

PSP Connect authorized user access

This document provides payment service providers (PSPs), entities, and individuals that have a PSP Connect account with an overview of authorized user access roles.

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Access to view information in a PSP Connect account

Every authorized user will have access to view all information in the PSP Connect account for which they are authorized. That information may include documents and communications from the PSP Connect account holder and their authorized users, and from the Bank of Canada (the Bank). The information may relate to administrative matters and other matters arising in the course of the Bank's supervision.

Access to act on behalf of a PSP Connect account holder

Authorized users can perform certain functions in the PSP Connect account based on the role(s) they are assigned (without notifying other authorized users of the same PSP Connect account). Every authorized user (including a Basic User role) may perform the following actions:

- Contact the Bank through the “Contact us” page
- Respond to any portal messages from the Bank through the Message Centre

Other permitted actions are specific to each authorized user role as follows:

Org admin role

The user may perform all functions within the account on behalf of the PSP. An Org Admin user can also add an authorized user, in any user role, to the account.

Registration role

The user may perform registration-related functions such as submitting a registration application, changing application or registration information, and requesting a Governor’s Review of a refusal to register or a revocation of registration. The user may also respond to any information requests from the Bank, including ones related to a Governor’s review.

Risk role

The user may perform supervision-related functions such as submitting annual reports, incident notices, and significant change and new activity notices, engaging in communications during an assessment (or participating in assessment activities), responding to communications following the completion of an assessment, and reporting on progress under a compliance agreement. The user may also respond to any information requests from the Bank, including ones related to a Governor’s review.

Enforcement role

The user may perform enforcement-related functions such as requesting a Governor's Review of a notice of violation or notice of default, responding to a redaction request from a Governor's Review, and reporting on progress under a compliance agreement. The user may also respond to any information requests from the Bank, including ones related to a Governor's review.

Authorized payment role

The user may perform payment and banking-related functions such as submitting payment details on an administrative monetary penalty and signing up for pre-authorized payment debit. The user may also respond to any information requests from the Bank, including ones related to a Governor's review.

If you require additional information, please contact rps-compliance@bank-banque-canada.ca or use "Contact us" in PSP Connect.