



Frequently Asked Questions

Repossession Agency Qualified Manager (RAQ)

1. What are the requirements for a Repossession Agency Qualified Manager's certificate?

The general requirements for Repossession Agency Qualified Manager are:

- Be at least 18 years old.
- Have the required experience in the work for which the license is sought.
- Undergo a criminal history review.
- Must have at least two years of paid experience totaling not less than 4,000 hours as an employee of a licensed California repossession agency or experience legally acquired in recovering personal property sold under a security agreement while working with a financial institute or vehicle dealer.

2. What forms must be included in the application packet?

- Application for Repossession Agency Qualified Manager Certificate (Form 31C-26)¹
- Personal Identification Form: Repossession Agency Principals, Corporate Officers, and Repossession Agency Qualified Manager (Form 31C-9)²
- Repossession Agency Qualified Manager Qualifying Experience (31C-8)³
- Certificate in Support of Experience
- Two recent passport quality photographs
- Request for Authorization of Business Name (Form 31C-12, if applicable)⁴
- **Corporate applicants only:** endorsed Articles of Incorporation or the Statement by a Foreign Corporations (if filed with the Secretary of State)

3. What is the length of term for a Repossession Agency Qualified Manager certificate?

A Repossession Agency Qualified Manager certificate is valid for two years.

4. How do I retake the Qualified Manager exam?

If you did not pass the exam, complete and submit the Application for Qualified Manager Reexamination⁵ along with the reexamination fee⁶. You may also submit a request for reexamination online using BreEZe, which updates in real-time. Create a BreEZe account, pay the application fee, and submit your application for reexamination online⁷. Once the request for reexamination is processed, you will receive a new eligibility notification and instructions for scheduling your exam with PSI, Inc.

¹ https://www.bsis.ca.gov/forms_pubs/repo_app.pdf#page=15

² https://www.bsis.ca.gov/forms_pubs/repo_app.pdf#page=10

³ https://www.bsis.ca.gov/forms_pubs/repo_app.pdf#page=17

⁴ https://www.bsis.ca.gov/forms_pubs/repo_app.pdf#page=13

⁵ https://www.bsis.ca.gov/forms_pubs/qm_reexam.pdf

⁶ https://www.bsis.ca.gov/forms_pubs/newfees.pdf

⁷ <https://www.breeze.ca.gov>

Mail application and fee to:

Bureau of Security and Investigative Services
P.O. Box 989002
West Sacramento CA 95798-9002

5. How do I notify the Bureau of my change of address?

You must notify the Bureau in writing within 30 days of an address change. To change your address, complete and submit the Address Change (Personal) form⁸ to the Bureau. You may email the completed form to Repossessor@dca.ca.gov or mail the form to:

Bureau of Security and Investigative Services
PO Box 989002
West Sacramento, CA 95798-9002

6. If I lost, destroyed or damaged my Repossession Agency Qualified Manager Certificate , how do I obtain a duplicate?

If you have lost or destroyed your certificate, submit the Application for Replacement of Repossession Agency Qualified Manager Certificate⁹. You may also submit a request for a replacement certificate online using BreEZe, which updates in real-time. Create a BreEZe account, pay the application fee¹⁰, and submit your application for a reexamination online¹¹.

Mail the application and fee to:

Bureau of Security and Investigative Services
P.O. Box 989002
West Sacramento, CA 95798-9002

Please allow 6-8 weeks for replacement, if submitting by mail.

7. The name/address was misspelled on my certificate. Is there a fee for a new one?

No. An error made by the Bureau should be corrected without charge. Please clarify the error in writing, include proof of the Bureau's error (preferably a copy of the submitted application), and submit by email to bsis@dca.ca.gov or by mail to:

Bureau of Security and Investigative Services
PO Box 989002
West Sacramento, CA 95798-9002

(This does not apply to address changes when submitted after a renewal was paid and already mailed.)

8. How do I renew my Repossession Agency Qualified Manager certificate (RAQ)?

Prior to the expiration of a certificate, the certificate holder may receive a courtesy renewal application mailed to the last address of record approximately 60-120 days in advance. If you did not receive a renewal application, complete and submit the Repossession Agency Qualified

⁸ https://www.bsis.ca.gov/forms_pubs/personal_chngadd.pdf

⁹ <https://www.bsis.ca.gov/replacementlicense/raq.pdf>

¹⁰ https://www.bsis.ca.gov/forms_pubs/newfees.pdf

¹¹ <https://www.breeze.ca.gov>

Manager Certificate Renewal Application¹² along with the applicable renewal fee(s)¹⁰. You may also renew online using BreEZe, which updates your certificate in real-time. Create a BreEZe account, pay the renewal fee, and submit your renewal application online¹³.

Mail the renewal application and renewal fee(s) to:

Bureau of Security and Investigative Services
P.O. Box 989002
West Sacramento CA 95798-9002

9. If my Repossession Agency Qualified Manager Certificate (RAQ) expired last year must I reapply for a new one?

No. A certificate may be renewed up to three years after the expiration date. However, you must pay a delinquency fee along with the renewal fee. Please note, if you renew more than two years after expiration, contact the Bureau by email to determine the correct renewal fee amount due at Repossessor@dca.ca.gov. If it has been more than three years past the expiration date, you must apply for a new certificate.

¹² https://www.bsis.ca.gov/forms_pubs/raqm_certren.pdf

¹³ <https://www.breeze.ca.gov>