



**New Code &  
Registration**  
Are you in?



## **How to use the Registration Scheme Due Diligence Report**

### **Why am I conducting a due diligence search?**

From 1 September 2011, PhonepayPlus will require that all Network operators, aggregators and resellers conduct an adequate due diligence search on any client they contract with.

Due diligence is intended to underpin and encourage good business practice (i.e. ensuring that all companies, irrespective of where they sit in the value-chain, know who they are contracting with prior to any commercial arrangement being formed).

This document aims to assist you in generating your Due Diligence Report and provides some assistance in interpreting it. For more information about due diligence and risk control, please read the [General Guidance Note on 'Due diligence and risk assessment and control on clients'](#).

### **When must I conduct due diligence enquiries?**

Each party in a premium rate value-chain should carry out due diligence prior to contracting with another party to provide premium rate numbers ('PRNs'). This should include an understanding of that party's history of compliance with PhonepayPlus' Code of Practice, including any breaches of the Code. This can be researched by using our Registration Scheme Due Diligence Report tool.

Once contracted, there must be appropriate ongoing risk assessment and control mechanisms in place, appropriate to the roles of the parties involved and the types of service on offer, to ensure that the Code is complied with.

### **What is a Due Diligence Report**

The Due Diligence report is NOT a one-stop shop for due diligence; other activities are required. Please see our [General Guidance Note on 'Due diligence and risk assessment and control on clients'](#) for more information on the range of activities that a Due Diligence Report forms part of.

The Due Diligence Report WILL enable you to:

- Understand if your client or supplier is properly registered with PhonepayPlus;
- See the breach history of another organisation;
- See any ongoing investigations against an organisation;
- See the relevant breach history of the responsible people;
- Check if any prohibitions or bars apply.

The Due Diligence Report is supplied as an Adobe Acrobat (PDF) file that is emailed to the registered email address of the user making the search.

## Who do I need to generate a Report for?

You only need to conduct due diligence enquiries on the organisation you are directly contracting with.

If you are a Network operator, this means that you need to generate reports on your clients, but not anyone further down the chain. A good rule of thumb is that, if you are passing on Code responsibility (such as content or a technical aspect of delivery) to another party, then you should conduct a due diligence search, ensuring that the relevant organisation is registered and that you are aware of any breach history and any ongoing investigations.

## How do I generate a Due Diligence Report?

You must be registered yourself in order to generate a Due Diligence Report. The next step is to log in to the Registration Scheme.

### *Logging in*

Click on the 'Login' button on the PhonepayPlus website homepage ([www.phonepayplus.org.uk](http://www.phonepayplus.org.uk)). You will be taken to the Login page.

Fill in your login details (email address and password) to access your account pages.

Locate the 'Actions' tab in the left-

Home | Accessibility | Contact Us | Check a Number | Careers | Videos | Register | Login

PhonepayPlus

For the Public | For Business | About PhonepayPlus | News and Events

Search Enter search term

### Login

Home

#### Login

Login to your account to complete/amend your registration account.

**Login**

Email Address

Password

Remember me

Forgotten your password? Please click [here](#)

**Login**

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hand menu and click on 'Due Diligence'.

### Locating the correct organisation

Enter the name of the organisation which you are conducting a search on. The tool may recognise the trading name and also historic names, if the organisation has recently changed its name.

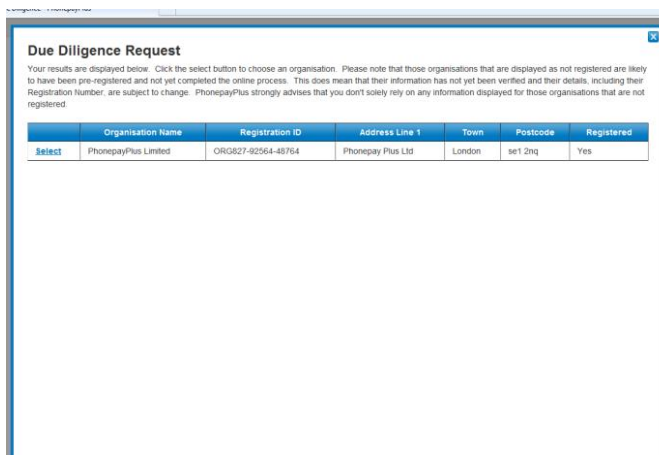
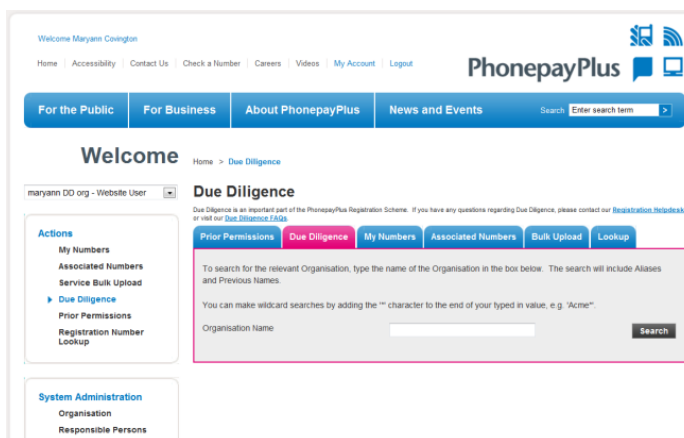
Please use an asterisk to denote a 'wildcard' search (a 'wildcard' search is applied when the exact name of the organisation is not known, but part of the name can be inputted to locate the organisation).

Please note: if your search terms generate more than 10 results, no results will be shown – therefore please enter as much information as you can.

During the period where organisations are still registering, there may be some duplication of entities in the system. Always select the organisation which is marked on the Scheme as 'registered'. If you are in doubt about which organisation is the correct one, please contact the Registration Helpdesk on 0844 264 1222\*.

Following a successful search, you will be re-directed to a 'due diligence search request' page, which contains the organisation name, the registration address information and whether the organisation is registered or not.

You can select an organisation from this page in order to generate a Due Diligence Report.



**Generating the Report**

Once you have clicked on the correct organisation, a Report will be generated and sent to your registered email address.

**Storing the Report**

PhonepayPlus will keep a time- and date-stamped copy of the Report generated, and also send a copy to your registered email address.

You should store your copy in a safe place so that you can rely on it later. It would be wise to make the copy accessible by your organisation, rather than limiting to just your own use.

**How to use the Report**

There are three sections to the Report. This table explains how information contained in the Due Diligence Report can be used to indicate risk.

Section of Report	What information this contains	Risk indicators
Report Target Organisation	Information such as registered address and registration status	Organisations registered in certain jurisdictions can be a sign of greater risk.  You should only contract with organisations which are listed as ‘Registered – paid’ or ‘Registered – exempt’. Any other status means that they are not registered and that, if you do decide to contract, that you will be in breach of the Code.
Registration Status	<ol style="list-style-type: none"> <li>1. Registered – Paid</li> <li>2. Registered – Exempt from fee</li> <li>3. Not registered – Pending Confirmation</li> <li>4. Not registered – pending completion</li> <li>5. Not registered – not renewed</li> </ol>	<p><b>Registered – Paid</b></p> <p>This status means that the organisation is fully registered.</p> <p><b>Registered – Exempt from fee</b></p> <p>This status means that the organisation is fully registered and is claiming an exemption as either a charity or as an organisation under the threshold of earnings (e.g. earning less than £5,000 per annum).</p>

Section of Report	What information this contains	Risk indicators
		<p><b>Not registered – Pending Confirmation</b></p> <p>This status means that the data has been provided by a third party (usually by another PRS supplier) and the organisation has not yet completed registration. <u>After 1 September, you should not be contracting with them, unless their status is changed to ‘Registered – Paid’ or ‘Registered – Exempt from fee’.</u></p> <p><b>Not registered – pending completion</b></p> <p>This status means that the organisation has started the registration process, but has not yet completed it. <u>After 1 September, you should not be contracting with them, unless their status is changed to ‘Registered – Paid’ or ‘Registered – Exempt from fee’.</u></p> <p><b>Not registered – not renewed</b></p> <p>This status will apply to any organisation that was registered, but has chosen not to renew its fee in due course.</p>
Previous names	Information relating to previous known trading names of organisations	Organisations which regularly change their name could present a greater risk of causing harm.
Prohibited details	States that the organisation is prohibited from operating a premium rate service (‘PRS’)	You must not contract with an organisation which is prohibited. You can contract with an organisation whose prohibition has ended. However, you should take their prohibition as an indicator of potential risk.
Barred Services	Lists any active prohibitions or bars on particular service types – e.g. ‘Live Services’	<p>An active bar prevents an organisation from being involved in a PRS within that particular category.</p> <p>A <b>suspended</b> bar or prohibition does <b>not</b> stop</p>

Section of Report	What information this contains	Risk indicators
		<p>you from contracting with an organisation. However, if an organisation with a suspended bar/prohibition receives another sanction within the timeframe, then the bar will take effect.</p>
Current Investigations	<p>Indicates the existence of any formal investigation that has not yet resulted in an adjudication</p>	<p>Only ongoing investigations which have reached the preliminary request for information and/or formal stage of a breach letter are shown here.</p> <p>An ongoing investigation is only an indication of a potential issue with one service or service type.</p> <p>If the organisation is considering a similar service with you, then you should consider a more stringent approach to risk control than you otherwise would.</p>
Existing investigations	<p>Lists all adjudication decisions and details of breaches and sanctions</p> <p>Please note that the Code changes significantly on 1 September 2011 – accordingly adjudications under the 11th Edition of the Code of Practice are easily distinguishable from new Code adjudications</p>	<p>If there is a relevant breach here, you should follow the link to the minutes of the decision.</p> <p>You should consider:</p> <ul style="list-style-type: none"> <li>▪ The impact rating;</li> <li>▪ The type of service;</li> <li>▪ Similar breaches;</li> <li>▪ Time period of the breach.</li> </ul> <p><b>NB – Cases under the 11th Edition of the PhonepayPlus Code of Practice should be considered in the context of the regulatory emphasis on the role of the Service Provider.</b></p>
Responsible Persons ('RPs') information	<p>Lists all <i>Registered</i> persons who are responsible at the organisation</p> <p>If the organisation is a company, then this should include ALL of</p>	<p>Responsible persons' start dates correspond to the date of first registration, not the start of their responsibility at the registered organisation (for example, a director appointed in 1986 but registered with PhonepayPlus on 30 July 2011 will have a start date on the Registration Scheme of 30 July 2011).</p>

Section of Report	What information this contains	Risk indicators
	its directors	<p>If the RPs listed for the organisation have breaches with another organisation, then you should consider the breach histories of those organisations when signing a contract.</p> <p>If the person you are dealing with at the organisation is listed as a director at Companies House, but does not appear here, then you should contact them immediately to resolve the issue, or let us know so we resolve any issues.</p> <p>Dates of birth of responsible persons are returned so that you can verify their identity with a passport check.</p>

You should use this information to generate an appropriate risk control strategy, as well as scheduling a repeat of the due diligence search at a date appropriate to your assessment of any risk.

**How often should I conduct a due diligence search**

You should conduct a due diligence search whenever you conduct business with a new organisation.

You should also sign up to the [PhoneyPayPlus email alert service](#), which will inform you of any new adjudications.

Furthermore, you may consider it appropriate to carry out periodic due diligence checks to make sure no new information is available.

Email: [registration@phonepayplus.org.uk](mailto:registration@phonepayplus.org.uk)

Telephone: 0844 264 1222\*

\*Calls provided by BT will be charged at up to 5p per minute. Mobile and other providers' charges may vary and are likely to cost more.