

## Contents

### Section 1: Business Viability and Sustainability

In this Section, please provide a response to the following Licensing Outcomes:

**1. Financing and Ownership**

Licensing Outcome: *The CLC can regulate this Business*

**2. Source of Funds/Source of Wealth (Financing/Investment Funds)**

**3. Experience and Suitability of BOOMs, CLC Managers and Key Personnel**

Licensing Outcome: *The plan for the business indicates that it will provide legal services which protect the interest of clients*

Licensing Outcome: *The business has clear lines of accountability (for managers)*

Licensing Outcome: *The business has suitable (trustworthy, qualified, skilled and experienced) managers*

**4. Business Overview, Operating Model, Confidentiality and Data Protection**

Licensing Outcome: *The plan for the business indicates that it will provide legal services which protect the interest of clients*

Licensing Outcome: *The business has clear lines of accountability (for managers)*

**5. The Trading Profile**

Licensing Outcome: *The plan for the business indicates that it will provide legal services which protect the interest of clients*

**6. Sources of Work and Referral Strategy**

Licensing Outcome: *The plan for the business indicates that it will provide legal services which protect the interest of clients*

**7. Client Profile**

Licensing Outcome: *The business has in place compliant governance arrangements to protect the interest of the business AND the interest of clients*

**8. Service Quality and Complaints Handling**

Licensing Outcome: *The business has in place compliant governance arrangements to protect the interest of the business AND the interest of clients*

**9. Claims and Claims Management**

**10. Money Handling Arrangements, AML, Cyber Crime and Fraud Prevention**

Licensing Outcome: *The business has in place compliant governance arrangements to protect the interest of the business AND the interest of clients*

Licensing Outcome: *The business has clear lines of accountability (for managers)*

Licensing Outcome: *The business has suitable (trustworthy, qualified, skilled and experienced) managers*

**11. Staff Training and Ongoing Competence Strategy**

Licensing Outcome: *The business has in place compliant governance arrangements to protect the interest of the business AND the interest of clients*

Licensing Outcome: *The business has suitable (trustworthy, qualified, skilled and experienced) managers*

**12. Adverse Information**

### Section 2: ANNEX 1 - Owners and Managers Overview

#### Reporting Beneficial Owners, Officers and Managers (BOOMs), CLC Managers, and Key Personnel (HoLP, HoFA and MLRO)

A reporting template is provided at Section 2: ANNEX 1 - A template must be completed for **EACH** BOOM, CLC Manager and Key Personnel.

### Section 3: Data Protection Policy

#### Completing this Document

Applicants should provide comprehensive answers to each section and attempt to cover the points highlighted under each question. If the answer to a question is 'not applicable' please explain why the question does not apply to the business' circumstances. The CLC application process is evidenced based, and any evidence should be submitted to substantiate any material information provided. Applicants are also encouraged to provide any additional information that they consider is important to substantiate their application.

When disclosing adverse information, applicants must provide evidence to establish the material facts, this may include correspondence from past employers, financial institutions, enforcement and regulatory bodies.

The application assessment will focus on the below areas:

- Financial Information
- This Document
- Compliance of Policies and Procedures
- Compliance and Regulatory Intelligence
- Fit and Proper Assessments
- Professional Status, Experience and Skills of Managers and Key Personnel

### Useful links

[Guidance for CLC Practice Applicants](#)

[Guidance for Switch and Hive Off Applicants](#)

[BOOM Definition](#)

[CLC Manager Definition](#)

[CLC Recognised Body Licensing Framework](#)

[CLC Alternate Business Structure Licensing Framework](#)

[Code of Conduct](#)

[Anti-Money Laundering Toolkit](#)

[AML Client and Matter Risk Assessments](#)

Applicants are strongly recommended to familiarise themselves with the [CLC Risk Agenda](#).

Section 1: Business Viability and Sustainability		
<ul style="list-style-type: none"> <li>Explain the Business Investment, Governance and Management Structures</li> <li>List Beneficial Owners, Officers and Managers (BOOMs), HoLP, HoFA and MLRO (the key personnel) including their legal name, interest and value, title, professional status and regulatory IDs. This applies to corporations and individuals.</li> </ul>		
<b>1</b>	<b>FINANCING AND OWNERSHIP</b> <i>Licensing Outcome: The CLC can regulate this Business</i>	
<b>Ownership Structure:</b> Explain the Businesses Financing Arrangements and Ownership Structure		
<b>A</b>	Does this business have any corporate interest/ownership? If yes, please use this section to provide details of the corporation, its interest, and value	Yes
		No
<b>B</b>	Is there a corporate group structure? If yes, explain the group structure, including Companies House numbers and percentages of material interest, and include a diagram depicting the structure with this document	Yes
		No

## PRACTICE APPLICATION SUPPORTING SYNOPSIS

<b>C</b>	<ul style="list-style-type: none"><li>- Explain any shared business interests</li><li>- Detail any risks identified as a consequence of the financing and ownership structures</li><li>- Explain how the business will mitigate those risks</li></ul>

2	SOURCE OF FUNDS/SOURCE OF WEALTH (FINANCING/INVESTMENT FUNDS)
	<p><b>Source of Funds:</b> This section focuses on understanding how and where the client obtained the money for a particular transaction  <b>Source of Wealth:</b> Examines the client's overall financial position and how they have accrued their total wealth</p>
	<ul style="list-style-type: none"> <li>- List financiers and lenders and explain and investment/loan terms, highlighting any clauses that relate to expectations of financial performance</li> <li>- List the documents provided by financiers/investors/BOOMs as evidence of source of funds</li> <li>- Explain all sources of financiers/investors/BOOMs sources of wealth</li> <li>- Detail the source, value, accessibility and terms of contingency funds</li> <li>- Detail financial arrangements for the payment of PII premiums</li> <li>- Detail source of funds available to cover the cost of up to three excesses</li> <li>- Explain how Lender Panel minimum requirements will be met, or managed or mitigated</li> </ul>

3	<p><b>EXPERIENCE AND SUITABILITY OF BOOMS, CLC MANAGERS AND KEY PERSONNEL</b></p> <p><i>Licensing Outcome: The plan for the business indicates that it will provide legal services which protect the interest of clients</i></p> <p><i>Licensing Outcome: The business has clear lines of accountability (for managers)</i></p> <p><i>Licensing Outcome: The business has suitable (trustworthy, qualified, skilled and experienced) managers</i></p>
	<ul style="list-style-type: none"> <li>- Explain what qualifies the BOOMS, Managers and Key Personnel as:             <ol style="list-style-type: none"> <li>1. Fit to Own</li> <li>2. Fit to Manage</li> </ol> </li> <li>- Explain all governance, operational, compliance and regulatory roles and responsibilities</li> <li>- Explain how the Body will be fit to provide legal services to the public (replies should address the requirements for bodies explained in the CLC Licensing Frameworks and Code of Conduct)</li> <li>- Explain the delegations in relation to compliance responsibilities and core functions</li> <li>- Detail how the cover arrangements will be managed for key personnel</li> <li>- Detail any risks identified associated to the BOOMS, CLC Managers and Key Personnel</li> <li>- Explain how the business will mitigate those risks</li> </ul>

4	<b>BUSINESS OVERVIEW, OPERATING MODEL, CONFIDENTIALITY AND DATA PROTECTION</b> <i>Licensing Outcome: The plan for the business indicates that it will provide legal services which protect the interest of clients</i> <i>Licensing Outcome: The business has clear lines of accountability (for managers)</i>
	<p>Explain the following:</p> <ul style="list-style-type: none"> <li>- The operating model and context</li> <li>- The risks associated to the business</li> <li>- Any subcontracting arrangements (Reserved/Non-Reserved Work) and fees</li> <li>- Any subcontracting arrangements (Administrative and Accounting)</li> <li>- Any shared service arrangements (Administrative) and fees</li> <li>- Any shared infrastructure (premises/office/phone/IT) arrangements</li> <li>- Any shared governance or key personnel arrangements (Managers, HoLP, HoFA, MLRO)</li> <li>- All digital systems such as Case Management/Accounting Systems</li> <li>- File storage arrangement and access whilst trading and in the event of wind-up</li> <li>- Any confidentiality considerations that arise out of the operating model</li> <li>- Any risks identified as a consequence of implementing the operating model</li> <li>- How the business will mitigate those risks</li> <li>- The data protection requirements and arrangements</li> </ul>



<b>5</b>	<p><b>THE TRADING PROFILE</b></p> <p><i>Licensing Outcome: The plan for the business indicates that it will provide legal services which protect the interest of clients</i></p>
	<ul style="list-style-type: none"> <li>- Detail the Legal Services, including any reserved and unreserved work</li> <li>- Provide a transactional breakdown for each type of Legal Service</li> <li>- Provide ratios for each type of Legal Service /Transaction Types</li> <li>- Detail any excluded types of work/transactions/client profiles</li> <li>- Explain the supervision arrangements for reserved work and list the supervisors</li> <li>- Explain the supervision arrangements for non-reserved work and list the supervisors</li> <li>- Explain any relevant operating aspects of the business, such as operating on both sides</li> <li>- Detail any risks identified as a consequence of the trading profile</li> <li>- Explain how the business will mitigate those risks and reference where this is covered by policy or procedure</li> </ul>

6	<b>SOURCES OF WORK AND REFERRAL STRATEGY</b> <i>Licensing Outcome: The plan for the business indicates that it will provide legal services which protect the interest of clients</i>
<ul style="list-style-type: none"><li>- Explain any referral arrangement, reciprocal arrangements and fees</li><li>- Detail the percentage of work that will come from each referrer or referral agreement</li><li>- Explain how instructions and clients will be risk assessed for acceptance based on the referral channel</li><li>- Detail any conflicts of interest (inter-company referrals)</li><li>- Explain how conflict will be managed or mitigated</li><li>- Explain how the business will be transparent with clients about any referral arrangements</li><li>- Detail any legal agreements</li><li>- Detail any contingency sources of work</li></ul>	

<b>7</b>	<p><b>CLIENT PROFILE</b>  <i>Licensing Outcome: The business has in place compliant governance arrangements to protect the interest of the business AND the interest of clients</i></p>
	<ul style="list-style-type: none"> <li>- Explain the nature and characteristics of the business clients</li> <li>- Explain any anticipated:             <ol style="list-style-type: none"> <li>1. shared characteristics</li> <li>2. shared protected characteristics</li> <li>3. shared vulnerability</li> <li>4. heightened risk of conflict</li> </ol> </li> <li>- Detail any risks identified as a consequence of the client profile</li> <li>- Explain how the business will mitigate those risks and reference where this is covered by policy or procedure</li> <li>- Explain how the business will go about identification and subsequent changes to service in the event vulnerability is identified</li> </ul>

8	<b>SERVICE QUALITY AND COMPLAINTS HANDLING</b> <i>Licensing Outcome: The business has in place compliant governance arrangements to protect the interest of the business AND the interest of clients</i>
<p>Explain the following:</p> <ul style="list-style-type: none"><li>- How the business will work to minimise service complaints</li><li>- The complaints management recording and remedy processes</li><li>- How the business will go about identifying client dissatisfaction</li><li>- How the business will address client dissatisfaction, including remedies available</li></ul>	

9	CLAIMS AND CLAIMS MANAGEMENT
<ul style="list-style-type: none"><li>- Detail the past 6 years claims history, including open and closed matters</li><li>- Explain the claims management processes in the business</li><li>- Explain how risk will be identified and mitigated using claims data</li><li>- Detail any endorsements on a current PII policy and explain why they have been included</li></ul>	

10	<p><b>MONEY HANDLING ARRANGEMENTS, AML, CYBER CRIME AND FRAUD PREVENTION</b></p> <p><i>Licensing Outcome: The business has in place compliant governance arrangements to protect the interest of the business AND the interest of clients</i></p> <p><i>Licensing Outcome: The business has clear lines of accountability (for managers)</i></p> <p><i>Licensing Outcome: The business has suitable (trustworthy, qualified, skilled, and experienced) managers</i></p>
	<ul style="list-style-type: none"> <li>- Detail the banking arrangements</li> <li>- Explain the supervision delegations and mandates to operate the client and office accounts</li> <li>- Explain the KYC processes</li> <li>- Explain the supervision delegations and escalation process for KYC</li> <li>- Explain the cyber crime and fraud prevention mitigations</li> <li>- Explain the supervision delegations for cyber crime and fraud prevention processes</li> <li>- Explain the AML, Sanctions and Counter Terrorist financing mitigation</li> <li>- Explain the supervision delegations for AML, Sanctions and Counter Terrorist mitigations</li> </ul>

11	<p><b>STAFF TRAINING AND ONGOING COMPETENCE STRATEGY</b></p> <p><i>Licensing Outcome: The business has in place compliant governance arrangements to protect the interest of the business AND the interest of clients</i></p> <p><i>Licensing Outcome: The business has suitable (trustworthy, qualified, skilled, and experienced) managers</i></p>
<ul style="list-style-type: none"><li>- Detail the routine staff training program, highlight topic and agendas of importance and attendance expectations</li><li>- Explain how routine staff training will mitigate risk</li><li>- Explain how ongoing competence will be managed</li><li>- Explain how ongoing competence will mitigate risk</li><li>- Tell us about any training or compliance support</li></ul>	

<b>12</b>	<p><b>ADVERSE INFORMATION</b>  <i>Licensing Outcome: The business has suitable (trustworthy, qualified, skilled, experienced) managers</i></p>
	<ul style="list-style-type: none"> <li>- Have any of the managers or has any company of which the managers were at the material time an owner, director, partner, or member:             <ul style="list-style-type: none"> <li>a. been the subject of</li> <li>b. received notice of</li> <li>c. aware of any circumstances which may give rise to regulatory investigation, allegations or disciplinary action/order by the Council for Licensed Conveyancers, The Solicitors Regulation Authority, The Law Society, the Bar Standards Board, CILEx Regulation or any other professional body or regulator</li> </ul> </li> <li>- Have any of the managers ever received a caution, a suspended sentence or been convicted of an offence in a Court in the UK or elsewhere?</li> <li>- Have any of the managers been the subject of an order disqualifying them for any period from being an owner/director/member or an officer of any company?</li> <li>- Have any of the managers or has any company of which the managers were at the material time an owner, director, partner, or member:             <ul style="list-style-type: none"> <li>a. gone into voluntary or compulsory Administration or liquidation on the grounds of insolvency; or</li> <li>b. entered a Company Voluntary Arrangement (CVA) or other arrangement with creditors</li> </ul> </li> <li>- Have any of the managers or has any company of which the managers were at the material time an owner, director, partner, or member been the subject of any County Court Judgment (CCJ) which has not been discharged in full.</li> <li>- Have any of the managers ever been made bankrupt? If yes, please provide dates.</li> <li>- Have any of the managers got any undischarged financial liabilities:             <ul style="list-style-type: none"> <li>a. to the CLC</li> <li>b. any other regulator</li> <li>c. professional body</li> <li>d. Office for Legal Complaints</li> </ul> </li> <li>- Have any of the managers entered into an Individual Voluntary Arrangement (IVA) or any form of debt management arrangement</li> <li>- Have Court of Protection powers been exercised in relation to any of the managers</li> </ul>



### Section 2: ANNEX 1 - Owners and Managers Overview

TO BE COMPETED FOR EACH BOOM, CLC MANAGER AND KEY PERSONNEL

<b>Name:</b>											
<b>Authorised Person:</b>			<b>Ownership Percentage:</b>			<b>%</b>	<b>Appointed as:</b>		<b>Applications:</b>		
Non-Authorised					Personal Funds			Not Applicable		BOOM	
Solicitor					Corporate Funds			Director		RM	
CILEx Practitioner			<b>Value:</b>					Member		HoLP	
Other			<b>Source of Funds:</b>					Partner		HoFA	
<b>Licence/PC Number:</b>			<b>Source of Wealth:</b>						MLRO		
									CLC Licence		
<b>Current SRA Job Title/Responsibilities (if applicable):</b>											
<b>Intended CLC Job Title/Responsibilities:</b>											

### Section 3: Data Protection Policy

The CLC is required by statute to keep a register of Licensed Conveyancers and Licensed Probate Practitioners in England and Wales which is open for public viewing, free of charge during office hours.

The CLC makes available a register of CLC lawyer and CLC registered managers (Including HoLPs (Head of Legal Practice) and HoFAs (Head of Finance and Administration)) for lending institutions, panel managers and other key regulatory stakeholders. For Key Personnel of CLC Practices, such as registered managers, HoLPs and HoFAs, this information will include a primary email address provided by registrants for the purposes of creating their CLC record. Please ensure where possible that the primary email address given is a business email address, or an email address used for business purposes, as by submitting an application to us and providing this information you are expressly consenting for this information to be used by the CLC for regulatory purposes. Your name, CLC ID number, practice address, practice telephone number, and where appropriate, practice fax number, practice email address and practice web site address appear on the CLC web site.

#### Using your Personal Data

Your details will be held by the CLC in accordance with the General Data Protection Regulations (GDPR). For the purposes of GDPR, if you provide any information to us, we will be the data controller.

For further information about how your information is used, how we maintain the security of your information, and your rights to access information we hold about you, please see our privacy policy which is kept under regular review.

You can contact our Data Protection Officer via email at [privacy@clc-uk.org](mailto:privacy@clc-uk.org) or in writing to:

*Council for Licensed Conveyancers  
We Work,  
120 Moorgate,  
London, EC2M 6UR*

Main Line: 020 3859 0904