

2013-2014

DRF Membership Individual Application Form

Annual renewal and new membership

Membership period: 01st July 2013 - 30th June 2014

*Please complete the whole form writing "Not applicable" where necessary.
No fields must be left blank.*

NAME OF APPLICANT



THE DEBT RESOLUTION FORUM

Promoting Professional Standards

Full name _____

Home Address _____

Email _____

Contact number(s) _____

Current Employer name and address _____

Position Held _____

How long have you worked for this business? _____

Do you work in a debt resolution firm? (If so, which one?) _____

	You	Company
Do you or does the company you work for hold a valid Consumer Credit Licence?	Yes / No	Yes/No
(If Yes, what is the CCL number) _____		and Category(s) _____

Individual Membership is open to any individual currently working in the debt resolution industry who wishes to take CertDR. They must hold a CCL or work for a company or business which holds one.

Private individuals who are seeking to apply for a CCL may join but must:
(1) register for CertDR at time of joining
(2) agree to DRF standards and pay a registration fee

Do you hold a UK passport? Yes / No

Have you ever had any criminal convictions (excluding motoring offences)? Yes / No

(if so please give details) _____

Tick the appropriate box(es) to indicate the types of services or work you deal with:

- Debt Management Provider
- IVA Provider
- DM or IVA Introducer
- Personal loans (unsecured)
- Secured loans
- Cheque cashing
- Merchandise credit
- Home collection
- Office payment
- Credit broking
- Hire purchase
- Third party debt collection
- Pre-Paid Debit Card

Other – Please give details: _____

Which geographical area does the business you work for cover? _____

Staffing

Approximate number of employees and/or agents
(including any self-employed) in the organisation you work for: _____

- Does the business you work for have in house training? Yes / No
- Do they use scripts? Yes / No
- Do they have call recording? Yes / No

Procedures

Does the business you work for have a written complaints policy and procedure for the businesses customers?	Yes / No
Are the following items discussed at Board level?	
Complaints	Yes / No / Don't know
Nuisance calls	Yes / No / Don't know
Quality & Risk	Yes / No / Don't know
Are creditor payments made in accordance with the OFT guidelines and regularly audited?	Yes / No / Don't know

Please provide details of the highest formal qualification you have achieved:

Have you ever been refused membership by any trade organisation? Yes / No

How did you find out about the DRF? _____

Individual members are permitted to join the DRF solely to allow them to register for CertDR training. They must register for training at the time of joining.

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- (1) register for CertDR at time of joining
- (2) agree to DRF standards and pay a registration fee

Membership Fees

The Individual Membership fee is £100 plus VAT. New members joining part way through the DRF financial year (1 July to 30 June) will be charged pro-rata for the first year's membership, and billed annually after that.

(Note: Membership must be continued and members must commit to a programme of Continual Professional Development (CPD) to maintain their CertDR status.)

Individual Membership Benefits

- Members will be given a unique login to the private area of the DRF website.
- Members will be included on the mailing list for email updates on latest advice and news.
- Once membership fees are paid an "Individual Member" certificate will be issued.
- When CertDR has been achieved, a logo badge will be issued for email signature if required. The CertDR designatory letters and the CertDR Qualified Individual Member badge may only be displayed as long as you remain a member of the DRF.

Please note: you will not be subject to the inspections which are compulsory for member firms.

I confirm that the details supplied on this application are true.

I accept the Code of Conduct and DRF Standards (and any updated amendments thereon) and will ensure that the company/firm/individual abides by its full Constitution, Code of Practice and Standards. (Copies are available for download from the DRF website.)

Full name: _____

Tel no: _____

E-mail: _____

Date: _____

Signature

Please send all completed membership forms to:-

Christine Walker
Debt Resolution Forum
3rd Floor Nelson House
Park Road
Timperley
Altrincham
Cheshire WA14 5BZ
or in PDF format to christine.walker@debtresolutionforum.org.uk

Should you have any membership or training enquiries, please contact
gaynor.loughnane@debtresolutionforum.org.uk Tel: 0161 905 8372 or
christine.walker@debtresolutionforum.org.uk Tel: 0161 968 6806