

Compliance FOCUS

your business our focus

We know that running any business is challenging, especially one that operates in such a highly regulated environment. That's why on top of everything else it helps to have support from a compliance specialist. At Compliance Focus we take time to understand your business. We'll then deliver solutions that will work for you.

Over the next few pages you'll find a summary of just some of the areas where we offer specialist support and advice.

help with the shades of grey....

....because compliance isn't black and white!

FSA Authorisation

We can assist you with your application, irrespective of what stage you're at. We can produce supporting policies and procedures as well as your compliance monitoring plan and provide ongoing compliance support.

ARROW

You may need an extra pair of hands and specialist support whether it's before, during or after your ARROW visit. This can range from preparing the business, (including those on the front line and your senior management team) to interview coaching, reviewing your overall compliance, risk, and corporate governance arrangements through to assistance with your Risk Mitigation Programme (RMP).

If you've not received a date for your ARROW yet then we can help with the groundwork and make sure you're well prepared.

info@compliancefocus.co.uk

Complaints-handling

We can provide support for all of your complaints-handling needs. This can include reviewing your procedures, testing of these in practice, training for your complaints-handlers, benchmarking your process against TCF principles and an overall review of your business risks based on your exposure to complaint types.



Compliance Documentation and Policies

Whether you require documentation tailored to your own specific business requirements or something from our toolkit selection we can provide the solution. These can include items such as a Compliance Manual (FSA, CCA, DPA), Financial Crime Prevention, Breach Reporting, FSA Reporting, Complaints and Claims Handling, Sales Policy, Training and Competence Scheme, Compliance Monitoring arrangements, Compliance Plan, etc.

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Compliance Healthcheck

Often firms want a regulatory risk assessment or a compliance audit as an independent overview of their arrangements. This can provide you with excellent reassurance as to your position. If there are areas that need attention we can help you to develop them.

Compliance Training

We are able to produce firm-specific training or something from our "toolkit" range covering a wide range of areas such as approved persons, financial crime, data protection, regulatory responsibilities, consumer credit, product knowledge, sales process, TCF, financial promotions, etc.



Consumer Credit

If you undertake consumer credit activities then finding your way through the legislation and keeping up to date with regulatory changes can be a minefield. Our specialist division, **Credit Competence** offers compliance support for consumer credit licence holders.

Corporate Governance

Good corporate governance is essential for any successful regulated business. Whether you are applying for FSA authorisation or need to review your arrangements we can assist from terms of reference, committee structures, policies, authority levels, reporting mechanisms, approved persons training, through to general awareness training.

Data Protection

If you're dealing with customers then you'll need to consider your obligations under the Data Protection Act and of course this can cut across all areas of your business. We are able to assess your potential risks and help deliver an integrated policy, including guidance, procedures and training.

Data Security

Much wider than just data protection, data security cuts across all areas of your business and it isn't just about IT controls! When thinking about "data security" you should consider all controls and processes within your firm to:

- prevent unauthorised removal of data;
- protect it from loss, destruction or corruption; and
- preserve its integrity.

Contact us for a free copy of our "No nonsense guide to data security".

Enforcement

If you're in the unfortunate position of enforcement or are likely to be heading that way, you might not believe it now but there can be light at the end of the tunnel.

There may be a significant amount of work to be done including an indepth systems and controls review touching on all areas of your business.

We can support you through the process, including a past business review, and help you to rebuild a relationship with the FSA to demonstrate you've turned things around.



Financial Crime

More businesses came under the regulatory net following the implementation of the Money Laundering Regulations 2007. With other legislation, such as the Proceeds of Crime Act and the FSA's system and controls requirements, it has never been more important to have an integrated, risk-based strategic approach.

We can undertake an assessment of your financial crime risks, including fraud, and provide recommendations. Our service can include staff training and provision of policies.

Mystery Shopping

Mystery Shopping can be a good test of how your controls are working in practice. It is also an excellent assessment of your TCF strategy.

Firms that exceed the Gross Written Premium Income levels for PPI, as outlined in the PPI Order, will also need to undertake an annual mystery shopping exercise.

Having discussed your requirements, we'll get to work and experience your approach first hand!

Past Business Review

Your need for a past business review can be due to a number of reasons and as a result your scope and objectives may differ. We can discuss these with you, agree the framework, including timescales and either oversee or undertake the review.

Sales Process

Having a sales process that both treats customers fairly as well as maximising your earnings potential is vital! We are able to assess your existing arrangements or provide proposals for a new approach.

We'll agree expectations –

then we'll exceed them!

Special Projects

Things never stand still in financial services do they? Whether it's because you're looking at new business opportunities or because you're managing external regulatory threats, there are many situations where you need extra resource or specialism that you can't cater for using your existing resources. Contact us about your requirements to see how we can help.

Treating Customers Fairly

Now the December 2008 deadline has passed you can relax right? Wrong!

Maintaining momentum and keeping focused towards TCF is a key ingredient to embedding an effective culture within your business. We all know that in our industry there are always fresh challenges to be faced and any of these can present you with new TCF issues.

TCF is at the heart of our business model and we can help you to achieve the same, whether it's implementation or reviewing your existing approach.

Unfair Contract Terms

The Unfair Terms in Consumer Contracts Regulations present different issues for businesses. It is good practice to keep your terms under review - not only will it help support your overall TCF strategy but unfair terms are not enforceable against the customer. We are able to review your terms and make recommendations giving due consideration to previous approaches taken by the FSA and OFT.

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About Compliance Focus

Compliance Focus provides specialist compliance support for FSA-authorized firms.

We take the time to understand your business, your strategy, your culture, your values - you!

Our Director has operated in the financial services industry for over 22 years, with the last 15 spent specialising in the compliance arena. This includes a number of Head of Compliance roles for FSA relationship-managed firms.

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Compliance Focus is a member of the Association of Professional Compliance Consultants.



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