

## **New Online Express Change Broker Requests – Your Role as PB or BIC**

### **Attention Principal Brokers (PB) and Brokers-in-Charge (BIC),**

With the launch of the new **Online Express Change Broker Request (“ECBR”)**, licensees can now initiate their broker change request through their MyPVL account ([mypvl.dcca.hawaii.gov](http://mypvl.dcca.hawaii.gov)) at any time. Just as with the hard copy change form, PBs and BICs have a responsibility to complete their part of the process within 10 calendar days of receiving the request.

### **Important Information for PBs and BICs:**

- **Release Requests:** The request to release a licensee is sent directly to the **PB’s email address** associated with their license in MyPVL. At this time, the licensee cannot select a BIC to release him or her from a brokerage.
- **Release Obligations:** Releasing PBs do not have the option to deny a licensee’s release request. If you fail to respond to the release request within 10 calendar days, the licensee will be administratively released from your brokerage. Failure of the PB to respond timely may result in administrative sanctions.
- **Hiring Requests:** The request to hire can be sent to either a **PB or a BIC**. The licensee will be prompted to select the PB or a BIC from your brokerage. If you have a preference if the PB or one of the BICs in your brokerage should receive these hire requests, please communicate that clearly to any incoming licensees so they know who to select as their hiring broker.
- **Hiring Obligations:** If a hiring broker denies the request to hire or fails to respond within the 10-calendar day timeframe, the licensee’s status will automatically change to **Inactive**. Failure of the designated hiring broker(s) to respond timely may result in administrative sanctions.
- **Reminder Notifications:** The ECBR system sends automatic reminders on the 3rd, 5th, and 9th day of non-response of the PB and/or BIC. Please ensure you are checking your email on a regular basis.
- **Email Accuracy:** Notifications are sent to the email address linked to your MyPVL account. Please log into your MyPVL account to verify your email is correct. If it is incorrect, update your email **immediately** to avoid missed requests. Hawaii Administrative Rules Chapter 99 requires PBs and BICs to respond to the change broker request within (10) days. Remember that failure to respond timely may result in administrative sanctions. Incorrect or obsolete email addresses are NOT exceptions to this requirement.
- **Update Your Policies:** With the availability of the online ECBR, now is a great time to review and update your firm’s internal policies and procedures for onboarding new licensees and processing departures.

By staying informed and proactive, PBs and BICs can help ensure a smooth, efficient transition process for licensees—eliminating delays and keeping your brokerage operations compliant.