The BIBA Compliance Manual Now on CD Rom

A Digestible Aid to Compliance

The BIBA Compliance Manual, now acclaimed by many as ‘Industry Standard’, has received rave reviews from BIBA Members.

As a result of high demand from our Members, a full updated version of the BIBA Compliance Manual is now available on CD Rom for £250 + V.A.T. (inc. P+P).

The BIBA Compliance Manual contains comprehensive yet plain text on areas such as systems and controls, client money, ICOB, training and competence, regulatory reporting (RMAR) and complaints. Each chapter contains templates in order to assist you achieve, maintain and demonstrate compliance.

A full list of contents and the templates is detailed in the manual’s contents pages, which we have replicated overleaf.

Please note: There are very few paper copies of the manual left and we will be issuing the manual only in CD Rom format going forward.

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To order your CD Rom please see the order form at the bottom of this leaflet.
## SECTION 1 – BACKGROUND AND INTRODUCTION TO FSA
1. Background
2. Scope of New Regime
3. Statutory Objectives of the FSA
4. The FSA’s Approach
5. FSA Handbook

## SECTION 2 – HIGH LEVEL STANDARDS
1. Principles for Business (PRIN)
2. Senior Management Arrangements and Systems and Controls (SYSC).
   2.1. Senior Management Arrangements
   2.2. Systems and Controls
      2.2.1. Organisation
      2.2.2. Compliance
      2.2.3. Risk Management
      2.2.4. Management Information
      2.2.5. Employees and Agents
      2.2.6. Audit Committee
      2.2.7. Internal Audit
      2.2.8. Business Strategy
      2.2.9. remuneration Policy
      2.2.10. Business Continuity
      2.2.11. Record Keeping
      2.3. Whistle Blowing
      2.4. Proceeds of Crime Act 2002
         2.4.1. Reporting Requirements

### SYSC Template 1 - Reporting Team – Large Firm
### SYSC Template 2 - Reporting Team – Small Firm
### SYSC Template 3 - Job Authority Matrix
### SYSC Template 4 - Compliance Breach Report
### CASS Template 1 – Trust Account Set up Letters – Statutory Trust
   Letter 1 – An Existing Account
   Letter 2 – A New Account
   Letter 3 – A Bank Acknowledgement

   Non Statutory Trust Deed Wording

### CASS Template 2 – Trust Account Reconciliations

### Client Asset Key Learning Points and Actions to Take

### Client Asset – Actions You Need to Take.

3. Insurance: Conduct of Business (ICOB)
   3.1. General Rules
      3.1.1. Application and Purpose
      3.1.2. General Rules

### 3.2. Financial Promotions (Marketing)
   3.2.1 What is a Financial Promotion?
   3.2.2. Media of Communication
   3.2.4. General Rules
   3.2.5. Websites
   3.2.6. Use of Third Party Financial Promotions

3.3. Compliant Sales Process
   3.3.1. Pre Approach
   3.3.2. Introduction
   3.3.3. Statement of Demands and Needs
   3.3.4. Presenting the Solution
   3.3.5. Closing the Sale

3.4. On Going Servicing
   3.4.1. Renewals
   3.4.2 Claims Handling
   3.4.3 Mid Term Adjustments

### ICOB Template 1 – Terms of Business Agreement (initial Disclosure Document.)
### ICOB Template 2 – Terms of Business/Customer Charter
### ICOB Template 3 – Statement of Demands and Needs Letter
### ICOB Template 4a – Compliant Sales Process – Retail (face to face)
### ICOB Template 4b – Compliant Sales Process – Retail (telephone)
### ICOB Template 5a – Compliant Sales Process – Commercial (face to face)
### ICOB Template 5b – Compliant Sales Process – Commercial (telephone)

### ICOB Template 6 – File Control Checklist
### ICOB Template 7 – Product Disclosure Rules
### ICOB Template 8 – Policy Summaries and Policy Documents
### ICOB Template 9 – The Compliant Sales Process Checklist

### ICOB - Key Learning Points and Actions to Take

### ICOB - Actions You Need to Take

1. Training and Competency (TC)
   1.1. Recruitment
   1.2. Training and Competency Scheme
      1.2.1. Job Descriptions
      1.2.2. Induction
      1.2.3. Appraisals
      1.2.4. Training
      1.2.5. Maintenance of Competency
      1.2.6. Supervision
### TC Template 1 – Recruitment Interviews Guidance Notes
TC Template 2 – Interview Checklist
TC Template 3 – Example Employee Supervision Form
TC Template 4 - Job Description (Blank)
TC Template 5 – Job Description – Compliance Manager
TC Template 6 – Job Description – Insurance Sales Executive
TC Template 7 – Job Description – Account Handler
TC Template 8 – Job Description – Claims Handler
TC Template 9 – Job Description – Office Manager
TC Template 10 – Induction Programme
TC Template 11 – Appraisal Guidance Notes (for appraisers)
TC Template 12 – Pre-Appraisal Form
TC Template 13 – Appraisal Report
TC Template 14 – Training and Development Action Planner
TC Template 15 – Individual Training Record

#### Training and Competency Key Learning Points and Actions to Take

Training and Competency – Actions You Need to Take

### SECTION 4 – REGULATORY PROCESSES

1. **Authorisation (AUTH)**
   1.1. Forms That Need to be Completed
   1.2. Fees and Annual Income Calculation

**Authorisation Key Learning Points and Actions to Take**

Authorisation – Actions You Need to Take

2. **Supervision (SUP)**
   2.1. Reporting to the FSA
   2.1.1. Submission of Returns
   2.1.2. Data Collection
   2.2. Auditors
   2.3. Notification of Changes to the FSA
   2.3.1 General Notification Requirements
   2.3.2. Core Information Requirements
   2.3.3. Inaccurate, False or Misleading Information

**Supervision Key Learning Points and Actions to Take**

Supervision – Actions You Need to Take

3. **Enforcement (ENF)**

4. **Decision Making (DEC)**

### SECTION 5 – REDRESS

1. **Dispute Resolution and Complaints (DISP)**
   1.1. Identification
   1.1.1. Eligible Complainant
   1.1.2. Definition of a Complaint
   1.2. Investigation
   1.3. Timescales for Responding to Complaints
   1.3.1. Written Acknowledgement
   1.3.2. 4 Week Holding Letter
   1.3.3. Final Response or 8 Week Holding Letter
   1.4. The Final Response
   1.4.1 The Standards to be Applied
   1.4.2 The Form of the Final Response Letter
   1.5. Closing the Case
   1.5.1 Dealing with Correspondence After the Final response.
   1.6. Referrals to Third Parties
   1.7 Record Keeping

2. **Compensation (COMP)**

3. **Complaints Against the FSA**

**Redress Template 1** – Compliant Checklist
**Redress Template 2** – Complaint Log
**Redress Template 3** – Complaints Procedure – What the Customer receives

**Redress Key Learning Points and Actions to Take**

Redress – Actions You Need to Take.

### GLOSSARY OF TERMS
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