

June 2016

**Subject:** Changes to our licensing system - not accepting applications (ten days).

We are writing to let you know that we expect to introduce our new licensing system in July 2016. We will also be publicising this on our website and through our digital and social media channels.

This communication builds on previous messages and specifically gives notice that for a short period immediately before the introduction of our new system there will be a pause in accepting licence applications.

We hope you will already be aware that we are introducing a new online licensing system that that will improve the service and information we provide to licence holders and security businesses.

**During the switch over to our new licensing system in July 2016, there will be a period of up to ten days immediately prior to launch when we will not be able to accept licence applications. This includes renewals.**

This period is essential as we need time to process the applications in our existing system prior to switching it off and transfer large amounts of data held in the existing system to our new one. We regret that this will cause inconvenience to both businesses and individuals, but we trust that you will understand the importance of getting things right during the switch over

We are currently testing the new system and will announce confirmed dates as soon as they are known. We are grateful for your support during this period.

Please be aware that our bulk application and telephone renewals service will no longer be available when the new system goes live.

## What does this mean for you?

- **If you have started an application but not yet submitted it** – we recommend that you complete your application before the switch over. This will enable us to process it before our current system gets switched off.
- **If you have already submitted your application** – you will not be affected and your application will be processed as normal.
- **If you submit an application before the switch over but your payment fails during the switch over** – your application will fail and you will have to re-submit it once our new system is available.
- **If you submit an application but do not provide all of the necessary supporting documentation** – your application will fail and you will have to re-submit it once our new system is available.
- **If you submit an application during the switch over** – it will be returned to you and you will have to re-submit it once our new system is available.

### **Where can you find information about this change?**

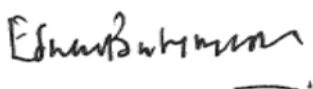
For more information please visit our website: [www.sia.homeoffice.gov.uk/changes](http://www.sia.homeoffice.gov.uk/changes) which we will continue to update regularly with information and guidance as we move toward go-live

We have developed a series of videos which will guide you through the new process. They have been created to help you understand what it will be like to use the new system.

<http://www.sia.homeoffice.gov.uk/Pages/changes-videos-applicants.aspx>

You can also keep up to date with developments by joining the SIA on Facebook (Security Industry Authority) or Twitter (SIAuk), or by signing up to receive more information here [www.sia.homeoffice.gov.uk/sign-up](http://www.sia.homeoffice.gov.uk/sign-up).

Yours faithfully,



Ed Bateman

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