

 CONSUMER PROTECTION BC	POLICY	Version: 1.0 Modified: January 20, 2017
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Late Renewal Policy and Procedures

1.0 Purpose

To outline the process Consumer Protection BC undertakes when a licence renewal submission is received before and after the submission deadline.

2.0 Definitions

“**late renewal**” means the submission of a licence renewal after the licence has expired.
“**renewal**” means the process of reapplying for a licence prior to the current licence’s expiry date. While the law for renewing a licence is the same as applying for a licence for the first time, the renewal process is different.

3.0 Rationale

The statutory framework for licensing under the *Business Practices and Consumer Protection Act*, the *Cremation, Interment and Funeral Services Act*, and the *Motion Picture Act*, requires a licensee to submit a licence renewal package and obtain a new licence prior to the expiry of their current licence.

Consumer Protection BC may provide grace periods to allow for extraneous circumstances, however, it cannot extend the duration of a licence.

These procedures outline the licence renewal submission process and how licence renewal submissions will be processed before and after the submission deadline.

4.0 Policy Statement

When processing all licence renewal submissions, Consumer Protection BC will respect the confidential information of the licensee, the licence expiry dates imposed and the statutory requirements for renewing a licence.

4.1 In order to offset the additional costs often associated with late submission of licence renewals, Consumer Protection BC will,, when appropriate:

- (1) Charge a late renewal fee in the amount specified on the fee schedule;
- (2) Charge late fees for each licensed location and each licensed individual;
- (3) Require the payment of the late fee in addition to the standard renewal fee before a licence is re-issued.

5.0 Procedures

5.1 Consumer Protection BC will do the following related to processing licence renewal packages received before the submission deadline:

- Approximately 4 to 8 weeks prior to the expiry of a licence, Consumer Protection will send out a notice informing licensees of their renewal requirements.

- Completed renewal applications will be tracked by the date they are received by Consumer Protection BC and will be processed in the order they are received. Incomplete renewals will be returned to the applicant, the expiry date of the licence will still apply and the renewal will only be dated as received once a completed renewal is received.
- The post-mark date will be the date Consumer Protection BC uses to determine if late fees will be applied. If a completed renewal package is post-marked before the licence expiry date, then no late fee applies.
- Following the expiry date, all completed renewal applications received prior to the expiry date will be processed as usual.

5.2 Consumer Protection BC will do the following related to processing licence renewals received up to 2-weeks after the licence expiry date:

- Upon the expiry of a licence, Consumer Protection BC will send out an “Expired Licence Notice” to licensees whose licence renewal submission is outstanding or incomplete.
- Licensees are required to submit the renewal licence application, along with the late payment, within the 2 weeks following the licence expiry date;
- Completed renewal applications will be tracked by the date they arrive in the office and will be processed in the order they are received. Incomplete renewals will be returned to the applicant.

5.3 Consumer Protection BC will do the following related to processing licence renewals received after two weeks from the submission deadline date of a licence:

- Approximately 2 weeks following the expiry of a licence, Consumer Protection BC will send out an “Expired Licence Final Notice” to licensees whose licence renewal submission is outstanding or incomplete.
- Licensees will be required to submit a new licence application should their renewal be outstanding or incomplete 2 weeks following the submission deadline date;
- Licence renewal packages post-marked 2 weeks following the submission deadline date, will not be processed. Licensees will be asked to complete a new licence application.
- The late renewal and renewal fees no longer apply and all costs associated with applying for a new licence are in effect.
- If a new application is required, licensees must fulfill all licensing requirements as outlined in the appropriate application before a new licence is issued;
 - If the legal entity remains the same, securities can be transferred from the old licence to the new, however the same amount of security as the licensee formerly had will be required.

6.0 References

Business Practices and Consumer Protection Act Cremation, Interment and Funeral Services Act

The *Business Practices and Consumer Protection Act* and the *Cremation, Interment and Funeral Services Act* require the licensing of certain activities.

Motion Picture Act and Regulation

The *Motion Picture Act* and *Motion Picture Act Regulation* require the licensing of certain activities.

Fee Schedule

Section 179(1) of the *Business Practices and Consumer Protection Act*, section 59(2) of the *Cremation, Interment and Funeral Services Act*, and section 12.6 of the *Motion Picture Act* allow Consumer Protection BC (the “Authority”) to set fees, charges, and other amounts.