

# Pawnbroker License Renewal on E-Gov

This process takes place on E-gov:

<https://ordcbs.mylicense.com/eGov/Login.aspx?ReturnUrl=%2FeGov%2F>

Please have the necessary documents ready before applying for renewal.

Time to complete varies by company. The system times out 45 minutes after logging in.

You will need:

1. Valid email address for receipt of payment and credit card
2. Renewal notice letter
3. Copy of current pawn ticket
4. Copy of completed annual report
5. Declaration pages of your insurance policy showing current fire, theft, and burglary coverage of pledged property or personal property of others
6. Pawnbroker Annual Report figures – the form can be found at <https://dfr.oregon.gov/business/licensing/financial/Documents/3371.pdf>
7. If applicable – Copy of documentation with location details and description of security used for any offsite storage additions or changes
8. If applicable – Copy of documentation supporting any filed insurance claims that involve store inventory or pledged items since the last report including dates, items lost, value of loss, and consumer impact
9. If applicable – Completed criminal background and credit authorization forms for any new owners, managers, or personnel. The form can be found at <https://dfr.oregon.gov/business/licensing/financial/Documents/4912.pdf>

1. From the login page, please select “Register a Business” on the left menu panel. (If you have last year’s login information – go to step 4 and log in.)

Department of Consumer and Business Services

menu

Register a Person  
Register a Business

### License Management

If this is your first time visiting this license site [since the 2021 system update](#), you will need to create an account.

To register and create an account for individual license, please click [individual](#)

To register and create an account for a business license, please click [business](#).

If you have an account and want to renew your license, please enter the information below and click on the **Login** button.

User Id:

Password:

[Login](#)

If you have an account, but have forgotten your password, please click [here](#).

2. Enter your Registration Code and License Number from your State Renewal Notice. Select “Search.”

Department of Consumer and Business Services

menu

Login Page

### Record Search (Business)

We need to check for existing records before completing your registration. Please enter at least two pieces of information in the fields below to search. You can find your registration code and renewal ID on your State-issued renewal notice.

**Note:** If you want to create an account for an individual license, please click [here](#).

License Number:

Renewal ID:

Registration Code:

National Provider ID:

[Search](#)

Note: You will need to provide two out of four pieces of identifying information. Use the license number and registration code listed on your renewal notice to register your business. You do not need to provide all four fields.

3. Registration verification – Confirm that the information is correct, create a user ID and password, and then select “Register.”

Department of Consumer and Business Services

## Registration

We were able to find your records based on the entered search criteria. Please review the information below and double check that the search returned *your* record.

- If the record below is yours, enter a username and password in the form below and press the **Register** button to create your record. Once logged into the e-Government site you will be able to maintain your records, apply for an additional license, and renew an existing license.
- If the information below is not yours, click [here](#) to search again. If your records can not be found, click [here](#) for information on contacting the proper department/agency/board.

Note: You can edit only the contact email address. Other license corrections need to be submitted on the following form:

### Pawnbroker License Application Amendment

<https://dfr.oregon.gov/business/licensing/financial/Documents/5463.pdf>

**Name**

Business / Facility Name: PAWNBROKER  
Owner / Manager Name: CONTACT PERSON  
FEIN:   
Ownership Type: Sole Proprietor

**Address**

Line 1: 123 ADDRESS ST  
Line 2:   
City: SALEM  
State: OR  
ZipCode: 97301  
County: MARION  
Country: United States  
Phone: 5039477300  
Fax:   
Email: CONTACTEMAIL@EMAIL.

**User Credentials**

UserID and Password are case sensitive.

User ID:  ex: jsmith  
 Enter a User ID

Password:   
At least 8 characters  
At least one lowercase letter  
At least one uppercase letter  
At least one number  
At least one symbol/special character  
No spaces

Confirm Password:

Password Question:  ex: Favorite color?  
 Enter a password recovery question

Password Answer:  ex: Blue  
 Enter an answer for your password recovery question

Password Question 2:  ex: First pet?  
 Enter a second password recovery question

Password Answer 2:  ex: Spot  
 Enter an answer for your second password recovery question

Note: Create user credentials – All fields are required. Make note of these answers.

### User Credentials

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UserID and Password are case sensitive.

**User ID:**

**Password:**

At least 8 characters  
At least one lowercase letter  
At least one uppercase letter  
At least one number  
At least one symbol/special character  
No spaces

**Confirm Password:**

**Password Question:**   
**Enter a password recovery question**

**Password Answer:**   
**Enter an answer for your password recovery question**

**Password Question 2:**   
**Enter a second password recovery question**

**Password Answer 2:**   
**Enter an answer for your second password recovery question**

4. Registration Success – Select “Login.”

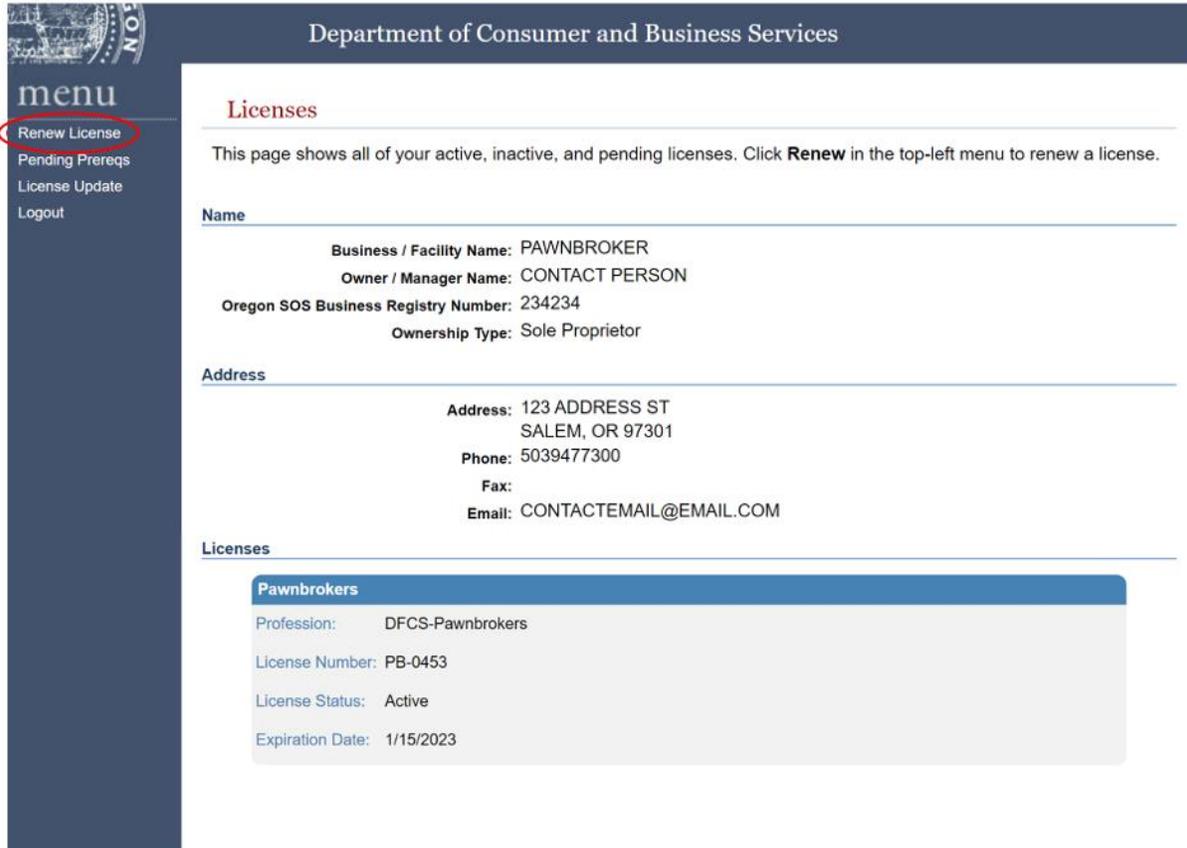
## Registration Success

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You have successfully registered!  
Please **login....**

Note: Use the username and password that was set up in step No. 3.

5. License screen – This page shows all of your active, inactive, and pending licenses. Select “Renew License” in the top-left menu to renew a license.



Department of Consumer and Business Services

**menu**

- Renew License
- Pending Prereqs
- License Update
- Logout

### Licenses

This page shows all of your active, inactive, and pending licenses. Click **Renew** in the top-left menu to renew a license.

**Name**

**Business / Facility Name:** PAWNBROKER  
**Owner / Manager Name:** CONTACT PERSON  
**Oregon SOS Business Registry Number:** 234234  
**Ownership Type:** Sole Proprietor

**Address**

**Address:** 123 ADDRESS ST  
SALEM, OR 97301  
**Phone:** 5039477300  
**Fax:**  
**Email:** CONTACTEMAIL@EMAIL.COM

**Licenses**

Pawnbrokers	
Profession:	DFCS-Pawnbrokers
License Number:	PB-0453
License Status:	Active
Expiration Date:	1/15/2023

6. Renew a License screen – Select “Continue.”

The screenshot shows the 'Renew a License' page for Pawnbrokers. The header is 'Department of Consumer and Business Services'. The left sidebar contains a 'menu' with options: 'License Home Page' and 'Logout'. The main content area has the title 'Renew a License' and a sub-header 'Renewable Licenses'. Below this, there is a card for 'Pawnbrokers' with the following details: Profession: DFCS-Pawnbrokers, License Status: Active, License Number: PB-0453, and Expiration Date: 1/15/2023. A 'Continue' button is located in the top right corner of the card and is circled in red.

7. Renew a License, continued – Have documentation ready and select “Continue.”

The screenshot shows the 'Renew a License' page for Pawnbrokers, continued. The header is 'Department of Consumer and Business Services'. The left sidebar contains a 'menu' with options: '\* CONTACT INFORMATION', 'Corporate Personnel', '\* LICENSE UPDATE', 'Questions', '\* ATTACH DOCUMENTS', and 'Finish'. Below the menu are 'License Home Page' and 'Logout'. The main content area has the title 'Renew a License' and a sub-header 'Renewable Licenses'. Below this, there is a card for 'Pawnbrokers' with the following details: Profession: DFCS-Pawnbrokers, License Status: Active, License Number: PB-0453, and Expiration Date: 1/15/2023. A 'Continue' button is located at the bottom center of the card and is circled in red.

Note: You can go back anytime in the process by using the menu panel on the left side of the screen.

8. Contact information – Only the phone and email address can be updated. Select “Save.”

Department of Consumer and Business Services

**Contact Information**

Only email addresses and phone numbers are able to be changed on this form. Please contact the Division of Financial Regulation if any changes are required to the address. Click **Save** to continue.

**Name**

Business / Facility Name: PAWNBROKER  
Oregon SOS Business Registry Number: 234234  
Owner / Manager Name: CONTACT PERSON  
Ownership Type: Sole Proprietor

**Address**

Country: United States  
Address Line 1: 123 ADDRESS ST  
Address Line 2:  
Zip: 97301  
City: SALEM  
County: MARION  
State: OR  
Phone: 5039477300  
ex. 3015551212  
Fax:  
ex. 3015551212  
Email: CONTACTEMAIL@EMAIL.COM  
ex. username@domain.com

**Save**

9. Corporate Personnel Info – Additions of new personnel require criminal background and credit check authorization.

Department of Consumer and Business Services

### Corporate Personnel Info

Listed below is the corporate personnel associated with this license. If you need to make changes to the existing persons listed, please contact the division at [DFR.NDP.licensing@dcb.oregon.gov](mailto:DFR.NDP.licensing@dcb.oregon.gov). You may add new owners or control person by clicking "Add" below. Adding a new owner or control person requires a criminal background and credit check authorization.

The form can be found at <https://dfr.oregon.gov/business/licensing/financial/Documents/4912.pdf> and uploaded to the attachment page of this application.

Corporate Personnel

JOE TEST	
Position: President	Address: 456 ADDRESS RD SALEM, OR 97301 United States
Start: 3/15/2022	Phone: 5039477300
End:	Fax:
Shares: 100.00	Email: EMAILONE@EMAIL.COM
Birth Date: 1/2/2001	

MARY SMITH	
Position: CEO	Address: 789 ADDRESS BLVD SALEM, OR 97301 United States
Start: 3/15/2022	Phone: 5039477300
End:	Fax:
Shares: 20.00	Email: EMAILTWO@EMAIL.COM
Birth Date: 3/12/2000	

Jane Doe	
Position: Board Member	Address: 012 ADDRESS DR Salem, OR 97301 United States
Start: 3/25/2022	Phone: 5039477300
End:	Fax:
Shares: 25.00	Email: EMAILTHREE@EMAIL.COM
Birth Date: 1/25/1978	

Click "Add" to add new personnel.

Click "Continue" to move forward.

10. Adding new personnel – Boxes outlined in red are required. Select “Save.”

**menu**

- \* CONTACT INFORMATION
- Corporate Personnel
- \* LICENSE UPDATE
- Questions
- \* ATTACH DOCUMENTS
- Finish
- License Home Page
- Logout

### Corporate Personnel Update

Once you have entered the required information, click **Update** or **Save**. The fields on this page will be made blank; you can then either enter another Corporate Personnel and click **Save**, or click **Cancel/Back** to continue.

#### Personnel

First Name:

Middle Name:

Last Name:

Name Suffix:  (ex: Sr. | Jr. | III)

Birth Date:  (MM/DD/YYYY)

#### Address

Country:  (United States)

Line 1:  (ex: 123 Fourth St.)

Line 2:  (ex: Apt. 100)

City:

State:  (Please select a state)

County:

ZipCode:  (ex: 02705 or 027051234)

Phone:  (ex: 3015551212)

Fax:  (ex: 3015551212)

Email:  (ex: username@domain.com)

#### Details

Position:  (<no value>)

Start:

End:

Percentage of Ownership:

Note: New personnel require a criminal background and credit authorization form. This is found at <https://dfr.oregon.gov/business/licensing/financial/Documents/4912.pdf>. This needs to be uploaded as part of this renewal process on the Attach Documents page later in the renewal process.

11. Analysis of loans under Pawnbroker Act – This page will display figures from last year. Update the reporting year and enter the current year’s figures. Use “0” if the question does not apply. Select “Update” or “Save.”

Department of Consumer and Business Services

### Analysis of loans under Pawnbroker Act

Use the form below to update your information. Press the **Save** button to save the changes.  
If one of the questions doesn't apply, please enter 0. Fees and percentage fields must be numeric only.

Once logged in, your session will expire in 45 minutes. The questions on the following screens are the same as the paper annual report, just in a different format. You may want to print the annual report at [pawnbroker.annualreport.oregon.gov](http://pawnbroker.annualreport.oregon.gov) and have your responses prepared prior to logging in. If the session times out prior to completion, your information should be saved, but you will need to log back in to complete the information and submit it.

The division is unable to see any partial filings and will not have access to the information until payment is completed. The annual report is not considered filed timely until all of the information is completed, documents are uploaded and payment received.

Annual report for calendar year ending December 31,

**Loans Outstanding Beginning of Year:**

1. Total number of loans outstanding at beginning of year:

2. Total amount of loans outstanding at beginning of year:

**New Loans:**

3. Number of new loans made during the year (principal only, excludes renewals):

4. Amount of new loans made during the year (principal only, excludes renewals):

**Loans Canceled:**

5. Number of loans canceled during the year - Redeemed (loans collected):

6. Amount of loans canceled during the year - Redeemed (loans collected):

7. Number of loans canceled during the year - Forfeited:

8. Amount of loans canceled during the year - Forfeited:

9. Number of loans canceled during year - Charge as loss:

10. Amount of loans canceled during year - Charge as loss:

**Loans Outstanding End of Year:**

11. Number loans outstanding at year end:

12. Dollar amount of loans outstanding at year end:

**Annual Information:**

13. Total interest charges collected on loans during the year:

14. Total of all other charges and fees collected on loans during the year:

15. Total number of police pick-ups:

16. Total value of police pick ups (Dollar Amount):

**Indicate your current rate of interest and all fees being charged:**

17. Current percentage of interest rate:

18a. Set up fee type:

18b. Set up fee:

19a. Storage fee type:

19b. Storage fee:

20. Firearm fee (Dollar Amount):

21. Lost ticket fee (Dollar Amount):

22a. Do you charge other fees:

22b. Other Fees (Please list all other fee types):

**Save**

Note: The Pawnbroker Annual Report figures are being used in this portion of the renewal. The form can be found at <https://dfr.oregon.gov/business/licensing/financial/Documents/3371.pdf>. Submit a copy of the form in the documents upload section for quality assurance.

12. Application Questions – Attest by selecting “Submit.”

Department of Consumer and Business Services

**menu**

- \* CONTACT INFORMATION
- Corporate Personnel
- \* LICENSE UPDATE
- Questions**
- \* ATTACH DOCUMENTS
- Finish
- [License Home Page](#)
- [Logout](#)

### Application Questions

**Oregon Administrative Rule 441-740-0035 requires the following information to be submitted with your annual report:**

Please answer the following question(s) by choosing the respective answer(s) from the drop-down menu(s) or provide information for the question.  
Click the **submit button** when you have answered the question(s).

Question	Answer
1. Have you made changes to or added off-site storage for large pledged items. (If you have made changes to way pledged items are safeguarded at the store-front location or off-site storage, or added off-site storage, please upload a document in the attach documents section, that provides details about how items are safeguarded. )	<input type="text" value="No"/>
2. If Yes, provide address for off-site storage:	<input type="text"/>
3. Did you file an insurance claim including store inventory or pledged items since the last report? (If yes, please upload a copy of the claim and police report in the attach documents section.)	<input type="text" value="No"/>
4. Full name of officer or authorized employee completing form:	<input type="text"/>
5. Title of person completing form:	<input type="text"/>
6a. Contact information for submitter, enter phone number:	<input type="text"/>
6b. Contact information for submitter, enter email address:	<input type="text"/>

**Attestation**

By clicking the **submit button** you hereby swear or affirm under the penalties of perjury that you understand and have answered the questions truthfully to the best of your knowledge.

Submit

Note: If Question No. 1 was answered “No,” leave Question 2 blank.

13. License Documents upload screen – Select “Choose File” to choose documents and then select “Upload Document” to complete upload.

Department of Consumer and Business Services

**License Documents**

You can use this page to upload documents associated with your license. After uploading a new document, select the document type from the drop-down list.

You must attach the following:

- A copy of your current pawn ticket.
- A print-out of business and/or ABN registration with the Secretary of State's Office (SOS).
- A copy of the declaration pages of an insurance policy or policies showing current fire, theft, and burglary coverage of pledged property or personal property of others.

If you have made changes to or added off-site location for large pledged items, you must upload a document with the off-site storage location details and the description of security used.

If you filed an insurance claim including store inventory or pledged items, since the last report, please upload a document that provides details of the incident including dates, items lost, value of loss, and consumer impact.

If you have added new management or owners, this requires a criminal background and credit check (CRCC). Please attach the completed CRCC authorization form.

Document Name	Download	View	Delete	Type
No Documents				

Click “Choose File” to add a file  No file chosen

Click “Upload Document” to upload the added file

**Note: We are also requesting a copy of the annual report to be uploaded for quality assurance.**

14. Choose the document type from the dropdown menu to identify your uploaded document and select “Save.”

Document Name	Download	View	Delete	Type
RequiredDocument.docx	Download	View	Delete	<input type="button" value="Choose File"/> No file chosen <input type="button" value="Upload Document"/>

No file chosen

15. License documents verification – After uploading all required documents, you may download, view, or delete them. Select “Save” to move forward.



Document Name	Download	View	Delete	Type
RequiredDocument.docx	Download	View	Delete	Pawn ticket
RequiredDocument2.docx	Download	View	Delete	Business/ABN Registration
RequiredDocument3.docx	Download	View	Delete	Insurance Policy Declaration

Choose File No file chosen

Upload Document

Save

16. Application Summary – Review the entered information and attest by selecting “Go to Checkout.”

**Department of Consumer and Business Services**

### Application Summary

Please review the summary below - if you need to make any changes, you can use the menu to go back to any step in the application.

When you're ready to move on, click Continue.

#### Licenses

**Pawnbrokers**

Profession: DFCS-Pawnbrokers  
License Status: Active  
License Number: PB-0453  
Expiration Date: 1/15/2023

#### Address Summary

Name: PAWNBROKER

**Licensee Address:**

Line 1: 123 ADDRESS ST  
Line 2:  
City/Region/Postal Code: SALEM, OR 97301  
Email: CONTACTEMAIL@EMAIL.COM  
Phone: 5039477300

#### Attachments

Document Name	Document Type	View
RequiredDocument.docx	Pawn ticket	<a href="#">View</a>
RequiredDocument2.docx	Business/ABN Registration	<a href="#">View</a>
RequiredDocument3.docx	Insurance Policy Declaration	<a href="#">View</a>

If all the above information is correct, please press the **Go to Checkout** button.

Otherwise, please go back and correct any necessary information.

I attest that all information submitted is true and correct to the best of my knowledge. I further acknowledge that submitting untruthful or misleading information is grounds for denial.

[Go to Checkout](#)

17. Payment screen – Verify the licenses listed and select “Pay Fees.”



Fees

License Number	License Type	Description	Fee Amount
PB-0453	Pawnbroker	Renewal Fee	\$350.00



Click **Pay Fees** to prepare and submit payment for your application.

**Note:** The division does not accept American Express as a form of payment for fees.

As part of the payment process on the next page, you will enter an email address where the receipt for your application fees will be emailed.

All application fees are non-refundable.

Note: Application fees are nonrefundable.

The renewal process is not complete until the division has reviewed the renewal application and annual report. All requested documents must be uploaded to be considered a completed renewal. The division may request more information by email. Failure to timely respond to the email will cause the renewal application to be abandoned. It is important to provide current and monitored email addresses.