

COVID-19 - Measures to Increase Social Distancing

Further to HM Government of Gibraltar's policy to increase social distancing and slow the spread of Coronavirus COVID-19, the following measures have been put in place by the Office of Fair Trading.

Closure of Government Counters

In order to manage the risk of cross-contamination in our community, HM Government of Gibraltar is closing all Government cash counters as from Monday 16th March 2020 to stop the spread of infection via physical payment by exchange of cash or card and in order to avoid social contact in queues. All payments will be made online, by bank transfer. Cash payments or payments in person will not be accepted or handled as from this date.

Business Licences – Applications, objections and more

For general information about:

1. licensing requirements;
2. the process for obtaining a business licence;
3. objecting to application;
4. unlicensed businesses; and
5. licensing fees,

please visit <http://www.oft.gov.gi/index.php/business-licensing>.

Copies of all the relevant business licence forms and other helpful documents can be found online: <http://www.oft.gov.gi/index.php/documents/business-licensing-forms>.

All business licence applications matters will be dealt with exclusively by e-mail. To assist the OFT in providing a quicker and more efficient service please include the applicant's full name and the purpose for your e-mail in the subject heading e.g. 'Gib Business Ltd – Transfer of premises application' or 'Joe Blogs – Objection to application'.

Applications for a new business licence, extensions and transfers of premises

- *Publishing the notices of your intention to apply for, extend or transfer a business licence – Forms 1a, 1b and 1c*

Your completed form 1 must be signed, dated and scanned to business.licensing@oft.gov.gi. The OFT will respond with any relevant comments for

your consideration before proceeding to publishing the form and with a reference number and account details to allow you to pay the £20 Gazette publication fee.

You will be required to separately arrange the publication of a second form 1 with a local newspaper. We strongly advise applicants not to arrange this until your publication for the Gazette is accepted by the OFT to avoid any errors and the risk of having to re-advertise.

➤ *Submitting your application from – Forms 2a, 2b and 2c*

Your completed Form 2 must be signed, dated and scanned to business.licensing@oft.gov.gi. This should be done once a week has lapsed since the last Form 1 notice is published in the Gazette or newspaper. This must be accompanied by the pertinent supporting information as set out in the relevant applicant checklist that can be found online: <http://www.oft.gov.gi/index.php/documents/business-licensing-forms>. The licence shall not be processed until all the relevant supporting documentation is submitted along with the Form 2.

Applications for the transfer of a licence to another person

Your completed Form 2d must be signed, dated and scanned to business.licensing@oft.gov.gi. This must be accompanied by the pertinent supporting information as set out in the "Transfer of licence applicant checklist" that can be found online: <http://www.oft.gov.gi/index.php/documents/business-licensing-forms>. The licence shall not be processed until all the relevant supporting documentation is submitted along with Form 2d.

Payment and collection of business licences

If you have been successful in your application for a business licence you shall be contacted by the business licensing team with a reference number and account details to allow you to pay the relevant fee. Upon receipt of the payment you will be sent an electronic version of your licence which you shall be able to print off and display in your premises.

Objecting to business licence applications

Your completed Forms 3a, 3b or 3c must be signed, dated and scanned to business.licensing@oft.gov.gi. This should be done within a week from the last notice of application is published by the applicant and must be accompanied by the pertinent supporting information as set out in the relevant applicant checklist that can be found online: <http://www.oft.gov.gi/index.php/documents/business-licensing-forms>. The objection shall not be processed if the one-week objection period has lapsed.

The OFT will respond with a reference number and account details to allow you to pay the £90 objection fee.

Searches of the Business Licence Register



Please e-mail business.licensing@oft.gov.gi and we shall send you the relevant search form, a reference number and account details to allow you to pay the £5 search fee.

Duplicate licences and updating your records

For a duplicated licence or to update your records (e.g. to record a change in your trading name) Please e-mail business.licensing@oft.gov.gi with the details of why you require a new licence. We shall then process the request and send you a reference number to allow you to pay the £35 fee.

Other OFT Public Services

As from Monday 16th March Government services will only be provided by e-mail, online and by postal mail. If you require the service of the OFT please e-mail the relevant team directly setting out the service or assistance you require:

Consumer Protection Team - consumer.protection@oft.gov.gi

Business Licencing Team - business.licensing@oft.gov.gi

Anti-Money Laundering and Countering the Financing of Terrorism (AML/CFT) Team - aml.oft@gibraltar.gov.gi

Sending an e-mailing directly to the relevant team will be the fastest way to get assistance. If you do not know which team to contact please e-mail the OFT's general e-mail - oft@gibraltar.gov.gi.

Alternatively, you may also call us for assistance - +350 200 71700

Payment of fines

The payment of fines and deadlines in relation thereto are not affected by these measures. Payments should be made by the relevant date in order to avoid further penalties. To make a payment you must e-mail aml.oft@gibraltar.gov.gi in advance of the payment deadline and we shall send you the relevant a reference number and account details to allow you to pay the fine.

Complaints

The OFT is committed to providing the best possible service to the public despite these measures. If you feel that the OFT has failed to provide you with a good service however you are entitled to make a formal complaint using our complaints procedure:

http://oft.gov.gi/images/documents/Complaints_Procedure.pdf.