

CAFE – Frequently asked questions

Can we have Corporate/shared accounts to access CAFE?

No, Corporate or shared accounts are not allowed. A separate registration is required for each individual user.

What types of filings can I submit via CAFE?

You may submit any application or notice, except Money Services Business Applications, via CAFE. In addition, you may submit additional information or documentation for filings originally submitted via CAFE. Do not submit any information or documentation for filings originally submitted via regular mail. In addition, do not submit correspondence intended for other divisions within the Department.

Can I combine two filings for the same entity in CAFE?

No, if you have more than one filing for the same entity (i.e. Acquisition of a Bank Holding Company with a related Bank Merger Application) please create separate filings in CAFE.

How do I reset my password?

If you have forgotten your password, please use the “reset” button located in the main log in page. A new password will be emailed to you.

What do I do if I am having trouble accessing CAFE?

First, be sure you have the correct username and password. Please note that in addition to Internet Explorer, CAFE has been tested with Chrome, Opera, Firefox and Safari. You may experience some issues accessing CAFE with any other browser.

What is the preferred format for documentation uploaded via CAFE?

The preferred and recommended format for filings is PDF with bookmarks to each section in the document.

Can I submit confidential information via CAFE?

Yes, both public and confidential sections may be submitted via CAFE. However, public and confidential sections should be uploaded as separate documents.

How do I remove or change a filing in CAFE?

You will not be able to change or remove information or entire filings once the filing has been submitted. If you need to remove/withdraw a filing after it has been submitted, please contact the Department.

How do I find out who is the assigned analyst for a specific filing?

An analyst will be assigned to your filing usually within 48 hours from the time you submit the initial filing. You will be able to view the name of the analyst on CAFE.

Does my organization need to designate a coordinator?

Organizations with more than one user registered in CAFE will need to designate a coordinator. The coordinator will be responsible for communications between the organization and the Department related to CAFE.

What is a user's group?

CAFE offers the ability for users within an organization to create a user's group that will allow them to view all filings submitted by the group users, including any documentation included with the filings. In addition, group users will have the ability to submit additional documentation on behalf of other group users. The users must all have the same email domain in order to be part of the group. The group coordinator must submit a completed Users Group Request form to the Department to form a group, add or remove group members.