

## Frequently Asked Questions

### 1. What should I do if I have answered “yes” to one of the six suitability questions on the first page of the application for registration?

#### A. DO NOT PROCEED WITH ONLINE LICENCE RENEWAL

B. Forward the *original* application to RECA for processing along with the following additional documentation:

- a. A letter of explanation detailing the circumstances of what you are declaring, to be sworn by affidavit.
- b. In the case of a bankruptcy, attach your “Bankruptcy Statement of Affairs - Assets and Liabilities”. This is issued by the trustee in bankruptcy.
- c. In the case of a criminal record, you must forward to RECA a copy of your criminal record, sometimes called a “security clearance”.
- d. In the case of refusal by a regulatory body, include the correspondence sent to you from the regulatory body or organization regarding the denial/refusal
- e. In the case of past discipline, include a copy of the decision, administrative penalty, letter of discipline, etc. that was issued by the regulatory body or organization.
- f. In the case of an applicant currently serving a sentence (in prison or on probation), include a detailed letter of explanation and await RECA’s request for further documentation.

*NOTE: The above outline is to be used as a guide only. RECA may request further information and/or documentation from an applicant regarding any of the above situations at any time. The requirement to provide supporting documentation is waived if it has been previously provided to RECA. An applicant who has answered “yes” on a previous application is not required to restate this response. Questions are to be answered in terms of occurrences **since the date of last application.***

### 2. I have an “AKA” but it is not showing on my personal information on RECA ONLINE.

- A. Industry members may request permission from RECA to register an AKA to their profile. They cannot register their AKA through RECA ONLINE.
- B. Please forward a request in writing to [info@reca.ca](mailto:info@reca.ca).

### **3. Why does my licensing status indicate a red light instead of a yellow light?**

Your licence has a special circumstance. Please contact RECA for further information.

- You will then be advised as to the special circumstance and the steps that need to be taken, if any, to allow the application to be processed.
- If the special circumstance can be removed, you will be instructed to process the application online. If the special circumstances cannot be removed the original application will need to be sent to RECA for processing.
- If the application is processed by RECA your licence certificate will be forwarded to you by email.

### **4. I wasn't able to print my licence certificate.**

- A. You are able to print certificates at any time using RECA ONLINE.
- B. Refer to the RECA ONLINE User Manual available for download on the main brokerage details screen.

### **5. I forgot to print my receipt. Am I able to get one from RECA?**

- A. RECA does not provide copies of receipts. RECA ONLINE currently affords users only one opportunity to print a transaction-specific receipt upon completion of a licensing transaction.
- B. If you did not print the receipt, you can review & print transactions on your financial statement in RECA ONLINE. Refer to the RECA ONLINE User manual for further instructions.

## Common Errors

The following are some errors that are commonly made by industry members when completing the licence application.

GENERAL ERRORS	
Incorrect Form	<ul style="list-style-type: none"> <li>The application used is not for the 2010/2011 licensing period.</li> <li>Ensure your application is current by downloading a pre-populated form from RECA ONLINE or a blank form from <a href="http://www.reca.ca">www.reca.ca</a>. Do not keep old blank applications on file.</li> </ul>
INDIVIDUAL INFORMATION ERRORS	
Legal Name	<ul style="list-style-type: none"> <li>Mandatory fields are incomplete and/or illegible.</li> </ul>
Business Information	<ul style="list-style-type: none"> <li>Mandatory fields are incomplete and/or illegible.</li> <li>Business address must be located in Alberta.</li> <li>A postal office box number is not acceptable.</li> <li>Phone number left blank or incomplete.</li> <li>Email address left blank or incomplete.</li> </ul>
Personal Information	<ul style="list-style-type: none"> <li>Mandatory fields are incomplete and/or illegible.</li> <li>A postal office box number is not acceptable.</li> <li>Phone number left blank or incomplete.</li> <li>Email address left blank or incomplete.</li> </ul>
SUITABILITY ERRORS	
Check boxes	<ul style="list-style-type: none"> <li>Wrong statement has been checked off.</li> </ul>
Blank answers	<ul style="list-style-type: none"> <li>Applicants must clearly check either "yes" or "no" on each of the six questions asked before the application is sworn by a Commissioner of Oaths.</li> </ul>
"Yes" answers	<ul style="list-style-type: none"> <li>If you have answered "yes" to any of the questions, please forward the original application along with all supporting documentation to RECA for processing.</li> </ul>
AFFIDAVIT ERRORS	
The affidavit has been sworn under an invalid name	<ul style="list-style-type: none"> <li>Applicants must swear their affidavit under their legal given and last name, not an assumed name. The commissioner/notary/lawyer swearing the oath will routinely ask for identification from the applicant.</li> </ul>
The date the application was sworn by affidavit is more than 30 days old	<ul style="list-style-type: none"> <li>Licensing applications expire 30 days from the date the affidavit was sworn.</li> <li>Answers to the six questions on the front page of the application can change over time. As such, a licence application that has a date sworn of greater than 30 days cannot be processed.</li> </ul>
The Commissioner for Oaths/Notary Public/Solicitor did not identify themselves adequately on the affidavit	<ul style="list-style-type: none"> <li>Unless an official seal is used, the individual who administered the oath to the applicant must clearly print or stamp their name near their signature.</li> </ul>
The Commissioner for Oaths/Notary Public/Solicitor did not include their appointment expiry date	<ul style="list-style-type: none"> <li>Commissioners for Oaths are legally required to indicate the date of expiry of their appointment. Notaries and lawyers commonly have appointments that do not expire; however they should be indicating such on the affidavit.</li> <li>If an appointment has expired, the affidavit is not valid.</li> </ul>
You did not sign the affidavit portion of the application	<ul style="list-style-type: none"> <li>If the applicant's signature is missing, a new application must be completed and sworn.</li> </ul>
You signed the affidavit portion of the application prior to delivery to the Commissioner for Oaths/Notary Public/Solicitor	<ul style="list-style-type: none"> <li>The applicant <b>MUST</b> sign the affidavit in the presence of a Commissioner for Oaths/Notary Public/Solicitor</li> </ul>

