



NC Branch License Surrender/Cancellation Checklist (Branch)

CHECKLIST SECTIONS

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GENERAL INFORMATION

Instructions

1. File the surrender/cancellation request through NMLS.
2. There is no fee to surrender/cancel.
3. Send nothing to the North Carolina Office of the Commissioner of Banks for surrender/cancellation. We may request additional information upon review of your surrender/cancellation; watch the NMLS license deficiency or requirements section for such requests.
4. The branch manager should not remove company access until the branch license surrender/cancellation request has been submitted through the Nationwide Multistate Licensing System & Registry (NMLS).
5. Remove mortgage loan originator sponsorships associated with the surrendering branch unless the MLOs are under another North Carolina licensed location for your company.

Help Resources

- [Company License Surrender Requests Quick Guide](#)
- [License Status Review & Definitions Quick Guide](#)

Agency Contact Information

Contact the North Carolina Non-Depository Mortgage Licensing & Registration Team by phone at (919) 733-3016 or send your questions via email to Branch@nccob.gov for additional assistance. Any documents required should be uploaded to the NMLS documents section. Below is our mailing address for informational purposes:

For U.S. Postal Service:

North Carolina Office of the Commissioner of Banks
Non-Depository Mortgage Licensing Team
4309 Mail Service Center
Raleigh, NC 27699-4309

For Overnight Delivery:

North Carolina Office of the Commissioner of Banks
Non-Depository Mortgage Licensing Team
316 West Edenton Street
Raleigh, NC 27603

THE APPLICANT/LICENSEE IS FULLY RESPONSIBLE FOR ALL OF THE REQUIREMENTS OF THE LICENSE FOR WHICH THEY ARE APPLYING. THE AGENCY SPECIFIC REQUIREMENTS CONTAINED HEREIN ARE FOR GUIDANCE ONLY TO FACILITATE APPLICATION THROUGH NMLS. SHOULD YOU HAVE QUESTIONS, PLEASE CONSULT LEGAL COUNSEL.

REQUIREMENTS COMPLETED IN NMLS		
Complete	NC Branch License	Submitted via...
<input type="checkbox"/>	Submission of Surrender Request through Branch Form (MU3): Request the surrender of the license through the submission of the Branch Form (MU3). See the Company License Surrender Requests Quick Guide for instructions.	NMLS

REQUIREMENTS SUBMITTED OUTSIDE OF NMLS		
Complete	NC Branch License	Submitted via...
<input type="checkbox"/>	Complaint Resolution: This information must be sent outside of NMLS, directly to the North Carolina Office of the Commissioner of Banks using the method indicated. Resolve any outstanding complaints on file with NCCOB.	As directed by the NCCOB Complaint Letter
<input type="checkbox"/>	Legal: This information must be sent outside of NMLS, directly to the North Carolina Office of the Commissioner of Banks using the method indicated. Resolve any outstanding legal issues with NCCOB.	As directed by the NCCOB Legal Team