## AER retailer authorisation - Frequently asked questions

##### What are the checklist and declaration templates?

The checklist is designed to assist applicants in identifying whether their application is complete and contains all of the information required by the Guideline. The checklist also requires applicants to indicate where the information is provided in their application.

Declaration templates provide applicants with examples of declarations that could be used to satisfy the relevant Guideline requirements for the financial resources and suitability criteria. The declaration templates can be amended to reflect an applicant’s circumstances.

##### Why has the AER introduced the checklist and templates?

Often applications received by the AER have been incomplete and do not contain all of the information required by the Guideline. Without this information, the AER is unable to be satisfied that an applicant has met the entry criteria set out in the Retail Law. The AER has developed a checklist and declaration templates to improve the quality of the applications received and therefore, make the authorisation process more efficient for applicants and the AER.

##### What is the process for submitting an authorisation application?

Applications for authorisation should be emailed to [AERauthorisations@aer.gov.au](mailto:AERauthorisations@aer.gov.au). The subject line of the email should state ‘Application for retailer authorisation: Attn General Manager, Retail Markets Branch’.

We encourage applicants to seek guidance from the AER on the authorisation process or Guideline requirements before submitting an application. While the AER can respond to queries about the Guideline and provide general advice about the authorisation process, the AER is unable to provide legal advice. Applicants are responsible for their application and if required, should seek their own legal or other technical advice.

The AER encourages applicants to submit a draft application for feedback prior to formally lodging their application for public consultation and assessment. If you would like to receive feedback on your application you should submit a completed checklist confirming that the draft application includes all the information requested in the Guideline. You may wish to use the declaration templates, where relevant, with your draft application. Feedback provided by the AER is not ongoing. The AER aims to provide one set of comprehensive feedback on receipt of a complete draft application.

Applicants are strongly encouraged to incorporate the AER’s feedback on the draft application before they submit their final application. This will result in an efficient assessment process and reduce the likelihood of unnecessary delays.

##### Will this mean that my application will be assessed faster?

The AER aims to assess applications for authorisation, transfer and surrender within 12 weeks of receiving a complete application. Applications are published on the AER’s public register for public consultation and are assessed by the AER.

The AER spends a significant amount of time providing feedback on applications that are incomplete and do not include all of the information requested in the Guideline. If applications are incomplete, it is unlikely that applicants will be able to demonstrate that they meet the criteria under the Retail Law. We anticipate that the introduction of the checklist and templates may result in an improvement to the quality of applications we receive. In some cases, this may result in quicker processing times.

##### Will the AER continue to provide feedback on draft applications?

Yes, we encourage potential applicants to provide us with a draft application, along with the checklist and relevant declarations before they submit their final application. However, the AER will generally offer only **one** set of consolidated feedback to applicants on their draft application.

Applications received without the checklist may result in delays in processing the application.

If you have any questions about the authorisation process, please email [AERauthorisations@aer.gov.au](mailto:AERauthorisations@aer.gov.au).

##### What if the declarations don’t apply to my application?

Applicants are responsible for ensuring that they make accurate declarations. In circumstances where the template declarations do not accurately reflect an applicant’s circumstances, they should not be used.