



# Real Estate Licence Application Guide

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Version 1.0  
19 June 2019

## Introduction

This is a guide to using the online portal of the Financial and Consumer Services Commission (FCNB) for Real Estate licensing processes. The portal allows a user to apply for a real estate salesperson, manager or agent licence as well as complete renewal applications and other submissions.

Please take a moment and review the Portal Basics User Guide to learn how to create an account, how to navigate the portal, how to make selections from dropdowns, and how to upload documents. It is available on the portal FAQ page at: <http://fcb.ca/portalfaq.html>.

The portal may be found online at: <https://portal.fcb.ca>. Please consult the FCNB Portal FAQ for additional guidance and resources regarding real estate functionality in our portal.

	<b>This guide assumes that you have created an account and have logged in to the portal.</b>
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## Accessing the processes in the portal

If you have already created an account to obtain another type of licence, you will need to add another account type to your portal profile. To do so, sign in to your portal account. On the “Profile” page, under “Account Type”, select the ‘Real Estate’ type by checking the corresponding checkbox, and click “Update”.

### Account Type

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- Pension Plan Representative (register pension plans and other filings)
- Register Standard Contracts and Amendments (Trustee)
- LIF to RRIF Transfer Applications
- Mortgage Brokerage
- Mortgage Broker Associate
- Insurance Registrant (apply for a licence)
- External Organization Administrator
- External Organization Authorized User
- Payday Lender Representative
- Direct Sellers Licensing Applicant
- Real Estate

Your new account type will appear in the grey ribbon. Click here to return to the 'My Real Estate Licences' page at any time.



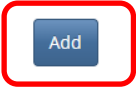
Pensions   Standard Contracts   LIF to RRIF Transfers   Insurance Licences   Mortgage Broker Licences   Mortgage Brokerage Licences

Insurer Administration   Insurer Sponsorship Review   Payday Lender Licences   Direct Seller Licences   **Real Estate Licences**

## My Real Estate Licences

Click on the menu option for Real Estate and you will see a (initially empty) list of licences associated with your account. To begin a new application, select the "Add" button on the right side of the page. At each of the following pages in the application process you will be asked to provide information or to make certain selections. You will note a yellow box containing an explanation of what you are required to do at each step on most pages. Please carefully read these instructions for each step of the process.

## My Real Estate Licences



Guides to using the portal are available on-line:  
Portal Basics: <http://fcnb.ca/portal-basics.html>  
Real Estate Guides: <http://fcnb.ca/real-estate-portal-faq.html>

Please select the appropriate option below to add a new licence or to manage an existing licence.

**Please note:** As outlined in the *Real Estate Agents Act*, the licence types are as follows: **Agent licence, Manager licence, and Salesperson licence**. The branch licence details are included in the agent application process; therefore, it is not a separate option in the menu.

Transaction ID ↑	Licence Type	Expiry Date	Status	Fee status (feerecord)
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Select the type of licence for which you are applying. Please note your selection cannot be changed once you have clicked the "Next" button.

	<p><b>In order to apply for a salesperson or manager licence, you must select your licenced agent from the drop-down list.</b></p> <p><b>Agents must be licenced before salespersons or managers can make an application in the portal.</b></p>
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The next pages of the application will require the applicant to provide information such as registered business names and addresses, employment history, goods to be sold, etc. Please fill out each page with the required information and select “Next” to proceed with the application.

Towards the end of the “Apply for a new licence” process, there will be a “Documents” page where you will have the opportunity to upload any files to support your application. Please follow the detailed instructions in the yellow box on the page and select “Next” once the documents have been uploaded.

## Documents

You have completed the data entry portion of the process. Based on your selections during this online process, please upload the documents listed below.

### How to upload a document:

- Place all files to be uploaded in the same directory or folder on your computer.
- Click the “Browse” button for a particular item to upload. A window to access files on your computer will appear. Browse to the folder containing your files.
- Select the file(s) on your computer (hold down the CTRL key to select multiple files) and click “Open” in the window. The text box to the left of the “Browse...” button should now indicate the selected files.
- Repeat this process for each item requiring document upload. Add any documents not within a particular category under the “Additional documents” item.
- Once you have selected files for all items, click “Upload”. This will upload all your documents simultaneously.
- Once complete, uploaded documents will appear with the item with respect to which they were uploaded. Please ensure that all documents you wanted to upload are listed. Add further documents by clicking “Browse...” again. (Note that an additional Browse and Upload will add to the uploaded list and will not replace previously uploaded files. To delete a particular uploaded file, click the little garbage can to the right of the file.)

**File name restrictions:** Please note that hyphen, underscore and period ('-', '\_' and '.') are the only non-alphanumeric characters permitted in the name of a file you upload. A file name containing any other non-alphanumeric character will be rejected by the system and cannot be uploaded.


Mandatory uploads have a red asterisk beside them (\*).

### Partner/Officer/Director disclosure form(s) \*

[Download \(4\).pdf](#) 


 

### Partner/Officer/Director criminal record check(s) \*

[Download \(5\).pdf](#) 

### Letter of confirmation of bond issuance \*

[Download \(6\).pdf](#) 

### Additional documents

At the end of the process, you will be asked to validate your application. Read the information carefully and check the checkbox if you agree with the statements.

## Apply for a new licence

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### Validation and confirmation

If you wish to review and/or edit any of your entries or uploads, you may use the 'Previous' button to navigate back through the previous steps. Once you are satisfied with the data entered and documents uploaded, we ask that you validate and confirm your application by checking the box below.

Please note: Salesperson and manager licences expire on the same date that the agency licence expires.

After you validate your application, you will be required to pay the application fee online or indicate payment will be made separately (by sending or delivering payment to our office). **Please note that if you do not pay for your application online, processing of your application will not commence until the application fee is received in our office and applied to your application.**

After submission, you will receive an email confirming receipt of your application.

- I confirm that the information provided in this application is true and correct to the best of my knowledge and no material information has been omitted. I understand that my application may be denied if I have made a material misstatement in my application. I undertake to immediately notify FCNB if any information provided in this application changes prior to issuance of a licence. I authorize FCNB to share the information submitted in this application with my agent (for a salesperson or manager licence only).

Previous

Next

Close

Once validated, you will be presented with payment options.

### Fees and Payment

The total amount due for this application or filing is set out below. You have the option to pay online or send or deliver payment separately. Select the manner in which you wish to pay and then click 'Submit'.

Please note:

- If you select to pay online, you will be redirected to our payment processor, and will then be redirected to a page to download your statement.
- If you select to send or deliver payment separately, you will be redirected to a page to download your statement. Please include a copy of the statement with your payment so it can be properly credited to your account. If paying by cheque, make cheque payable to The Financial and Consumer Services Commission. Send or deliver payment to: 200-225 King Street, Fredericton NB E3B 1E1.

#### Fee summary

190085606-190085606 - TEST Theresa Hughes

Transaction ID: 190085606

Description:	Fee
Base Fee	\$100.00
<b>Total Fee:</b>	<b>\$100.00</b>

Payment Method:

- Pay online using Visa, MC, Amex
- I will send or deliver payment to FCNB separately

Previous

Submit

Once the payment option has been selected and processed, your licence application will be submitted and you will be returned to the “My Real Estate Licences” page.

## Fees and Payment

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Please download a copy of the statement for this transaction by clicking the button below. If you have paid online please retain it for your records. If you selected to send or deliver payment separately please be sure to include a copy of the statement with your payment.

Please note that you will always be able to download a copy of a statement for a particular application or filing from the “Manage” page.

Once you have downloaded the statement, click ‘Done’.

### Fee Summary

190085606-190085606 - TEST Theresa Hughes

**Transaction ID:** 190085606

**Transaction date:** 2019-07-23

**Payment Method:** I will send or deliver payment to FCNB separately

**Payment status:** Unpaid

#### Fee details:

Base Fee	\$100.00
<b>Total</b>	<b>\$100.00</b>

[Download Statement](#)

[Previous](#)

[Next](#)

Once your application is submitted, click “Manage” to see the actions available. You can file a change in circumstances with respect to the licence/application, download the licence application and download the licence once it has been approved by FCNB.

## Manage Licence Applications

On this page you can manage your licence or application.

To edit a 'Draft' or 'Requires More Information' submission, click the corresponding 'Actions' button at the bottom of this page.

### Licence details

#### Transaction ID

190087157

#### Status

Active

### Actions

Renew

File a Change in Circumstances

Manage Branches

Upgrade/Downgrade Licence

Depending upon the status of your licence, as well as other various timing factors (for example, your licence expiry date), you may have additional options available. Each of these processes follows a similar pattern to the other processes already described: answer questions, upload documents (if applicable), validate/confirm, payment (if applicable), and submit your filing.

### Help and Support

\*Please note that the Support staff is responsible for dealing with IT inquiries and that any suitability or licensing questions must be raised with our Consumer Affairs Licensing division.\*

If you are unsure of the answer required in a field, please contact the Consumer Affairs division at [consumer.licensing@fcnb.ca](mailto:consumer.licensing@fcnb.ca).

If you are experiencing technical difficulties with the portal, please submit a support request using our online support request form at <https://portal.fcnb.ca/requestsupport/>:

# Request support

Describe the problem

Type \*

Regulatory area \*

Transaction ID or Licence #, if applicable

Details

Contact information

Name \*

Email \*

Phone Number \*

Submit