



## Goodstanding Letter FAQs

### What is a goodstanding letter?

A goodstanding letter is a letter we issue to overseas regulators who request information about regulated firms and individuals in the UK. It contains information about:

- The regulatory structure in the UK
- The firm's or individual's status on the financial services register
- Whether or not we have taken any enforcement or disciplinary action against the firm or individual.

### When is a goodstanding letter needed?

We issue a goodstanding letter if we receive an enquiry from an international regulator about a firm or individual who has ever been authorised.

### Who may request a goodstanding letter?

We may only issue goodstanding letters to overseas regulators. The overseas regulator must confirm it needs a goodstanding letter before we can process it.

### What does an overseas regulator need to do before submitting a goodstanding letter request?

- Check if the firm or individual has ever been authorised, registered or approved by us by searching the [Financial Services Register](#). You can check if a firm is PRA-authorized by clicking on the 'Regulators' tab under the 'Basic Details' section.
- Check if we have published a notice by [searching the notices we have published on our website](#).

### What is a firm reference number (FRN)?

This is a six-digit reference comprising numbers only assigned to a firm on the financial services register when it is authorised.

### What is an individual reference number (IRN)?

This is an eight-digit reference comprising letters for the first three digits then five numbers for the remainder. It is assigned to an individual on the financial services register when they are approved.

### How does an overseas regulator request a goodstanding letter?

Overseas regulators must complete our [checklist](#) and attach it to an email, together with the supplementary information required, and send to [PRAGoodstanding.Letters@bankofengland.co.uk](mailto:PRAGoodstanding.Letters@bankofengland.co.uk) or enclose it with a letter to:



BANK OF ENGLAND  
PRUDENTIAL REGULATION  
AUTHORITY

Goodstanding Letters  
Prudential Regulation Authority  
20 Moorgate  
LONDON  
EC2R 6DA  
UNITED KINGDOM

### **Why do we need the checklist?**

We need to make sure the request is valid. It also enables us to process your request more efficiently. For information about how we use personal data requested in the checklist, please see our privacy notice [here](#).

### **Should goodstanding letters issued by us be treated as confidential?**

Yes. We have to process data in a way that is [fair and lawful](#). Where we share information we expect it to be treated as confidential.

### **How long do we take to issue a goodstanding letter?**

We aim to acknowledge requests within five days and provide a full answer within 42 days. Complex cases may take longer. If you need a full answer sooner, please include within your request the date you need it by together with your reasons for this. For the avoidance of doubt, this 42 day period does not relate to requests for information from EEA competent authorities.

### **Can overseas regulators ring the Goodstanding Letters Team (for example, to check progress)?**

Yes. Our telephone number is + 44 20 3461 7000 and our lines are open between 10 am and 12 noon Mondays to Fridays.