

Frequently Asked Questions - Mortgage Broker E-filing

QUESTION	ANSWER
Who can access MB E-filing?	Only the Designated Individual of the brokerage has access to MB E-filing.
Where can I find detailed instructions on how to renew, transfer, or amend an application?	Our office has created the MB E-filing User Guide to assist you.
I know my User ID but forgot my Password. What should I do?	<p>You will need to log into MB E-filing and click on the “forgot password” button. A temporary password will be sent to your Designated Individual’s email address on record. Use the temporary password to log in. You will then be prompted to create a new password.</p> <p>Please note: It is important that you use "zeros" (<i>not the letter “o”</i>) when entering your User ID (e.g. J012345D).</p>
I forgot my MB E-filing User ID. What should I do?	You will need to email our office at mortgagebrokers@bcfsa.ca advising that you forgot your User ID and staff will be able to assist you.
I am locked out of MB E-filing. What should I do?	Once you have been locked out of MB E-filing, it takes approximately 30 – 60 minutes for the system to reset. Please try to log in again after this time period has passed. If you are still unsuccessful, you may email our office at mortgagebrokers@bcfsa.ca and staff will be able to assist you.
Can I upload supporting documents to E-filing for applications?	Yes, you can upload supporting documents to E-filing.
I submitted an application to your office but I made a mistake and MB E-filing will not let me in to fix it. What should I do?	Once an application is submitted to our office, you cannot change it through E-filing. You will need to send an e-mail to mortgagebrokers@bcfsa.ca and staff will be able to assist you.

<p>Will I be charged a fee for submissions made after my renewal date?</p>	<p>Yes. Late fees are \$50 per day (up to a maximum of \$500) for filings made after the due date.</p> <p>Important: It is each registrant’s <u>personal</u> responsibility to ensure they renew on time to avoid late filing fees. We recommend that you diarize your renewal at least 30 days prior to expiry of your registration.</p>
<p>Can I get my late fees waived?</p>	<p>There is no legislative provision under the <i>Mortgage Brokers Act</i> or Regulations for a discretionary waiver of late filing fees. Registrants must be cognizant of their renewal dates and take responsibility for timely submissions.</p> <p>Our office does send a reminder email as a courtesy only. However, we encourage you to diarize your renewal dates and plan accordingly.</p>
<p>I have changed the name / trade name of my brokerage. How do I register the new name?</p>	<p>You will need to do the following:</p> <ul style="list-style-type: none"> • The Designated Individual will need to enter the new name through MB E-filing. • Provide confirmation that the name has been registered with Corporate Registry. • Submit the required fees - \$200 for the head office, each branch office (if applicable) and \$200 for every submortgage broker registered to the entity. • For franchise or network brokerages, you will also need to provide correspondence verifying consent to use the name from the franchisor or network.
<p>How do I terminate a branch office registration?</p>	<p>Send an email to: mortgagebrokers@bcfsa.ca advising that you would like the branch office closed.</p> <p>Include the name of the branch and the date on which you would like the termination to be effective.</p>
<p>How do I register a new branch address for my brokerage?</p>	<p>You can add a new branch through MB E-filing. The fee for adding a new branch is \$200.</p>