



DEPARTMENT OF  
FINANCIAL INSTITUTIONS

### Before Submitting a Service Request

**The following must be completed prior to the submission of an online service request, otherwise the request will be incomplete and will not be processed.**

[NAME CHANGE](#)

[CHANGE OF CONTROL / OWNERSHIP](#)

[ACTIVE MANAGER OR RESPONSIBLE INDIVIDUAL CHANGE](#)

[REQUIRED REPORTS](#)

#### **NAME CHANGE**

To change your name as a [Corporation](#), [Foreign Corporation](#), or [Limited Liability Company](#) you must **File**, receive **Approval**, and be in **Good Standing** with the [Arizona State Corporation Commission](#) with your new name.

To change your name as a [Limited Partnership](#), [Foreign Limited Partnership](#), [Limited Liability Limited Partnership](#) or add a DBA/Trade Name to your license, you must **File, and have an Active Registration** with the [Arizona Secretary of State](#) with your new name or DBA/Trade Name.

**A New Bond or a Bond Rider is required for the following license types if a name change occurs or if a DBA/Trade Name is added to a license.**

Collection Agency	<a href="#"><u>ARS 32-1022</u></a>
Debt Management Company	<a href="#"><u>ARS 6-704</u></a>
Escrow Agent	<a href="#"><u>ARS 6-814</u></a>
Money Transmitter	<a href="#"><u>ARS 6-1205</u></a>



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### CHANGE OF CONTROL / OWNERSHIP

You must receive prior written approval from the superintendent before a change of control may occur. Submit a Service Request through the Portal with a detailed outline of the change of control. The following documents are required **AFTER** the department has provided written approval of the change of control:

- Copy of Purchase Agreement
- Copy of Stock Certificates & Stock Ledger
- Flow Chart of New Ownership
- "Minutes or Corporate Resolution" Substantiating approval of the change in ownership percentages.
- Company Financial Statement (*Audited Financials are Required for the New Controlling Entity - Escrow Agent and Money Transmitter Licensees Only*)
- Personal Financial Statement (*Individual Acquisition*)

Each Officer, Director, Partner, Employee or Controlling Person with an ownership share above 20% equity interest (**15% for Money Transmitters ONLY**) is required to complete a [Background Check](#) (select the "Instant Check" option for \$24.95). *The licensee is responsible for paying and obtaining the results for each individual that falls into the criteria mentioned above. You will include this as a submission in your service request.*

A screenshot of the DFI online service request portal. The top section features a banner with the text "My Advantage Verify your background and stand out from the crowd" over a background image of two men in a meeting. Below this, there are navigation options: "Instant Check", "Premium Check", "Single Searches", and "Resume Check". The "Instant Check" option is highlighted with a yellow bar and the text "Get Started Now with Instant Check \$24.95". Below this, a "Package Includes:" section lists "Identity authentication" and "Nationwide criminal search using the First Advantage® National Criminal File". A "Start Now" button is located at the bottom. On the right side, there is a "Returning Users Login" section with fields for "User ID" and "Password", a "Forgot Password?" link, and a "Sign In" button. Below the login section, there is a "Customer Support" section with the phone number "800.688.7792 +1.678.694.2082" and the hours "8:00 AM - 8:30 PM EST - Monday through Friday".



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**ACTIVE MANAGER OR RESPONSIBLE INDIVIDUAL CHANGE** - *TIME SENSITIVE* - *Applies only to Collection Agencies and Money Transmitters.* A licensee must submit a Service Request through the Portal stating the Active Manager or Responsible Individual will cease to oversee the activities of the licensee within ten days of learning that fact. The licensee has 90 days to replace the Active Manager or Responsible Individual with a qualified person per statute.

The **Active Manager or Responsible Individual of the entity** is required to complete a [Background Check](#) (select the "Instant Check" option for \$24.95). *The licensee is responsible for paying and obtaining the results for each individual that falls into the criteria mentioned above. You will include this as a submission in your service request.*

A screenshot of the Arizona Department of Financial Institutions website. The top section features a banner with the text "My Advantage Verify your background and stand out from the crowd" over a background image of two men in a meeting. Below the banner, there are several navigation buttons: "Instant Check", "Premium Check", "Single Searches", and "Resume Check". The "Instant Check" option is highlighted in yellow and includes the text "Get Started Now with Instant Check \$24.95". Below this, a "Package Includes:" section lists "Identity authentication" and "Nationwide criminal search using the First Advantage® National Criminal File". A "Start Now" button is located at the bottom of this section. To the right, there is a "Returning Users Login" form with fields for "User ID" and "Password", a "Forgot Password?" link, and a "Sign In" button. Below the login form, there is a "Customer Support" section with the phone number "800.688.7792 +1.678.694.2082" and the hours "8:00 AM - 8:30 PM EST - Monday through Friday".



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## Required Reports

**The following must be submitted as an online service request, otherwise the request will be incomplete and will not be processed:**

<b>Collection Agency</b>	<a href="#"><u>Fictitious Names Report</u></a> <i>Due on July 1 and December 31 each year</i>
<b>Consumer Lender</b>	<a href="#"><u>Annual Report &amp; Standard Rate of Charge Report</u></a> <i>Due on October 1 annually</i>
<b>Debt Management Company</b>	<a href="#"><u>Annual Report</u></a> <i>Due on August 15 annually</i>
<b>Escrow Agent</b>	<a href="#"><u>Semiannual Financial &amp; Escrow Report</u></a> <i>Due on or before August 15 and February 14 annually</i>
<b>Money Transmitter</b>	<a href="#"><u>Quarterly Report</u></a> <i>Due 45 days after the end of each fiscal quarter</i> <i>Authorized Delegate Submission</i> <a href="#"><u>Authorized Delegate Submission</u></a> <i>Due 45 days after the end of each fiscal quarter</i>
<b>Premium Finance Company</b>	<a href="#"><u>Annual Report</u></a> <i>Due on February 1 annually</i>