

Each phase in the registration process when applications transition from the Registration Team to the Registrant Conduct Team are illustrated in the process chart below:

REFERRAL

After accepting a referral, the Manager of the Registrant Conduct Team and a Supervisor of the Registration Team contact the applicant firm, or the sponsoring firm's CCO if the applicant is an individual, to inform them that the application has been referred to the Registrant Conduct Team, and that as a result, the normal service standard will not apply. Where possible, the Manager and Supervisor share their initial regulatory concerns with the applicant or sponsoring firm's CCO.



INVESTIGATION

The Registrant Conduct Team will review the application and will often take investigative steps including collecting and reviewing documents, interviewing third parties who may have relevant information, and interviewing the applicant themselves.



RECOMMENDATION

The Registrant Conduct Team could recommend that: (1) the registration application be granted, (2) the application be granted but terms and conditions be applied to the registration, or (3) the registration be refused. If the Registrant Conduct Team recommends that an application be granted subject to terms and conditions, or that it be refused, the applicant is entitled to an Opportunity to be Heard (**OTBH**). On rare occasions, the Registrant Conduct Team may determine that an applicant has engaged in conduct that warrants a referral to the Enforcement Branch, and such a referral is not subject to an OTBH.



OUTCOME

Prior to the commencement of a requested OTBH, the applicant can decline to exercise its OTBH and instead accept the terms and conditions proposed by the Registrant Conduct Team, provided that, if the applicant is an individual, the applicant's sponsoring firm agrees. In cases where an OTBH is held, the Director will make a decision on the application, and will give written reasons for their decision. If the Director refuses the application, or grants the application subject to terms and conditions, the applicant can ask an OSC panel to review the Director's decision.