has been conducted) will be refunded to you. You will then need to resubmit another application if you still require the registration certificate.

Application approval

Normal processing time for new applications is 4–6 weeks however this can be longer if we need to contact you for missing information or fees. Applications can sometimes be delayed awaiting clearance of police checks which is outside the control of the Office of Fair Trading. If your application is refused we will send an information notice to you explaining your rights and the process involved in appealing the decision.

You are not able to perform the functions of a subagent until your registration certificate has been issued.

Refunds

You can withdraw your application at any time prior to the registration certificate being granted or refused. If the application is withdrawn by you or deemed withdrawn or refused you will receive a refund of the fees paid less a non-refundable application processing fee and any fees paid for criminal history checks that have already been conducted.