



Classic CRD

Form CRS (BD only)

## About Form CRS

On June 5, 2019, the SEC adopted new rules and forms to require broker-dealers and investment advisers to provide a brief relationship summary, [Form CRS](#), to retail investors. This guide is provided to firms registered solely as a Broker-Dealer to assist in the Form CRS upload process.

Dual BD/IA firms can login to either Web CRD or IARD to submit their relationship summary. Dual BD/IA firms with no retail on the IA side will stay in Web CRD to upload Form CRS, and Dual BD/IA firms with retail on both sides will be redirected to IARD to submit Form ADV Part 3. (If a Dual BD/IA firm believes they have been redirected incorrectly, please contact the Gateway Call Center at 301-869-6699 or [WebCRD@finra.org](mailto:WebCRD@finra.org).) Dual BD/IA firms will only upload one PDF file – either a four-page combined relationship summary, or two separate two-page summaries saved to a single file. Additional Form CRS requirements are available [here](#).

### IMPORTANT NOTE:

All classic CRD features should now be accessed through [FINRA Gateway](#), the new FINRA reporting and compliance platform. This new system is designed to focus on compliance functions, such as research, reporting and responding to requests, rather than focusing on the specific system you would access to fulfill your requirements.

If you have any questions or feedback regarding the transition to FINRA Gateway, please contact [FeedbackFINRAGateway@finra.org](mailto:FeedbackFINRAGateway@finra.org).

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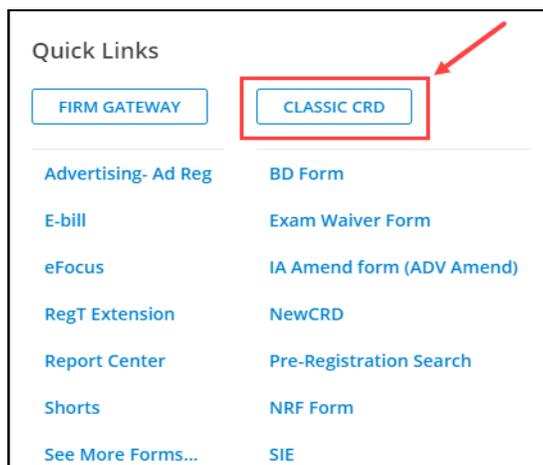
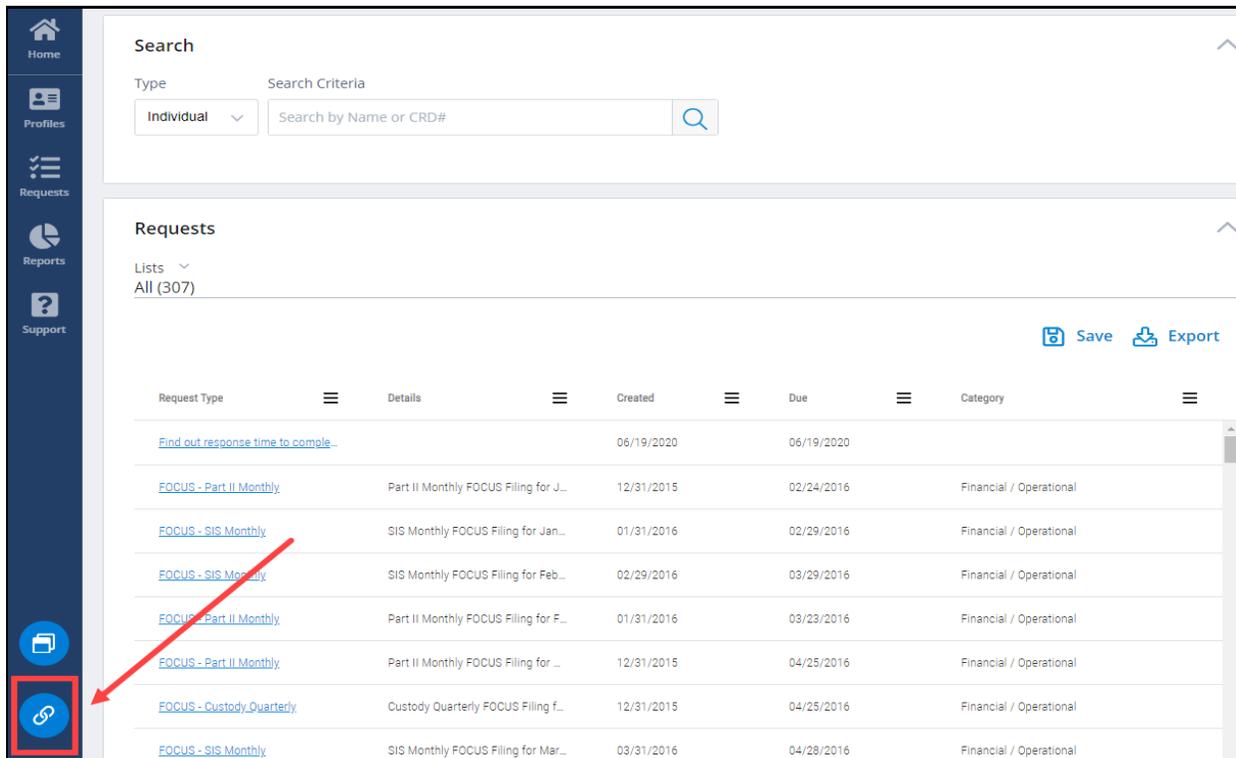
**Need help with CRD? Call the FINRA Gateway Call Center at 301-869-6699**  
8 A.M. - 8 P.M., ET, Monday through Friday.

## Logging in Through FINRA Gateway

Beginning in Summer 2020, the new [FINRA Gateway](#) will become the primary method for accessing FINRA systems. To access FINRA Gateway:

1. Go to <https://gateway.finra.org>, and
2. Enter your existing CRD user ID and password.

Once you have successfully logged into FINRA Gateway, you can navigate to classic CRD using the **Quick Links** menu on the lower-left. Select **Classic CRD** from the list of links and then follow along with the rest of this guide.



## Access Form CRS

Web CRD can be accessed (2) ways:

1. FINRA Firm Gateway at → <https://firms.finra.org>, or
2. Directly at → <https://crd.finra.org>.

Enter your **User ID** and **Password**. (If you access via FINRA Firm Gateway, click on the **Web CRD** tab.)

From the CRD Site Map, click the **Upload Form CRS** hyperlink in the CRD Main column. Users can also select **Relationship Summary** from the submenu near the top of the page.

**Note:** Users are required to have Form BD entitlement in order to upload Form CRS.

The screenshot shows the FINRA Web CRD interface. At the top, there is a navigation bar with tabs for 'CRD Main', 'Forms', 'Individual', 'Organization', 'Reports', and a message 'CRD is being transformed. Learn more'. Below this is a secondary menu with 'Site Map', 'User Info', and 'Relationship Summary'. A red box highlights 'Relationship Summary' with a red arrow pointing to it from the right. The main content area is a grid with three columns: 'CRDMain', 'Forms', and 'Individual'. In the 'CRDMain' column, the 'Form CRS' link is highlighted with a red box, and a red arrow points to it from the right. The 'Forms' column contains various filing options like 'Form U4', 'Initial', 'Amendment', etc. The 'Individual' column contains search and queue options.

CRDMain	Forms	Individual
<b>User Info</b>	<b>Form U4</b>	<b>View Individual</b>
Blank Forms	Create New U4 Filing	<b>Individual Search (New CRD)</b>
FAQ	Initial	Individual Search
Release Notes	Amendment	Disclosure Only Individual Search
SRO/Jurisdiction Fee and Setting Schedule	Concurrence	<b>Non-Filing Info</b>
Recommended Browsers	Page 2 Amendment for Schedule A/B	NFI Individual Search
Certified EFS Vendors	Page 2 Initial for Schedule A/B	<b>SIE</b>
Send Comments	Dual	Enrollments/Results
<b>Form CRS</b>	Relicense All	<b>Firm Queues</b>
Upload Form CRS (Relationship Summary)	Relicense CRD	<b>View Activities (New CRD)</b>
	Relicense IA	Continuing Education
	Pending U4 Filings	Approaching CE Requirement
	Historical U4 Filings	CE 2-Year Termed
		CE Inactive

**Reminder:** Users from Dual BD/IA firms with retail on both sides that click the **Upload Form CRS** link will be redirected to Form ADV. For more information on uploading a relationship summary as an IA or Dual firm, please review the Form ADV Part 3 guidance. [add link to new IARD.com page]

## Uploading Form CRS

Broker-Dealer firms are able to upload Form CRS as a single file that meets the [Form CRS requirements](#) and the following technical specifications:

- PDF format
- Text-searchable
- Contains at least 50 words
- File name may not include special characters (& “ ? < > # { } % ~ / \ .)

Click the **Upload CRS** button to begin the submission process.

**Protect Personal and Sensitive Information!** To ensure that the sensitive personal information you are reporting is not disclosed to the public, you must provide such information only where it is specifically requested. For example, an individual's Social Security Number (SSN) must be reported only in a designated SSN field and not in response to any other question, particularly those questions that allow for a narrative (i.e., free-form text) response. For additional guidance on the reporting of sensitive personal information in the CRD system, please visit: [www.finra.org/crd/protectdata](http://www.finra.org/crd/protectdata)

Filing ID	Filing Date	Type(s)	Affiliate Info	Status	Status Date	Action(s)
There are no CRS filings to display.						

Upload CRS

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### Additional Tips:

Files that are locked or password protected will inhibit the system's ability to search for text. All security on the PDF file must be removed in order to upload the PDF file.

Additionally, files that are scanned to PDF format may not contain searchable text, as scanners generally capture an image of a document. To ensure that the file is text-searchable, the scanner must have the Optical Character Recognition (OCR) turned on.

If a user has PDF editing software (more than a simple PDF reader), existing PDF documents can be made text searchable by enabling OCR within the document. Here are the steps:

1. Open the PDF document.
2. Select "Tools" from the main menu.
3. In the Tools menu, click "Recognize Text" and "In This File".
4. In the Recognize Text window, click "OK"

The text recognition process will proceed. Please note that for a very long document, the process may take several minutes to complete. When all the pages are processed, search for a common word in the document to verify that the document now is text-searchable and then save it.

## Upload Form CRS (continued)

Complete the **Upload Relationship Summary** card. Fields marked with an asterisk (\*) are required. Next click 'browse' and select the appropriate file for upload (shown below), or drag and drop the file in to the **Upload PDF** box.

### Upload Relationship Summary

**Relationship Summary Type \***

i Please note, If you are a *dual registrant* and required to file a Relationship Summary as both a broker-dealer and investment adviser, you should have been automatically routed to IARD. If you were not, please refer to FINRA's CRS filing guide [here](#)

Broker-Dealer (Submit a Relationship Summary as a broker-dealer discussing your brokerage services.)

**Affiliate Information \***

I am submitting a combined Relationship Summary discussing my firm's services and the services provided by an *affiliate*. I understand that my *affiliate* has a separate submission obligation.

*Affiliate* information is not applicable to my Relationship Summary submission.

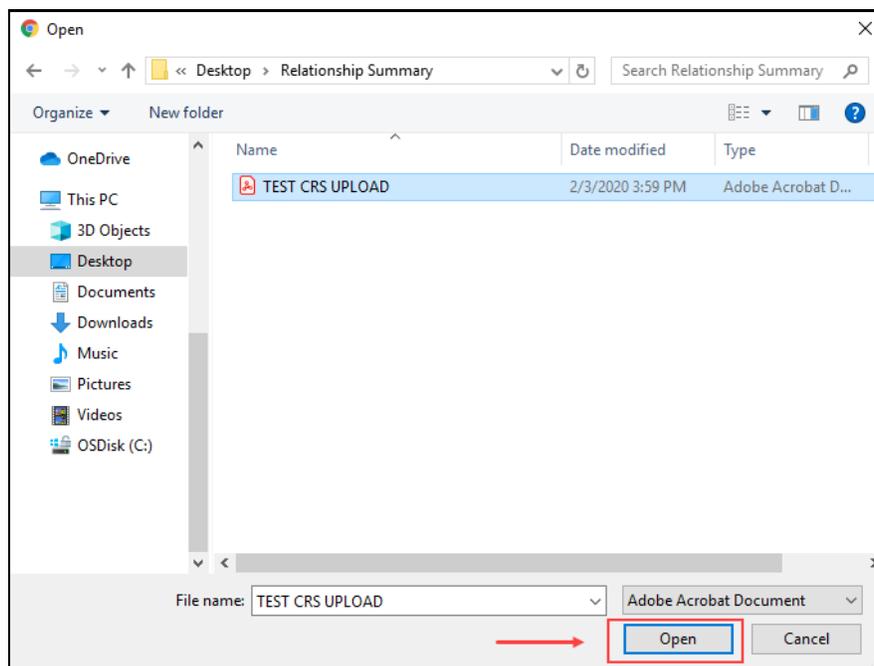
**Upload PDF \***

Drag and drop files here or [browse](#)

←

Total (0) 0.00 MB

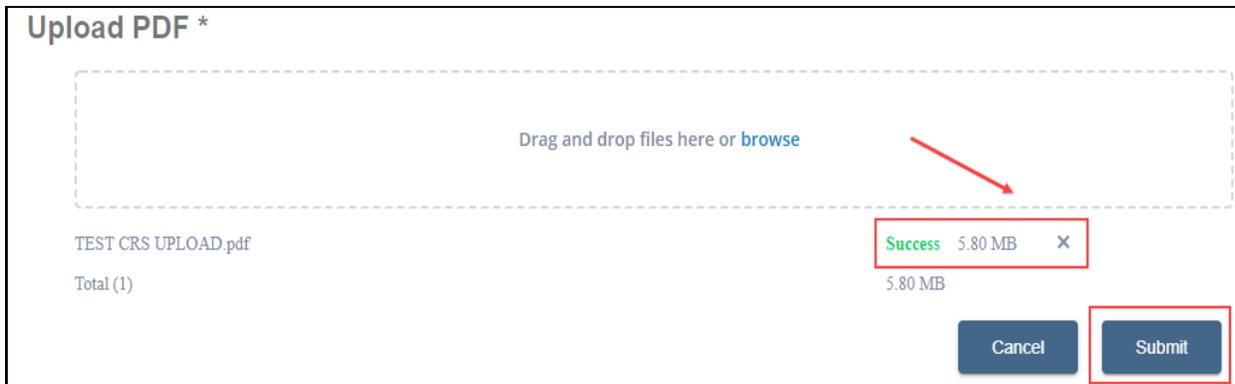
Cancel
Submit



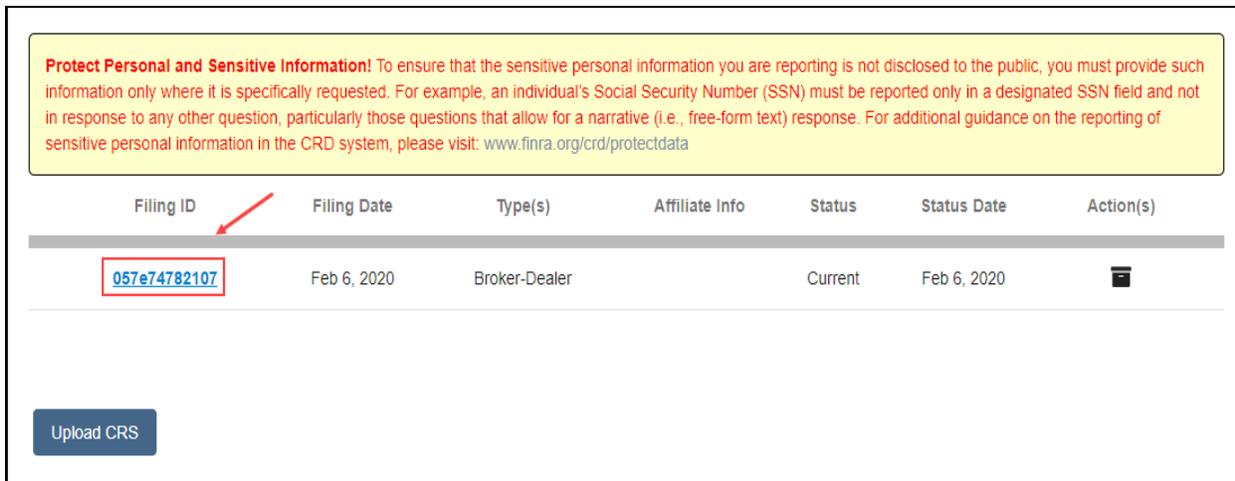
### Upload Form CRS (continued)

Successfully uploaded files will show a “Success” indicator along with the file size. Otherwise, applicable error messages will display if the file does not meet the technical specifications listed on page three of this guide.

If the wrong file was uploaded, click the “X” icon to delete the file and browse for a new one. When ready, click the **Submit** button to submit the **Upload Relationship Summary** card and attached file to the system.



Once submitted successfully, the upload will display as the firm’s current Form CRS. Clicking the hyper-linked Filing ID will open a read-only version of the uploaded file.



## Retiring Form CRS

Firms that are no longer required to have a current Form CRS can explicitly retire their current relationship summary by using the retire icon in the Action(s) column.

**Protect Personal and Sensitive Information!** To ensure that the sensitive personal information you are reporting is not disclosed to the public, you must provide such information only where it is specifically requested. For example, an individual's Social Security Number (SSN) must be reported only in a designated SSN field and not in response to any other question, particularly those questions that allow for a narrative (i.e., free-form text) response. For additional guidance on the reporting of sensitive personal information in the CRD system, please visit: [www.finra.org/crd/protectdata](http://www.finra.org/crd/protectdata)

Filing ID	Filing Date	Type(s)	Affiliate Info	Status	Status Date	Action(s)
<a href="#">057e74782107</a>	Feb 6, 2020	Broker-Dealer		Current	Feb 6, 2020	

Click the acknowledgement checkbox and select the **Submit** button.

**Retire Relationship Summary**

By selecting this box, the firm acknowledges that a CRS is no longer required; any CRS with a status of "Current" will be set to "Retired". These filings will no longer be displayed publicly.

**Relationship Summary Type \***

Broker-Dealer (Submit a Relationship Summary as a broker-dealer discussing your brokerage services.)

**Affiliate Information \***

I am submitting a combined Relationship Summary discussing my firm's services and the services provided by an *affiliate*. I understand that my *affiliate* has a separate submission obligation.

*Affiliate* information is not applicable to my Relationship Summary submission.

The Form CRS status will then change from Current to Retired.

**Protect Personal and Sensitive Information!** To ensure that the sensitive personal information you are reporting is not disclosed to the public, you must provide such information only where it is specifically requested. For example, an individual's Social Security Number (SSN) must be reported only in a designated SSN field and not in response to any other question, particularly those questions that allow for a narrative (i.e., free-form text) response. For additional guidance on the reporting of sensitive personal information in the CRD system, please visit: [www.finra.org/crd/protectdata](http://www.finra.org/crd/protectdata)

Filing ID	Filing Date	Type(s)	Affiliate Info	Status	Status Date	Action(s)
<a href="#">057e74782107</a>	Feb 6, 2020	Broker-Dealer		Retired	Feb 6, 2020	

**Tip:** If a current Form CRS needs to be replaced with a new one, uploading a new CRS will automatically retire any previously submitted Form CRS uploads. Firms are able to have only one current Form CRS at a time.

## Relationship Summary History

To review the Broker-Dealer's Form CRS submission history, click **Organization Search** on the site map or the **Organization** tab at the top of the page. On the following screen, select Relationship Summary from the left navigation panel.

The screenshot shows the FINRA Web CRD interface. At the top, the FINRA logo and 'Web CRD' are visible. Below this is a navigation bar with tabs for 'CRD Main', 'Forms', 'Individual', 'Organization', and 'Reports'. The 'Organization' tab is highlighted with a red box and a red arrow. Below the navigation bar is a breadcrumb trail: 'Site Map | User Info | Relationship Summary'. A second red arrow points to the 'Relationship Summary' link. Below the breadcrumb is a table with four columns: 'CRDMain', 'Forms', 'Individual', and 'Organization'. The 'Organization' column contains a 'View Org' link, which is highlighted with a red box. Below 'View Org' are links for 'Organization Search', 'Branch Search', 'Organization Queues', 'View Activities (New CRD)', and 'Current Deficiencies'.

The screenshot shows the 'View Organization' screen. It features a list of navigation items, each preceded by a square bullet point. The items are: Applicant Information, Registration Status, Legal Status, Answers to Questions, Types of Business, Direct Owners/Executive Officers, Indirect Owners, Other Business Names, Other Business Description, Organization Names, Succession, Introducing Arrangements, Custody and Clearing Arrangements, Financial and Control Arrangements, Affiliates, Form BR Branch Offices, Schedule E Branch Offices, Disclosures, Filing History, Deficiencies, Legacy Information, Request Snapshot, Non-Filing Information, and Relationship Summary. The 'Relationship Summary' item is highlighted with a red box and a red arrow points to it from the left.

## Relationship Summary History (continued)

The firm's Broker-Dealer and Dual Form CRS history will display in a new tab in descending chronological order, with the current Form CRS listed first. Clicking each of the hyperlinked Filing IDs will display a read-only version of the uploaded file.

Form CRS (Relationship Summary)		Firm Name: TEST FIRM			
		Firm CRD: 00000			
Filing ID	Filing Date	Type(s)	Affiliate Info	Status	Status Date
<a href="#">1ae119e667dc</a>	Feb 6, 2020	Broker-Dealer	✓	Current	Feb 6, 2020
<a href="#">057e74782107</a>	Feb 6, 2020	Broker-Dealer		Retired	Feb 6, 2020

**Tip:** A firm's current Form CRS will also display in BrokerCheck and/or IAPD (as applicable) for viewing by the public. When a new Form CRS is uploaded, it will display on the public site(s) the following day.