Guide to submitting a Suspicious Transaction & Order Report (STOR) using Connect
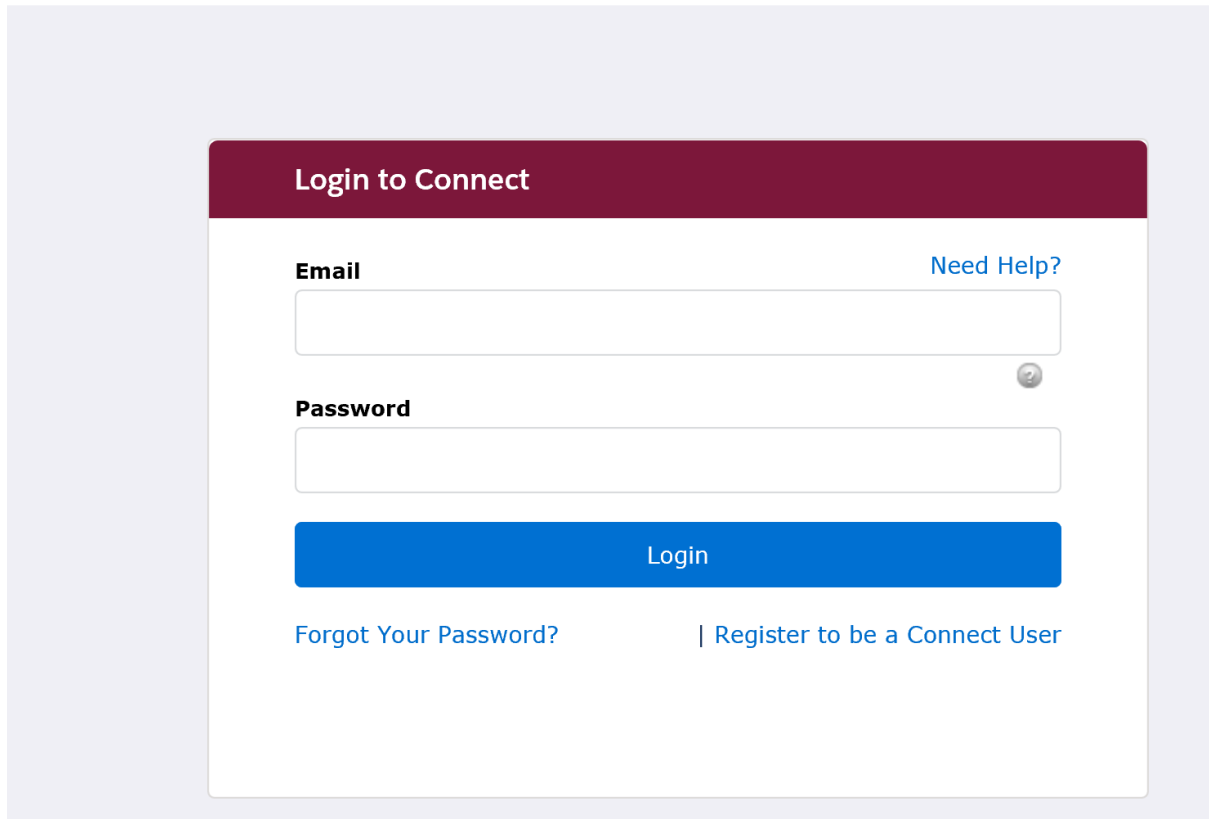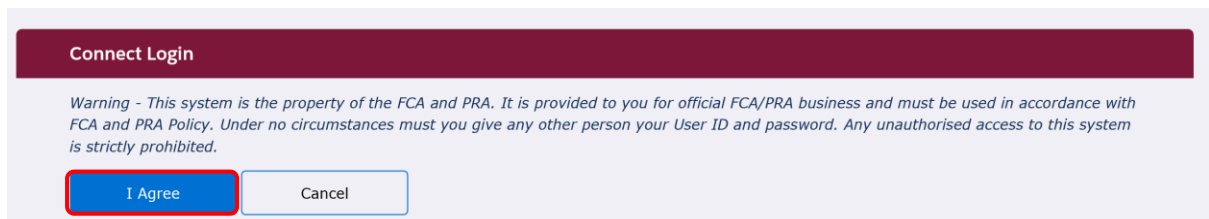
October 2019

Log into Connect:

You will see the following message:
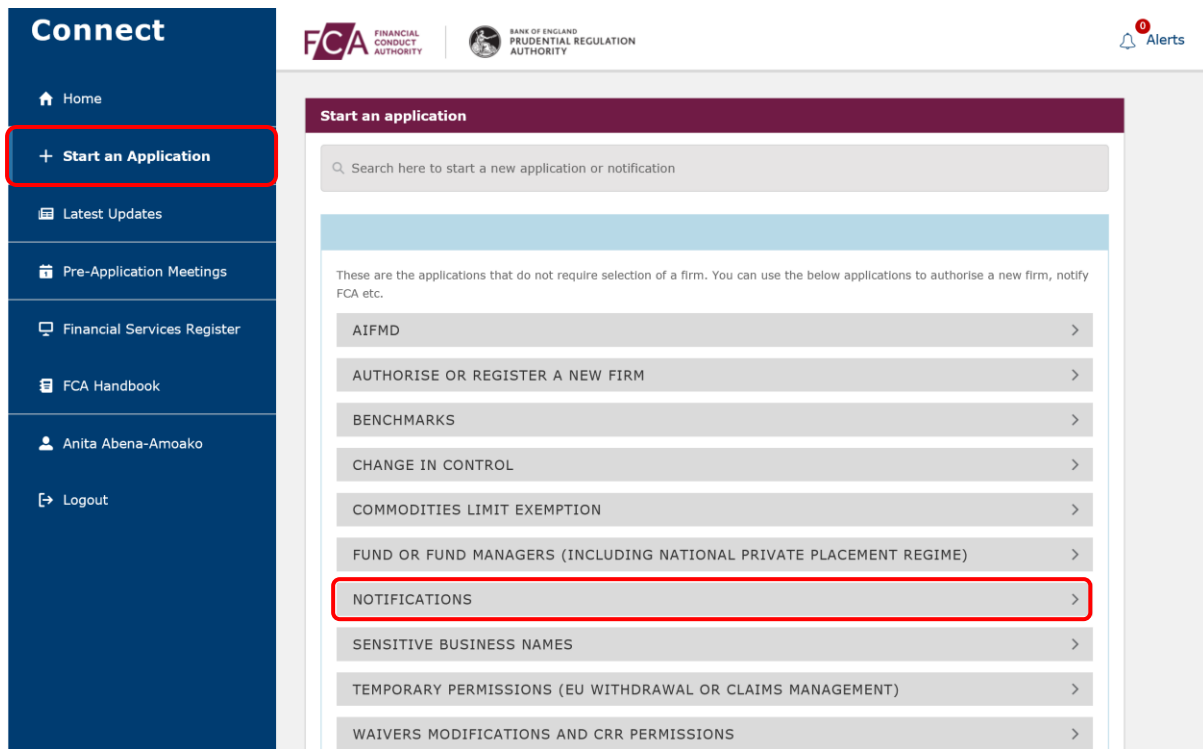

Click on **I Agree**.

On the homepage, under Connect, click on the **Start an Application** link, followed by the **Notifications** drop down link.

Under the **Notifications** drop down, you will find the **Suspicious Transaction and Order Report (STOR)**. Please click the **Show more** link, where you will click the button to **Start Application**

CREATING A NEW FORM

To create a new STOR, either:
- enter your Firm Reference number, or, if you don't have one:
- check the tick box

Click the blue **Access STOR Form** button.

If you use your Firm Reference number, click:

1. the **Find** button to display your firm's name, then
2. the check box next to your firm's name, then
3. the **Access STOR form** button

The STOR Form page will open. Connect will automatically generate a Form Reference Number – make a note of it. You will need this number if you contact us about your STOR.

Search fca.org.uk

e.g. application guidance notes | Search

STOR Form

Firm Name:	FRN :	
Version Number: 1	Form Reference Number: 0002103116	Last Modified By:

Back to my forms | **Delete**

STOR Form

Form	Form Status
STOR Form	Not Started

Click on the **STOR Form** link in the form column to enter the form.

The form is split into 6 sections:

- Section 1 – Identity of Entity / Person submitting the STOR
- Section 2 – Transaction / Order
- Section 3 – Description of the nature of the suspicion
- Section 4 – Identity of Entity / Person suspected
- Section 5 – Additional Information
- Section 6 – Documentation Attached

You can complete these sections in any order, and move back and forth through the form.

The **Progress** panel on the left of each page within the form shows the status of each section:

Some fields within the form are mandatory – you can't submit the form if you haven't completed these boxes. These fields are shown by a red line at the start of the box:

RETURNING TO A PARTIALLY COMPLETED FORM

Connect will automatically save a partially completed form. To return to your form and continue, click on the number under Application Number:

Note that Connect will only save your form for two weeks from the date of creation – after this it will be deleted. You will be prompted twice by email that your draft is about to be deleted.

SUBMITTING YOUR STOR

When your form is complete and all sections in the Progress panel have a green tick, click the blue **Continue** button.

You will be taken to the final page of the form where you will find the **Submit** button.

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STOR Form

| Firm Name: | FRN : |
| Version Number: 16 | Form Reference Number: 0002103098   Last Modified By: |

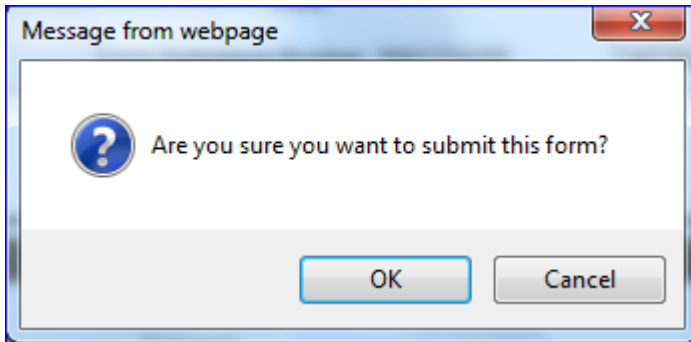Back to my forms   **Submit**   Delete

STOR Form

| Form | Form Status |
| STOR Form | Complete |

Note that before you click **Submit** you can return to the STOR by clicking on the **STOR Form** link in the form column. However, after you click **Submit** you will not be able to return to the form.

To submit your form, click **Submit**:

Back to my forms   **Submit**   **Delete**

A prompt will appear:

Message from webpage

? Are you sure you want to submit this form?

OK   Cancel

Click **OK**. You will be taken to a thank you page confirming that your form has been submitted.

PRINTING AND REPLICATING YOUR STOR

You can print a copy of your STOR or save a copy as a PDF to keep at any time – you do not need to wait until you have submitted your form.

PRINTING YOUR FORM BEFORE SUBMISSION

Click the **Print** button at the top and bottom of each page:

PRINTING YOUR FORM AFTER SUBMISSION

Submitting your form will bring up a thank you page. On the thank you page you can save or print your form by clicking on the print icon. If you navigate away from this page, you will not be able to return to your form to print or to save it later.

REPLICATING YOUR STOR

You can also replicate your form when the thank you page comes up by clicking on the **Replicate STOR** link.

This will copy some of the input from your submitted form into a new STOR. You may find this option helpful if you submit multiple STORs on the same event, but with different underlying clients.

Selecting this option will automatically create a new draft STOR with a new unique Form Reference number.

Click **Done** to finish and return to the homepage. Your replicated form will be available on the homepage as a draft.

CONTACTING US

If you need help to prepare or submit your STOR click on **Contact Us**. (The link is in the black bar at the top of all pages in Connect.)

(Don't use **Get Help** – this link provides help for Applications, but not Forms.)

To return to the STOR page from the Contact Us page:

1. click the back button on your internet browser ![←][→] , or
2. click the FCA icon at the top of all Connect pages, and then click on the **Application Number** link

| Contact Us | / | Get Help | / | Change Password | / | My Profile | / | Logout |

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