



Transcript - How to update your firm's details and why it's important

Step 1.

It's important to keep firm details up to date at all times to ensure customers and the FCA can contact you.

This is displayed on the Financial Services Register.

Firm details include:

Its address, telephone number, email address, complaints contact details etc...

Step 2.

You must update your firm details by submitting an application on our Connect system.

This is different from updating a Connect users profile.

Step 3.

Once you have updated your firm's details, click the blue submit button.

Step 4.

Remember, you must always check your firm's details on the FS register and make sure it's up to date.

The FS Register can be found at: register.fca.org.uk

Find out more: fca.org.uk/firms/connect/help