

# How to request transfer of ownership

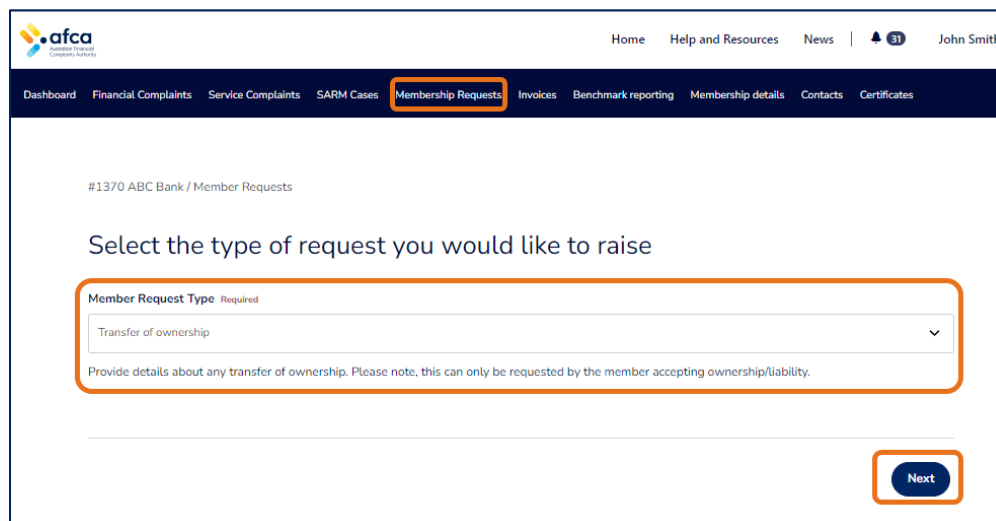
This is a guide to transferring ownership in the member portal.

Transferring ownership is when one member transfers ownership to another member so that the receiving member assumes responsibility of the membership. The former membership is then moved into the cancellation flow as the membership is no longer required. All open complaints are transferred to the receiving member.

## Raising a transfer of ownership request

The receiving member who is accepting ownership can raise the request by following these steps:

1. Log in to the member portal.
2. Click on the **Membership Requests** tab.
3. Select **Transfer of ownership** from the drop-down menu and click **Next**.



The screenshot shows the AFCA member portal interface. At the top, there is a navigation bar with the AFCA logo and the text 'afca Australian Financial Complaints Authority'. Below this is a secondary navigation bar with several tabs: 'Dashboard', 'Financial Complaints', 'Service Complaints', 'SARM Cases', 'Membership Requests' (highlighted with an orange box), 'Invoices', 'Benchmark reporting', 'Membership details', 'Contacts', and 'Certificates'. The main content area displays the breadcrumb '#1370 ABC Bank / Member Requests' and the heading 'Select the type of request you would like to raise'. Below this is a dropdown menu labeled 'Member Request Type' with a 'Required' indicator. The dropdown is open, showing 'Transfer of ownership' as the selected option. Below the dropdown, there is a text input field with the placeholder text 'Provide details about any transfer of ownership. Please note, this can only be requested by the member accepting ownership/liability.' At the bottom right of the form, there is a blue 'Next' button.

4. Select the financial firm that is being transferred.
5. Enter the transfer date.
6. Enter the details of your request.

7. Attach any relevant documentation.
8. Provide formal legal documents (if any) to confirm the transfer. Otherwise, accept and return the Terms and Conditions issued by AFCA after the request is received.
9. Click **Submit**.

Transfer of ownership

Please select the financial firm that is cancelling their financial licence: *Required*

Enter the date the transfer of liability is being transferred from: *Required*

Please type your message or details of your request here: *Required*

Please attach any documents relevant to your request

Add Documents

File Name Created On ↓

There are no records to display.

Previous Submit Cancel

10. You will receive confirmation that your request has been submitted.

Thank you for submitting your Member Request

11. Once approved by AFCA, the member ownership will be transferred to the receiving member and the former membership will be placed into cancellation if cancellation is requested.
12. A final invoice will be sent to the former member once ceased.
13. You will receive a notification when the request has been completed.

You can read more about raising requests in the member guide [“How to create, allocate and complete a request.”](#)