

GOOD PRACTICE NOTES FOR COMPLIANCE CONSULTANTS CONTACTING THE FIRM CONTACT CENTRE (FCC).

What you can expect from FSA

The service standards of the FCC are published on the FSA website at the following address fsa.gov.uk/what/revised_standards.html. Every effort is made to adhere to these standards, whilst focussing on accuracy and consistency in the responses we give. We strive to deliver this service for every query received, however it is reasonable to say that it will more often than not be the more complex queries that fall outside these delivery times, a large percentage of which will be asked by compliance consultants.

Help us to help you.

So that we can improve our service to you, we ask that you adhere to the following practices so that all questions coming to the FCC can be dealt with as efficiently as possible.

What we will expect from you:

All calls must be directed through the FCC number (0845 606 9966). Calls must not be made via the FSA main switchboard in attempts to contact an individual on the FCC direct.

To disclose when contacting the FCC

- Your name
- Your firm's name

Before contacting the FCC

- The FCC will expect you to have undertaken a degree of research. We will expect you to have made efforts to refer to the FSA Handbook, the FSA website and the publications available on it. We will also expect you to refer to your own technical library.
- The FCC would prefer to deal with queries received from you, knowing the name of the authorised firm to which they relate. The FCC will expect you to know the specifics about the firm and to pass on the relevant information so that the response provided by the FCC can be as full and concise as possible, based on the information received. The following list is not exhaustive, however this information may include where relevant:
 - ✓ The firm's Part IV permissions*
 - ✓ Its legal status (sole trader, Partnership, LLP Limited etc)
 - ✓ Its depolarised status (when applicable)
 - ✓ Its prudential category
 - ✓ Its capital requirements (including any additional own funds requirements under IPRU (INV) 13.1.4R or PRU 9)
 - ✓ The controlled functions held*
 - ✓ The corporate and/or group structure
 - ✓ Its reporting requirements
 - ✓ Waivers held*
 - ✓ Details of any appointed representatives*

- ✓ Details of any disciplinary action taken against it*
- ✓ Its compliance history

The FCC will only disclose confidential information which we hold about an authorised firm to you if the firm has given you authority to receive such information.

However, the FCC will deal with queries from you on a no (authorised) firm name basis but they would not be able to provide specific firm information not already within the public domain.

Much of this information is available on the FSA Register (marked *), however the remaining information must be obtained directly from the authorised firm, because due to confidentiality constraints the FCC is unable to discuss or disclose confidential information to third parties, even where the name of the authorised firm is disclosed.

Important Notice

As mentioned above, the FCC makes every effort to meet its published service standards, however during November 2004, December 2004 and January 2005, the FCC is expecting a significant increase in the number calls and correspondence it receives due to the commencement of mortgage and general insurance regulation. Increased resources are in place, however it is unlikely that these standards will be met in all cases. We apologise in advance for any inconvenience and ask for your patience during this busy time.