



# **DRF INDIVIDUAL MEMBERSHIP FORM (2015-2016)**

*Please complete the form in full writing "Not applicable" where necessary. No field must be left blank. Use the checklist at the back to ensure that you have enclosed all required documentation, otherwise your approval may be delayed.*

**Name of Individual**

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DRF has achieved the Money Advice Service Quality Framework for Organisations and the Quality Framework for Individuals for their BTEC Advanced Certificate in Debt Resolution.

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?) \_\_\_\_\_

Please provide your business entity's FCA interim permission of authorisation number \_\_\_\_\_

If your employer is not authorised by FCA please state whether this is because:

- (a) The employer does not undertake any regulated activity.
- (b) The employer does not require authorisation (please state why).
- (c) The employer has applied for, but not received, authorisation.

Answer: (please circle)    a    b    c

If (b) please state why authorisation is not required \_\_\_\_\_

Individual Membership is open to individuals currently working in the debt resolution industry who wish to take CertDR. They must be employed by a business entity who has an appropriate Consumer Credit Licence (CCL) and has applied for FCA interim permission, or be a sole trader/partnership who has an appropriate CCL and has applied for FCA interim permission.

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

Prepaid 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 FCA guidelines and regularly audited? Yes / No / Don't know

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

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

How did you find out about DRF? \_\_\_\_\_

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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.

They must work in the debt resolution industry and must be employed by a business entity who has, or has applied for FCA interim permission, or be a sole trader/partnership who has, or has applied for FCA interim permission.

## Membership Fees

The Individual Membership fee is £120 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, you may apply via the website for a logo badge for email signatures. 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  
PO Box 878  
Altrincham  
WA15 5LX

or in PDF format to [christine.walker@debtresolutionforum.org.uk](mailto:christine.walker@debtresolutionforum.org.uk)

Should you have any membership or training enquiries, please contact:

[lauren.sanders@debtresolutionforum.org.uk](mailto:lauren.sanders@debtresolutionforum.org.uk) Tel: 0161 905 8372 or

[christine.walker@debtresolutionforum.org.uk](mailto:christine.walker@debtresolutionforum.org.uk) Tel: 0161 968 6806