

Log in to Manage Complaints

In order to file a Complaint online, you must create a user account. If you have a REAL Online Services account, you will use your same user name and password. If you are a new user, you will need to click the “Create a User Account” link to create an account.

When attempting to login in to the REAL Online Services, you will be presented with two options:

Returning User – Use this section to enter the current User ID and password.

New User – Use this section to register for a new account.

The screenshot shows the Florida Office of Financial Regulation's online services portal. At the top, the header reads "FLORIDA OFFICE of FINANCIAL REGULATION" with the tagline "Smart, Efficient and Effective Regulation". The page features the state seal and the OFR logo. Below the header, there are two main sections: "Welcome to Online Services" and "Sign-up and manage your licenses". The "Welcome to Online Services" section contains a "Returning User" login form with fields for "User ID" and "Password", and a "Sign In" button. Below the login form is a "New User" section with a "Create a User Account" link. The "Sign-up and manage your licenses" section provides information about the single sign-on portal and the importance of email verification. At the bottom, there is a disclaimer: "Communications with the OFR, regardless of the form or means of transmission, are subject to disclosure per Florida's public records law." and a "Secure System" logo.

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Smart, Efficient and Effective Regulation

Welcome to Online Services | [Verify a License](#) | [Search for Final Administrative Actions](#)

Returning User
* * denotes a required field
*User ID:
*Password:
[Forgot Password?](#) [Forgot User ID?](#)

New User
[Create a User Account](#)

Click "Create a User Account" to create a new online services user account with the OFR.

Sign-up and manage your licenses
This single sign-on portal provides all users within Florida's financial services community a convenient way to access multiple resources with one account. This includes licensing and consumer complaint services.
The email address you enter to create an account must be verified prior to logging in. If a verification email is not received, please check your spam folder. The OFR may use this email address for correspondence, so it is important to keep your online services email address updated at all times.

Communications with the OFR, regardless of the form or means of transmission, are subject to disclosure per Florida's public records law.

Secure System

First time users will need to fill out the Create Online Account form and click the “Next” button.

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Logon

Create Online Account

The password must be at least 8 characters and contain one attribute from three of the following four categories. It can contain at four:

- Lowercase characters (a - z)
- UPPERCASE characters (A - Z)
- Base 10 digits (0 - 9)
- Non-alphanumeric/special characters (e.g. \$! # %)

To review Terms and Conditions, please click [here](#).

Enter your details and press "Next"
Press "Previous" to return to the previous screen
Press "Cancel" to cancel this registration and return to the main menu.

Account Owner Name

- First Name
- Last Name

Account Login Information

- Email
- Confirm Email
- Use email address as User ID (optional)
- User ID

Password Recovery (In case you forget your password, you will be required to answer this question to obtain a new temporary password.)

- Reminder Question
- Reminder Answer

Security Measures (This helps to prevent automated registrations.)

- Type the characters from the picture below (without spaces)

wxmkpn

Next Cancel

You will receive a User Registration – Temporary Password issued confirmation page after successfully creating your REAL Online Services Account.

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Logon

User Registration - Temporary Password Issued

A temporary password has been issued and sent to you via e-mail with the instructions on how to proceed. Read the e-mail and follow the instructions.

Next

You will receive a "New User Account" email which will contain a link to complete the registration process. The Terms & Conditions are contained in the email confirmation for review and acceptance. Clicking the link to complete the online account registration will indicate your acceptance of the Terms & Conditions.

NEW USER ACCOUNT

Hello Jack,

Thank you for registering for an online account. Please complete your registration by logging on to your account at:

<http://ofr.vp.vmd01.flgov.gov:8060/dstamart/language/Change.do>

By clicking this link you choose to accept the terms and conditions below:

Your temporary password is provided below:

PASSWORD: vzykr5

Please note that your online password is case sensitive.

Terms and Conditions

Under Florida law, e-mail addresses are public records. If you do not want your e-mail address released in response to a public-records request, do not send electronic mail to this entity. Instead, contact this office by phone or in writing. Florida's public records law requires that all information received in connection with state business be made available to anyone upon request, unless the information is subject to a specific statutory exemption.

In accordance with the rules of the Financial Services Commission, all forms and fees shall be filed with the office electronically unless a petition for waiver of the requirement of electronic submission has been submitted and approved in accordance with Rule 28-104.002, Florida Administrative Code. Such petition shall demonstrate a technological or financial hardship that entitles the person to file in a paper format.

[Privacy and Security Information](#)

After entering your User ID and the system generated temporary password as contained in the New User Account email, the system will direct you to change your password. Click the Save button to continue.

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Logged in as Hughes, Howard
[Update Profile](#) | [Logout](#)

Update Default Registration Information
Enter your new password and press "Save"
Your new password must contain the following:

- a minimum of (8) characters
- must not be the same as your User ID
- must not be a variation of your User ID

• Old Password:

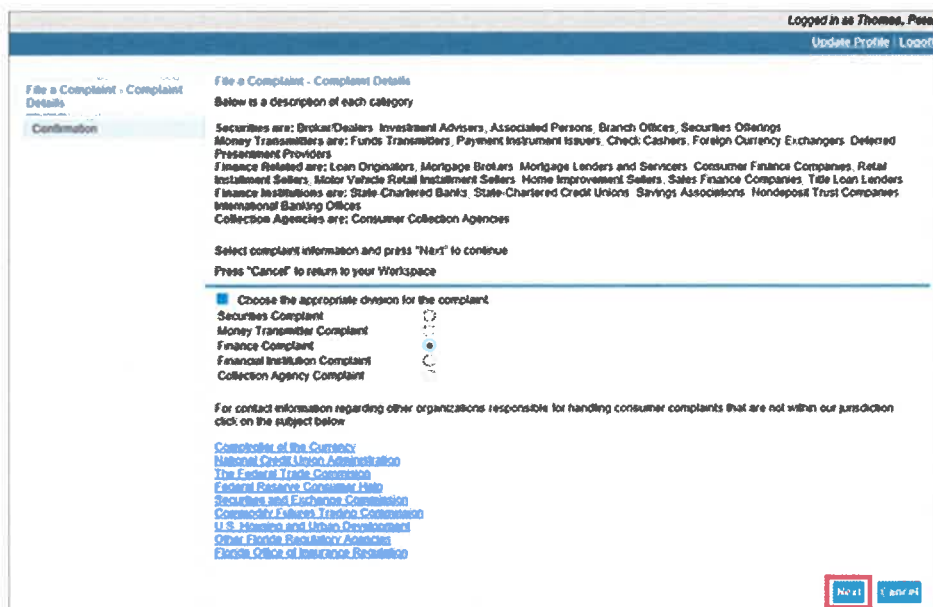
• New Password:

• Confirm Password:

Once the password has been changed, you will be directed to the REAL Online Services My Workspace page. Select "File a Consumer Complaint" under the Additional Activities section.



Please read the description of the complaint categories before choosing the appropriate division for the complaint.



After completing the online complaint form, the system displays the Confirmation screen to allow you to review the information previously entered.

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Logged in as Morgan, Chester
[Update Profile](#) | [Logout](#)

<div style="margin-bottom: 5px; border: 1px solid #ccc; padding: 2px; background-color: #f0f8ff;"> File a Complaint - Complaint Details </div> <div style="margin-bottom: 5px; border: 1px solid #ccc; padding: 2px; background-color: #f0f8ff;">Complainant Information</div> <div style="margin-bottom: 5px; border: 1px solid #ccc; padding: 2px; background-color: #f0f8ff;">Subject of Complaint</div> <div style="margin-bottom: 5px; border: 1px solid #ccc; padding: 2px; background-color: #f0f8ff;">Account Information</div> <div style="margin-bottom: 5px; border: 1px solid #ccc; padding: 2px; background-color: #f0f8ff;">Complainant Profile</div> <div style="margin-bottom: 5px; border: 1px solid #ccc; padding: 2px; background-color: #f0f8ff;">Investment Types</div> <div style="border: 1px solid #ccc; padding: 2px; background-color: #f0f8ff;">Confirmation</div>	<p>File a Complaint - Confirmation</p> <p style="font-size: x-small;">To the best of my recollection, the events described in the following complaint are true. I am filing this complaint to notify OFR of these activities. I understand that a copy of this complaint may be provided to the company against whom I am complaining and that my records within that company may be reviewed by OFR or other agencies which may have jurisdiction in this matter.</p> <hr/> <p>Press "Previous" to return to the previous screen Press "Submit" to submit your complaint. Press "Cancel" to cancel this complaint and return to your Workspace menu.</p> <p>Complaint Detail</p> <table border="0" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;">License Type</td> <td>Chapter 517 Records</td> </tr> <tr> <td colspan="2">Complainant Information</td> </tr> <tr> <td>First</td> <td>Chester</td> </tr> <tr> <td>Middle</td> <td>Allan</td> </tr> <tr> <td>Last</td> <td>Morgan</td> </tr> <tr> <td>Address</td> <td>1290 Jefferson ST</td> </tr> <tr> <td>City</td> <td>Tallahassee</td> </tr> <tr> <td>State</td> <td>Florida</td> </tr> <tr> <td>Zip (99999 or 99999-9999)</td> <td>32304</td> </tr> <tr> <td>Use Main Address as Mailing Address?</td> <td>Yes</td> </tr> <tr> <td>Address</td> <td></td> </tr> <tr> <td>City</td> <td></td> </tr> <tr> <td>State</td> <td></td> </tr> <tr> <td>Zip (99999 or 99999-9999)</td> <td></td> </tr> <tr> <td>Home</td> <td>(850) 555-5555 </td> </tr> <tr> <td>Work</td> <td>(850) 555-5544 </td> </tr> <tr> <td>Cell</td> <td>(850) 555-5533 </td> </tr> <tr> <td>Email Address</td> <td>morgan11@mailinator.com</td> </tr> </table>	License Type	Chapter 517 Records	Complainant Information		First	Chester	Middle	Allan	Last	Morgan	Address	1290 Jefferson ST	City	Tallahassee	State	Florida	Zip (99999 or 99999-9999)	32304	Use Main Address as Mailing Address?	Yes	Address		City		State		Zip (99999 or 99999-9999)		Home	(850) 555-5555	Work	(850) 555-5544	Cell	(850) 555-5533	Email Address	morgan11@mailinator.com
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Cell	(850) 555-5533																																				
Email Address	morgan11@mailinator.com																																				

After the online complaint form has been submitted, the system displays the Document Upload screen. Click on Upload New File to submit any supporting documentation for the complaint.

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Logged in as Morgan, Chester
Update Profile | Logout

Complaint Status

Complainant Name	Morgan, Chester
Complaint Number	85811
Complaint Regarding	ACME Broker Dealer
Examiner Name	THOMPSON, LISA
Status	Open Complaint
Regional Office	Tallahassee

Attachment List

File Name	Document Type	Last Updated	Action
ComplaintPDF_DATE 174113113838_8679008459032171876.pdf	CUSTOMER COMPLAINT AND ATTACHMENTS	11/13/2017	View
20171113113508_914_Sample Document.pdf	CUSTOMER COMPLAINT AND ATTACHMENTS	11/13/2017	View

[Upload New File](#) [Back](#)

Click the Back button to return to your Workspace screen. Once the complaint has been received by the OFR and assigned to an Examiner for processing, the Complaint Status information will be updated and the Examiner's name will be displayed. You can also upload additional documentation related to your complaint by selecting "View Status of your Complaints" from your Workspace.

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Logged in as Morgan, Chester
Update Profile | Logout

My Workspace

To start, choose an option and you will return to your Workspace menu after you have finished.

To File a Consumer Complaint, navigate to the Additional Activities section.

License Information
No License Information Available

Apply for a License/Registration
What are you applying for?

Select Chapter

Select Action

[Select](#)

[View Status of your Complaints \(4\)](#)

[Select](#)

Additional Activities

[File a Consumer Complaint](#) [Select](#)

[Delegate an Authorized Representative](#) [Select](#)

[Associate Entity to User Account](#) [Select](#)

[View Filing History](#) [Select](#)