

**Q: What is the first step to participate in the new Fingerprint Program for Transfer Agents and Clearing Agencies (TA/CAs)?**

A: To participate in the new Fingerprint Program, all organizations will need to create an account with Sterling. For organizations located within the U.S. and its territories, [click here](#) for steps to create an account. For international organizations, please call 1-844-707-7687 to speak to a Sterling representative.

**Q: How long will it take to receive my credentials from Sterling once I create an account?**

A: It will take approximately 2 business days from account creation to receive an email from Sterling with your credentials. If you have not received an email, first check your spam folder. If you cannot locate the email or more than 2 days have passed, please contact Sterling at [taoclientsupport@sterlingcheck.com](mailto:taoclientsupport@sterlingcheck.com) or call 1-833-794-2009.

**Q: Are there other requirements for TA/CAs domiciled outside the U.S. or its territories?**

A. Yes. To ensure compliance with federal private channeling requirements regarding international fingerprint collection and related personal identifiable information, TA/CAs located outside the U.S. or its territories will be required to use a U.S.-based affiliate or designate a U.S.-based agent (U.S. Agent) to participate in the Program. The U.S. Agent must be domiciled in the U.S. and be authorized by the TA/CAs to perform Program responsibilities on behalf of the TA/CA. Program responsibilities include placing fingerprint orders, receiving FBI results and ensuring payment of Sterling invoices.

**Q: What is Sterling’s live scan fingerprinting and how does it work?**

A: Live scan fingerprinting is the process of capturing fingerprints electronically at dedicated Sterling locations in the U.S. or its territories. With live scan fingerprinting at Sterling, there is no ink or hard cards. Click [here](#) to see step-by-step instructions on how Sterling’s live scan fingerprinting process works.

**Q: How can candidates find a fingerprinting location via Sterling’s Identity Network?**

A: Candidates can view Sterling’s Identity Network of live scan fingerprinting locations at [sterlingidentity.com/locations](http://sterlingidentity.com/locations).

**Q: How much does fingerprinting services cost?**

A: Please note that the following costs and fees may apply depending on what option best fits your organization’s needs.

Service Options and Additional Costs	Price
Live Scan Fingerprinting via Sterling’s Identity Network	\$20
Hard Card Processing	\$30
FBI Fee (in addition to Live Scan and Hard Card fees)	\$11.25
FINRA Hard Cards (25-pack)	\$10 plus actual shipping
International Shipping Kit (10-pack)	\$45 plus actual shipping

**Q: Are orders required for all individuals who require fingerprinting?**

A: Yes, orders must be created for all individuals who require fingerprinting, regardless of whether it is hard card or live scan fingerprints. Orders must be created in Sterling’s Client Hub.

**Q: What instructional material is available to help me place fingerprinting orders?**

A: You will receive useful resource links in the Welcome email to help you place fingerprinting orders including [Sterling Fingerprinting User Guide](#), [U.S. Domestic Hard Card Instructional Guide](#) and/or [International Hard Card instructional Guide](#).

**Q: What hard copy fingerprint card is accepted for processing TA/CAs fingerprints?**

A: TA/CAs must use a FINRA-specific card for all hard card fingerprinting. A new FINRA-specific fingerprint card that supports this new Program is available for purchase from Sterling. Any fingerprints received on any other hard cards including FD-258 cards will not be processed and will be destroyed.

**Q: Where can I purchase FINRA-specific fingerprint cards?**

A: FINRA-specific hard cards are available for purchase from Sterling. Instructions for purchasing can be found in the [U.S. Domestic Hard Card Instructional Guide](#) and/or [International Hard Card instructional Guide](#). TA/CAs are required to use FINRA-specific hard cards for the Fingerprint Program for Transfer Agents and Clearing Agencies. Please note:

- To order FINRA-specific hard cards, contact Sterling via email at [taoclientsupport@sterlingcheck.com](mailto:taoclientsupport@sterlingcheck.com) or call 1-833-794-2009.
- FINRA-specific hard cards are available in packets of 25 cards only. You can order as many packets as needed for your candidate volume.
- The cost for each hard card packet is \$10.00 plus actual shipping cost. Sterling uses a cost-effective carrier when possible.
- TA/CAs will be invoiced monthly by Sterling for hard card purchases along with the amount due for fingerprinting services and FBI fees.
- Please make sure that you procure hard cards prior to placing orders in Sterling's Client Hub to ensure orders do not expire.

**Q: Is it acceptable for TA/CAs domiciled in the U.S. to send hard cards?**

A: Organizations that prefer to submit hard cards, may continue to do so. First, you will need to create an order designated as a hard card submission and then send the completed hard cards to Sterling. Please reference the [U.S. Domestic Hard Card Instructional Guide](#) for more information. Note that international TA/CAs are only permitted to use hard cards. See Q# for more information.

**Q: Can international TA/CAs send fingerprints using live scan?**

No. Due to federal channeling restrictions, only hard card fingerprints are accepted from outside the U.S. and its territories. The hard cards must be sent to FINRA and FINRA will forward to Sterling for processing.

**Q. How do I send FINRA-specific hard cards from outside of the U.S. (internationally)?**

A: TA/CAs located outside of the U.S. or its territories must send their hard cards to FINRA and FINRA will forward the cards to Sterling for processing. There are designated international shipping mailers that must be used when sending fingerprints collected outside the U.S. to FINRA. Please reference the [International Hard Card instructional Guide](#) for more information.

**Q Who do I contact with onboarding or fingerprinting-related questions?**

A: It depends on whether your organization is in the U.S. or outside of the U.S.

If you have onboarding or go-live questions and you are located within the U.S., please contact support via phone at 833.794.2009 or email [taoclientsupport@sterlingcheck.com](mailto:taoclientsupport@sterlingcheck.com).

If you have onboarding or go-live questions and you are located outside of the U.S., please contact support via phone at 844.707.7687 or email [taoclientsupport@sterlingcheck.com](mailto:taoclientsupport@sterlingcheck.com).

**Q Can I make edits to the TA/CA service agreement?**

A: No. Sterling does not accept edits to the TA/CA service agreement. TA/CAs must sign the agreement as-is to use Sterling's fingerprinting services.