



Deregistration

Deregistration under section 18 of the Financial Service Providers (Registration and Dispute Resolution) Act 2008 ('the Act') can be requested by the financial service provider (voluntary deregistration), or may be initiated by the Registrar.

- [Voluntary deregistration](#)
 - [Deregistration by the Registrar](#)
 - [Objecting to the deregistration of an FSP](#)

Voluntary deregistration

If a financial service provider (FSP) is no longer in the business of providing a financial service, or circumstances have changed that disqualify the FSP from continuing to be registered (for example, bankruptcy), the FSP must notify the Registrar and apply for deregistration.

An individual FSP registration belongs to the individual and is not tied to the organisation they may work for or have worked for in the past. An application for deregistration should not be made without the authorisation of the individual FSP.

Note | Voluntary deregistration revokes the FSP's registration and the FSP will no longer be able to offer financial services.

Reregistration is not possible after voluntary deregistration is accepted by the Registrar.

How do you voluntarily deregister your FSP?

You can request to voluntarily deregister your FSP online:

1. You must be a registered user of the website. [Read more...](#)
2. You must have authority over that FSP. [Read more...](#)

Step 1 - Log on

Step 2 - Search the register for the FSP you wish to deregister, then select the FSP from the 'Search Results' screen. [Read more about searching...](#)

Step 3 - Select **My Tools** then choose **Request Voluntary Deregistration**.

Step 4 - Enter the deregistration date.

Step 5 - Provide further information about the deregistration request in the **Comments** field.

Step 6 - If you are requesting deregistration we will require a 'Letter of Authorisation' signed by the registered individual FSP or in the case of an entity, someone with authority over the FSP (preferably a director). Attach the '**Voluntary Deregistration Request Form**' by selecting the **Browse...** button. Select the **Upload to Server** button to attach your documentation.

Step 7 - Select the **Submit** button to send us request to deregister.

- [Download form | Voluntary Deregistration Request Form \[92 KB PDF\]](#)

What happens next?

We will process your deregistration request within two working days and notify you via email of the outcome.

On the details of the FSP there will be a notice informing the public that deregistration has occurred on the date specified by the FSP.

Deregistration by the Registrar

The Registrar may deregister an FSP if:

- the Registrar has been notified that an FSP is no longer operating or qualified to operate;
- an FSP has been registered because of false or misleading information;
- fees are dishonoured, declined, or reversed; or
- the annual confirmation is not filed.

If the Registrar takes action to deregister an FSP, the FSP is notified, and there is a 20 working day notice period for the FSP to object to the deregistration.

Objecting to the deregistration of an FSP

When the Registrar takes action to deregister an FSP, only the FSP may object to the proposed deregistration (under section 20 of the Act). Any objection must be received within the 20 working day notice period.

To object to the deregistration of an FSP:

1. You must be a registered user of the website. [Read more...](#)
2. You must have authority over that FSP. [Read more...](#)

Step 1 - Log on

Step 2 - Search the register for the FSP you wish to notify the Registrar about. [Read more about searching...](#)

Step 3 - Select **My Tools** then choose **Lodge an objection**.

Step 4 - Provide information about your objection in the **Comments** field.

Step 5 - Attach any supporting documentation by selecting the **Browse...** button. Select the **Upload to Server** button to attach your documentation.

Step 6 - Select the **Submit** button to send us your objection.

What happens next?

Once the objection is received we will process your request within two working days and notify you via email of the outcome. We may accept, reject or extend the objection period if necessary.

If your objection request is accepted we will cancel the deregistration of the FSP.