



Updating FSP details and financial services

FSP's are required to notify the Registrar of any changes to their registration by updating their details online.

The FSP should notify the Registrar of changes to (for example) registered addresses, the dispute resolution scheme the FSP belongs to, or the financial services they provide, using the online register.

All registered FSP entities must also maintain the details of their management - directors, [controlling owners](#) and [senior managers](#). Criminal history check [fees](#) may apply to new individuals, or where a change of name has occurred.

To make changes to an FSP:

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

Authority is automatically granted to the person who submitted the application to register the FSP.

If you are not the person who registered the FSP you will need to apply for Authority using the Registrar Authority Approval Service. [Read more about applying for authority.](#)

How to update an FSP's details

1. Log on with your [igovt username and password](#).
2. **Search the register** for the registered FSP you wish to maintain, using either the keyword search, or the advanced search from the **Online Services - Do It Now** tab.
3. From the **My Tools** menu at the top of the FSP details screen select **Change request to FSP**.

Please note | If you cannot see the change request button, you may not be logged on or you may not have the authority to update that FSP.

4. You will now be taken to the Review page for the FSP, which shows the sections for you to access and update as required - either through the tabs at the top or through 'change details' in each review section.
5. Once you have updated the required details, continue by returning to the Review page and selecting the **Submit** button. Your changes will not be saved until you have submitted them.
6. If required, you will be asked to pay any relevant criminal history check or authorisation fees. Criminal history check fees are payable if you change the name of an existing individual, or if you add a new individual, and that person has not had a criminal history check on the FSPR in the last 12 months.
7. The FSPR will notify you by email, confirming the changes you have made. Any 'pending' changes will be visible in 'My Unfinished Business' on your [personalised dashboard](#). For example, for criminal history checks or authorisation requests.

Maintaining a New Zealand registered entity FSP

Some information we hold on the FSPR for NZ registered entities is pulled directly from the Companies Office register. This includes the entity name, and the names and addresses of directors.

When any of those details are changed at the Companies Office, the changes will automatically flow through to the FSPR and update overnight.

Some changes may require you to confirm and submit them before they show on the FSPR, and in those cases you will be notified by email. A new item will also appear for your attention in 'My Unfinished Business' on your personalised dashboard.

Any company details that need to be changed should be updated on the Companies Office register first. You will not be able to update any company information on the FSPR when that information is sourced from the Companies Office register.

For information on how to update a company name or director details, visit the [Companies Office website](#).