**Premium Rate Registration and DDRAC ( Due Diligence, Risk Assessment & Control )**

Organisations and individuals involved in the provision of PRS must always act with integrity and must not, in respect of any part of their provision of PRS, act in a way that brings or is likely to bring the PRS market into disrepute.

It is a requirement of the 15th Code of Practice that you carry out your DDRAC obligations for all individuals and/or organisations you directly contract with, however you are expected to have an overview of DDRAC throughout the value chain for services you are involved in providing. Additionally, you must have written DDRAC policies and procedures in place ( which have been approved by a director or equivalent ).

Each party in the PRS supply chain must provide information gathered in the course of conducting DDRAC to the other parties in the supply chain and/or to the PSA on request.

Premium Rate number/range assigned ( internal use only ) -

1. Please list all organisations and/or individuals in the PRS supply chain, ending with the Merchant Provider who will be running the PRS service. For limited companies, please supply the registered name, address and company registration number. For partnerships, please supply full names, addresses and dates of birth for all partners. For sole traders, please supply full name, address and date of birth.

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| --- | --- |
| **Organisation and/or individual name ( including legal status )** | **Address, company registration number and PSA registration number plus any previous trading names** |
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| **Please confirm that ALL in the PRS****supply chain have read the current****Code of Practice and understood****the regulatory requirements applicable to them.** |  |
| **Please confirm how long each organisation and/or individual has been operating in the UK PRS market.** |  |
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2. Please supply your correspondence address – full postal address, e-mail, and UK phone number

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| --- | --- |
| **Organisation and/or individual name** | **Full postal address, e-mail & UK phone number** |
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3. Please provide the organisational chart for your organisation

4. Please provide the company structure of your organisation, including details of any parent or holding companies.

5. Please provide names and address of all individuals or organisations in the PRS supply chain who receive any share of the PRS revenue:-

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| **Organisation name** | **Full postal address, e-mail & UK phone number** |
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6. Please confirm that no natural or legal person in your organisation is operating in the capacity of a “shadow director” under the Companies Act 2006:-

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| **Individual** | **Confirmation ( yes/no )** |
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7. Please supply details of the nominated individuals in your organisation who will receive all communications in connection to the application of the Code, including those responsible for signing off and due diligence and any complaints, customer care and queries:-

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| **Individual** | **e-mail & UK phone number** |
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8. Please provide documented evidence of the policies and procedures your organisation has in place to manage due diligence and risk assessment.

For example, confirmation that DDRAC obligations are included in your contracts and that this enables the sharing of information gathered while conducting DDRAC, confirmation of what processes you follow to fulfil your DDRAC obligations, examples of any information gathering tools like forms, spreadsheets etc

9. Please provide details of the service that will be running on the PR number:-

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| **Service Name & type**  | **Description of what the service is and does, cost, intended promotional material ( website etc )**  |
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|  | **Does this service come under the remit of a Special Condition?** |
|  | Yes/no |
|  | **If yes, please confirm that the regulatory requirements applicable to the Special Condition are understood by all in the PRS supply chain**  |
|  | Yes/no |

Before making their purchase or incurring any charges, consumers must be fully and clearly informed of all information regarding the service, including:-

* A clear description of what the service is and/or does
* The cost and where applicable, the frequency of charging ( this cost must be prominent, clear, legible, visible and proximate to the phone number )
* That the charge will be added to the consumers phone bill ( mobile or otherwise )
* The Providers name ( or brand if part of that name )
* The name of the service as registered with the PSA
* The name & contact details of the provider responsible for customer care and complaints

Please ensure that all PRS and associated access numbers are registered with the PSA BEFORE enabling a service to become accessible to consumers.

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| **Completed by ( full name )** |  |
| **Date** |  |
| **Signature** |  |