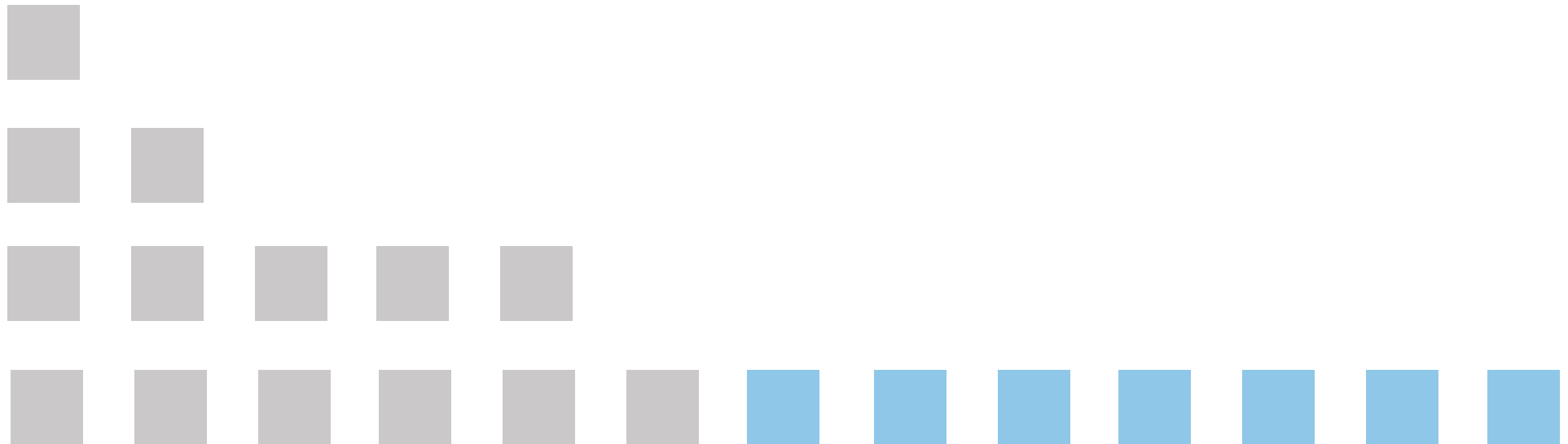


Staged Application for Authorisation Approach

Overview of documentation required at each stage



General Description	STAGE 1	STAGE 2	STAGE 3	STAGE 4 (Mobilisation, if applicable)
	Core application information and documents submitted.	Updated and additional detail/information submitted by the Applicant Firm.	Final set of information/documents submitted. GFSC final assessment carried out.	“Mobilisation” Stage is a ‘testing’ of systems stage for Banking, Investments Class 2, E-Money & DLT sectors.
<p style="writing-mode: vertical-rl; transform: rotate(180deg);">General Information/Documents for all sectors other than Banking, Insurance, Investments Class 2, E-Money and DLT sectors.</p>	<ul style="list-style-type: none"> ● Payment of application fee. ● Information/documents including, but not limited to: <ul style="list-style-type: none"> ○ Core details (requesting specific legal/company information about the Applicant Firm); ○ Comprehensive Business Plan - General – a checklist setting out a non-exhaustive list of the following areas expected to be covered by an Applicant Firm’s comprehensive business plan is available here (“General CBP checklist”): <ul style="list-style-type: none"> ▪ Owners, Controllers, and Sources of Funding; ▪ Key Function Holders, Regulated Individuals and Substance; ▪ Group Supervision assessment (as applicable); ▪ Related Party transactions; ▪ Business Strategy and Model; ▪ Financial Resources and Capital projections; and ▪ Business Model Viability. <p>(Note- the General CBP Checklist is not a ‘template’ business plan. An Applicant Firm’s business plan should be bespoke and tailored to the business of the Applicant Firm)</p> <ul style="list-style-type: none"> ○ Threshold Conditions self- assessment; and ¹ ○ Completed and Signed Controller form(s). 	<ul style="list-style-type: none"> ● Information/documents including, but not limited to: <ul style="list-style-type: none"> ○ Corporate Governance and Control; ○ Business Continuity Management Plan; ○ IT Systems; ○ Operational & Outsourcing Risk; ○ Systems Controls/Risk Management; and ○ Financial Crime (as applicable). ● Financial Crime controls, compliance with Anti-Money Laundering/Combating the Financing of Terrorism (AML/CFT) requirements. ● Full Risk Methodology and framework policy documents; ● Risk Register & Controls; ● Disaster Recovery Plan; and ● Updated Business Plan, if required. 	<ul style="list-style-type: none"> ● Information/documents including, but not limited to: <ul style="list-style-type: none"> ○ Non-financial resources; ○ Compliance structure; ○ Conduct of Business (as applicable) (Full Conduct Risk Framework documents); ○ Detail of KPIs; ○ Consumer Duty compliance (as applicable); ○ Operational Resilience compliance (as applicable); ● Policies and procedures and other key documents, including but not limited to: <ul style="list-style-type: none"> ○ Remuneration Policy; ○ Conflict of Interest Policy; ○ Conflict of Interest Register; ○ Liquidity/Solvency policies; ○ Internal Audit Plan; ○ Complaints Handling Policy; ○ Terms of Reference of the Board, Board sub-Committees, Risk Committee and/or Audit Committee, Underwriting/Pricing committees, as applicable; ○ Audit, Accounting, and Banking arrangements; ○ Professional Indemnity Insurance; ○ Contracts with parties to whom material operational functions are outsourced; ○ Mobilisation Plan (if applicable); and ○ Completed and Signed Regulated Individual form(s) and NED form(s). 	<ul style="list-style-type: none"> ● GFSC Onsite visit (including testing of systems and controls and an IT review). ● Applicant Firms will usually be focused on actioning the following: <ul style="list-style-type: none"> ○ Building and testing products or services and IT systems; ○ building out its infrastructure; ○ Finalising senior management appointments and other staff recruitment and training; ○ completing the build-out of control functions such as Risk, Internal Audit and Compliance; ○ operationalising its policies and procedures; ○ finalising its Recovery Plan, Business Continuity Plan and Solvent Wind-down Plan; and ○ fully capitalising the firm for when it exits mobilisation. ● GFSC Decision taken on whether Applicant Firm has completed Stage 4.

¹ Refer to Financial Services Act 2019, Schedule 12 and sector specific regulations.

General Description	STAGE 1	STAGE 2	STAGE 3	STAGE 4 (Mobilisation, if applicable)
	Core application information and/or documents are submitted.	Updated and /or additional detail/information submitted by the Applicant Firm.	Final set of information and/or documents submitted. GFSC final assessment carried out.	“Mobilisation” Stage is a ‘testing’ of systems stage.
General Information/Documents for Banking sector	<ul style="list-style-type: none"> • Payment of application fee. • Information/documents including, but not limited to: <ul style="list-style-type: none"> o Core details (requesting specific legal/company information about the Applicant Firm); o Comprehensive Business Plan – Credit Institutions – A checklist setting out a non-exhaustive list of the following areas expected to be covered by an Applicant Firm’s comprehensive business plan is available here (“Credit Institutions CBP Checklist”): <ul style="list-style-type: none"> ▪ Owners, Controllers, and Sources of Funding; ▪ Key Function Holders, Regulated Individuals and Substance; ▪ Group Supervision assessment (as applicable); ▪ Related Party transactions; ▪ Business Strategy and Model; ▪ Financial resources and Capital projections; and ▪ Business Model Viability. <p>(Note- the Credit Institutions CBP Checklist is not a ‘template’ business plan. An Applicant Firm’s business plan should be bespoke and tailored to the business of the Applicant Firm)</p> <ul style="list-style-type: none"> o Threshold Conditions self- assessment²; o Completed and Signed Controller form(s); and o Programme of operations. o Where products/services are shared across the Group, evidence that an independent; and transfer pricing exercise has been carried out. 	<ul style="list-style-type: none"> • Information/documents including, but not limited to: <ul style="list-style-type: none"> o Corporate Governance and Control; o Business Continuity Management Plan; o IT Systems; o Operational & Outsourcing Risk; o Systems Controls/Risk Management; o Financial Crime controls, compliance with Anti-Money Laundering/Combating the Financing of Terrorism (AML/CFT) requirements. o Full Risk Methodology and framework policy documents; o Risk Register & Controls; o Disaster Recovery Plan; o Internal Capital Adequacy Assessment Process (ICAAP); o Internal liquidity adequacy assessment process (ILAAP); and o Updated business plan, if required. 	<ul style="list-style-type: none"> • Information/documents including, but not limited to: <ul style="list-style-type: none"> o Non-financial resources; o Compliance structure; o Conduct of Business (as applicable) (Full Conduct Risk Framework documents); o Detail of KPIs; o Consumer Duty compliance (as applicable); and o Operational Resilience compliance (as applicable). • Policies and procedures and other key documents, including but not limited to: <ul style="list-style-type: none"> o Remuneration Policy; o ESG Policy; o Diversity Policy; o Conflict of Interest Policy; o Conflict of Interest Register; o Liquidity/solvency policies; o Internal Audit Plan; o Complaints Handling Policy; o Terms of Reference of the Board, Board sub-Committees, Risk Committee and/or Audit Committee, Underwriting/Pricing committees, as applicable; o Audit, accounting, and banking arrangements; o Professional Indemnity Insurance; o Outline of how the bank will identify connected exposures; o Credit and concentration risk policies; o Liquidity/solvency policies – including calculations of the liquidity coverage ratio (LCR) and details of how the bank will be meeting the phased LCR threshold amounts specified in CRD IV; o Training record/log & content; o Product Governance Framework; o Vulnerable Customer Policy; o Contracts with parties to whom material operational functions are outsourced; o Mobilisation Plan (if applicable); and o Completed and Signed Regulated Individual form(s) and NED form(s). 	<ul style="list-style-type: none"> • GFSC Onsite visit (including testing of systems and controls and an IT review). • Applicant Firms will usually be focused on actioning the following: <ul style="list-style-type: none"> o Building and testing products or services and IT systems; o building out its infrastructure; o Finalising senior management appointments and other staff recruitment and training; o completing the build-out of control functions such as Risk, Internal Audit and Compliance; o operationalising its policies and procedures; o finalising its Recovery Plan, Business Continuity Plan and Solvent Wind-down Plan; and o fully capitalising the firm for when it exits mobilisation. • GFSC Decision taken on whether Applicant Firm has completed Stage 4.

² Refer to Financial Services Act 2019, Schedule 12 and sector specific regulations.

General Description	STAGE 1	STAGE 2	STAGE 3	STAGE 4 (Mobilisation, if applicable)
	Core application information and documents submitted	Updated and additional detail/information submitted by the Applicant Firm.	Final set of information/documents submitted. GFSC final assessment carried out	"Mobilisation" Stage is a 'testing' of systems stage.
General Information/Documents for DLT sector	<ul style="list-style-type: none"> ● Payment of application fee. ● Information/documents including, but not limited to: <ul style="list-style-type: none"> ○ Core details (requesting specific legal/company information about the Applicant Firm); ○ Comprehensive Business Plan- DLT - A checklist setting out a non-exhaustive list of the following areas expected to be covered by an Applicant Firm's comprehensive business plan is available here ("DLT CBP Checklist"): <ul style="list-style-type: none"> ▪ Owners, Controllers, and Sources of Funding; ▪ Key Function Holders, Regulated Individuals and Substance; ▪ Group Supervision assessment (as applicable); ▪ Related Party transactions; ▪ Business Strategy and Model; ▪ Financial Resources and Projections; ▪ Details of firm's proposed minimum regulatory capital calculation; and ▪ Business Model Viability. <p>(Note- the DLT CBP Checklist is not a 'template' business plan. An Applicant Firm's business plan should be bespoke and tailored to the business of the Applicant Firm)</p> <ul style="list-style-type: none"> ○ Threshold Conditions.³ & DLT Regs Regulatory principles self- assessment; ○ Completed and Signed Controller form(s); ○ Source of wealth/funds for each shareholder with evidence to support it; ○ Where products/services are shared across the Group, evidence that an independent; and transfer pricing exercise has been carried out. 	<ul style="list-style-type: none"> ● Information/documents including, but not limited to: <ul style="list-style-type: none"> ○ Corporate Governance and Control; ○ Business Continuity Management Plan; ○ IT Systems; ○ Operational & Outsourcing Risk; ○ Outsourcing register; ○ Systems control/ Risk management; ○ Financial Crime controls, compliance with Anti-Money Laundering/Combating the Financing of Terrorism (AML/CFT) requirements; ○ Full Risk Methodology and framework policy documents; ○ Risk Register & Controls; ○ Disaster Recovery Plan; and ○ Updated business plan, if required. ● Safeguarding of Customer Assets- Policies and procedures, including but not limited to: <ul style="list-style-type: none"> ○ private key management; ○ details of distribution of client assets between hot and cold storage; and ○ details of any third parties and the risk assessment performed by the firm in choosing provider. 	<ul style="list-style-type: none"> ● Information/documents including, but not limited to: <ul style="list-style-type: none"> ○ The firms Terms and Conditions; ○ The firms Risk Warning and/or Disclosure Statement; ○ The proposed fee schedule; ○ Detail of KPIs; ○ Non-financial resources; ○ Compliance structure; ○ Conduct of Business (Full Conduct Risk Framework documents); ○ Consumer Duty compliance (as applicable)); and ○ Operational Resilience compliance (as applicable). ● Policies and procedures and other key documents, including but not limited to: <ul style="list-style-type: none"> ○ Remuneration Policy; ○ Conflict of Interest Policy; ○ Conflict of Interest Register; ○ Liquidity/solvency policies; ○ Internal Audit Plan; ○ Complaints Handling Policy; ○ Market Abuse/ Insider Trading Policies; ○ Terms of Reference of the Board, Board sub-Committees, Risk Committee and/or Audit Committee, Underwriting/Pricing committees (as applicable); ○ Audit, accounting, and banking arrangements; ○ Professional Indemnity Insurance; ○ Contracts with parties to whom material operational functions are outsourced; ○ Mobilisation Plan (if applicable); and ○ Completed and Signed Regulated Individual form(s) and NED form(s). 	<ul style="list-style-type: none"> ● GFSC Presentations - Live demonstrations covering: <ul style="list-style-type: none"> ○ Customer onboarding process – KYC system / customer and back-end view. ○ Wallet screening. ○ Transaction monitoring. ○ Live demonstration of risk register – identification, logging, escalation and mitigation. ○ Complaints handling – customer and back-office view. ○ Demonstration of Custody arrangements. ○ Overview of products and services – for example, for spot trading review the order book and matching engine / margin or leverage trading review the liquidation mechanisms and associated customer protective measures working in practice. ● Applicant Firms will usually be focused on actioning the following: <ul style="list-style-type: none"> ○ Building and testing products or services and IT systems. ○ building out its infrastructure ○ Finalising senior management appointments and other staff recruitment and training. ○ completing the build-out of control functions such as Risk, Internal Audit and Compliance. ○ operationalising its policies and procedures. ○ finalising its Recovery Plan, Business Continuity Plan and Solvent Wind-down Plan. ○ fully capitalising the firm for when it exits mobilisation. ● GFSC Decision taken on whether Applicant Firm has completed Stage 4.

³ Refer to Financial Services Act 2019, Schedule 12, and sector specific regulations.

General Description	STAGE 1	STAGE 2	STAGE 3	STAGE 4 (Mobilisation, if applicable)
	Core application information and documents submitted	Updated and additional detail/information submitted by the Applicant Firm	Final set of information/documents submitted. GFSC final assessment carried out	"Mobilisation" Stage is a 'testing' of systems stage.
General Information/Documents for Electronic Money sector	<ul style="list-style-type: none"> ● Payment of application fee. ● Information/documents including, but not limited to: <ul style="list-style-type: none"> ○ Core details (requesting specific legal/company information about the Applicant Firm); ○ Comprehensive Business Plan- E-Money - A checklist setting out a non-exhaustive list of the following areas expected to be covered by an Applicant Firm's comprehensive business plan is available here ("E-Money CBP Checklist"): <ul style="list-style-type: none"> ▪ Owners, Controllers, and Sources of Funding; ▪ Key Function Holders, Regulated Individuals and Substance; ▪ Group Supervision assessment (if applicable); ▪ Related Party transactions; ▪ Business Strategy and Model; ▪ Financial Resources and projections; and ▪ Business Model Viability. <p>(Note- the E-Money CBP Checklist is not a 'template' business plan. An Applicant Firm's business plan should be bespoke and tailored to the business of the Applicant Firm)</p> <ul style="list-style-type: none"> ○ Threshold Conditions self- assessment⁴; and ○ Completed and Signed Controller form(s). ○ Where products/services are shared across the Group, evidence that an independent; and transfer pricing exercise has been carried out. 	<ul style="list-style-type: none"> ● Information/documents including, but not limited to: <ul style="list-style-type: none"> ○ Corporate Governance and Control; ○ Business Continuity Management Plan; ○ IT Systems; ○ Operational & Outsourcing Risk ○ Systems controls/Risk management; ○ Financial Crime controls, compliance with Anti-Money Laundering/Combating the Financing of Terrorism (AML/CFT) requirements; ○ Full Risk Methodology and framework policy documents; ○ Risk Register & Controls; ○ Disaster Recovery Plan; and ○ Updated business plan, if required. 	<ul style="list-style-type: none"> ● Information/documents including, but not limited to: <ul style="list-style-type: none"> ○ Non-financial resources; ○ Compliance structure; ○ Conduct of Business (Full Conduct Risk Framework documents); ○ Detail of KPIs; ○ Consumer Duty compliance (as applicable); and ○ Operational Resilience compliance (as applicable). ● Policies and procedures and other key documents, including but not limited to: <ul style="list-style-type: none"> ○ Remuneration Policy; ○ Conflict of Interest Policy; ○ Conflict of Interest Register; ○ Liquidity/solvency policies; ○ Internal Audit Plan; ○ Complaints Handling Policy; ○ Terms of Reference of the Board, Board sub-Committees, Risk Committee and/or Audit Committee, Underwriting/Pricing committees (as applicable); ○ Audit, accounting, and banking arrangements; ○ Professional Indemnity Insurance; ○ an insurance policy with an authorised insurer, a guarantee from an authorised insurer, or a guarantee from an authorised credit institution; ○ Contracts with parties to whom material operational functions are outsourced; ○ Mobilisation Plan (if applicable); and ○ Completed and Signed Regulated Individual form(s) and NED form(s). 	<ul style="list-style-type: none"> ● GFSC Onsite visit (including testing of systems and controls and an IT review). ● Applicant Firms will usually be focused on actioning the following: <ul style="list-style-type: none"> ○ Building and testing products or services and IT systems; ○ building out its infrastructure; ○ Finalising senior management appointments and other staff recruitment and training; ○ completing the build-out of control functions such as Risk, Internal Audit and Compliance; ○ operationalising its policies and procedures; ○ finalising its Recovery Plan, Business Continuity Plan and Solvent Wind-down Plan; and ○ fully capitalising the firm for when it exits mobilisation. ● GFSC Decision taken on whether Applicant Firm has completed Stage 4.

⁴ Refer to Financial Services Act 2019, Schedule 12 and sector specific regulations.

General Description	STAGE 1	STAGE 2	STAGE 3	STAGE 4 (Mobilisation, if applicable)
	Core application information and documents submitted	Updated and additional detail/information submitted by the Applicant Firm.	Final set of information/documents submitted. GFSC final assessment carried out	"Mobilisation" Stage is a 'testing' of systems stage.
General Information/Documents for Investments (Class 2) sector	<ul style="list-style-type: none"> • Payment of application fee. • Information/documents including, but not limited to: <ul style="list-style-type: none"> o Core details (requesting specific legal/company information about the Applicant Firm); o Comprehensive Business Plan- Investment- a checklist setting out a non-exhaustive list of the following areas expected to be covered by an Applicant Firm's comprehensive business plan is available here ("Investments Class 2 CBP Checklist"): <ul style="list-style-type: none"> ▪ Owners, Controllers, and Sources of Funding ▪ Key Function Holders, Regulated Individuals and Substance; ▪ Group Supervision assessment (if applicable) ▪ Related Party transactions; ▪ Business Strategy and Model; ▪ Financial Resources and Capital Projections; and ▪ Business Model Viability. <p>(Note- the Investments Class 2 CBP Checklist is not a 'template' business plan. An Applicant Firm's business plan should be bespoke and tailored to the business of the Applicant Firm)</p> <ul style="list-style-type: none"> o Threshold Conditions self- assessment⁵; o Completed and Signed Controller form(s); o Internal Capital Adequacy and Risk Assessment (ICARA) document; o Establishment of Risk Committee (if applicable); and o Confirmation of Professional Indemnity Insurance. o Where products/services are shared across the Group, evidence that an independent; and transfer pricing exercise has been carried out. 	<ul style="list-style-type: none"> • Information/documents including, but not limited to: <ul style="list-style-type: none"> o Corporate Governance and Control; o Business Continuity Management Plan; o IT Systems; o Systems Controls/Risk management; o Financial Crime controls, compliance with Anti-Money Laundering/Combating the Financing of Terrorism (AML/CFT) requirements; o Full Risk Methodology and Framework Policy documents; o Risk Register – showing consideration of K factors (K-CON); o Disaster Recovery Plan; and o Updated Business Plan, if required. 	<ul style="list-style-type: none"> • Information/documents including, but not limited to: <ul style="list-style-type: none"> o Detail of KPIs; o Non-financial resources; o Compliance structure; o Conduct of Business (Full Conduct Risk Framework documents); o Consumer Duty compliance (as applicable); and o Operational Resilience compliance (as applicable). • Policies and procedures and other key documents, including but not limited to: <ul style="list-style-type: none"> o Remuneration Policy; o Conflict of Interest Policy; o Conflict of Interest Register; o Liquidity/solvency policies; o Internal Audit Plan; o Complaints Handling Policy; o Terms of Reference of the Board, Board sub-Committees, Risk Committee and/or Audit Committee, Underwriting/Pricing committees, as applicable; o Audit, accounting, and banking arrangements; o Professional Indemnity Insurance; o Diversity Policy; o Investment Policy; o ESG Policy; o Disruptions Log; o Full Conduct Risk Framework documents; o IIFPR Liquidity requirement; o Client facing documents, where advice is to be provided; o Contracts with parties to whom material operational functions are outsourced; o Mobilisation Plan (if applicable); and o Completed and Signed Regulated Individual form(s) and NED form(s). 	<ul style="list-style-type: none"> • GFSC Onsite visit (including testing of systems and controls and an IT review). • Applicant Firms will usually be focused on actioning the following: <ul style="list-style-type: none"> o Building and testing products or services and IT systems; o building out its infrastructure; o Finalising senior management appointments and other staff recruitment and training; o completing the build-out of control functions such as Risk, Internal Audit and Compliance; o operationalising its policies and procedures; o finalising its Recovery Plan, Business Continuity Plan and Solvent Wind-down Plan; and o fully capitalising the firm for when it exits mobilisation. • GFSC Decision taken on whether Applicant Firm has completed Stage 4.

⁵ Refer to Financial Services Act 2019, Schedule 12 and sector specific regulations.

General Description	STAGE 1	STAGE 2	STAGE 3
	Core application information and documents submitted	Updated and additional detail/information submitted by the Applicant Firm	Final set of information/documents submitted. GFSC final assessment carried out
General Information/Documents for Insurance	<ul style="list-style-type: none"> ● Payment of application fee. ● Information/documents including, but not limited to: <ul style="list-style-type: none"> ○ Core details (requesting specific legal/company information about the Applicant Firm); ○ Comprehensive Business Plan- Insurance; ○ A checklist setting out a non-exhaustive list of the following areas expected to be covered by a firm’s comprehensive business plan is available here (“Insurance CBP Checklist”): <ul style="list-style-type: none"> ▪ Owners, Controllers, and Sources of Funding; ▪ Key Function Holders, Regulated Individuals and Substance; ▪ Group Supervision assessment (if applicable); ▪ Business Strategy, Distribution Strategy and Model; ▪ Financial Resources and Capital projections/information; ▪ Business Model Viability; and ▪ Insurance Risk (Underwriting & Pricing, Claims & Reserving, Reinsurance). <p>(Note- the Insurance CBP Checklist is not a ‘template’ business plan. An Applicant Firm’s business plan should be bespoke and tailored to the business of the Applicant Firm)</p> <ul style="list-style-type: none"> ○ Threshold Conditions self- assessment⁶; ○ Completed and Signed Controller form(s); ○ Related Party transactions; ○ Own Risk & Solvency Assessment (ORSA); ○ Scheme of Operations; ○ Solvency Capital requirement forecast (EIOPA); ○ Minimum Capital Requirement (MCR); ○ Stress test on Financial Projections; and ○ Establishment of Remuneration Committee. ○ Where products/services are shared across the Group, evidence that an independent; and transfer pricing exercise has been carried out. 	<ul style="list-style-type: none"> ● Information/documents including, but not limited to: <ul style="list-style-type: none"> ○ Corporate Governance and Control ○ IT infrastructure, Cyber and systems including outsourcing arrangements; ○ Operational & Outsourcing Risk including material’ outsourcing arrangements; ○ Systems controls & Risk management; ○ Financial Crime controls, compliance with Anti-Money Laundering/Combating the Financing of Terrorism (AML/CFT) requirements (as applicable); ● Risk Methodology and framework policy documents. ● Business Continuity Management Plan; ● Disaster Recovery Plan; and ● Risk Register & Controls Updated business plan, if required. 	<ul style="list-style-type: none"> ● Information/documents including, but not limited to: <ul style="list-style-type: none"> ○ Detail of KPIs. ○ Non-financial resources. ○ Compliance structure. ○ Conduct of Business (Full Conduct Risk Framework documents). ○ Customer Journey from sales to claims with information provided to customers at each time of the cycle; ○ Outcomes to be visible and reviewed at board level; ○ Complaints Appetite indicators; ○ Claims Appetite indicators and Follow- up report; ○ Claims Performance Reports (Evolution of Claims, Claims Frequency, Complaints on Claims, Acceptations Ratios, Declined, Declination causes, claims feed into Product review); ○ Distributors Fee Structure; ○ New Product Assessment Reports; ○ Customer Outcomes to be visible and reviewed at board level; ○ Board Dashboards on products performance (prices, claims and complaints); ○ Consumer Duty compliance (as applicable) ○ Operational Resilience compliance (as applicable). ● Policies and procedures and other key documents, including but not limited to: <ul style="list-style-type: none"> ○ Remuneration Policy; ○ Conflict of Interest Policy; ○ ESG Policy; ○ Diversity Policy; ○ Conflict of Interest Register; ○ Liquidity/solvency policies; ○ Internal Audit Plan; ○ Complaints Handling Policy; ○ Terms of Reference of the Board, Board sub-Committees, Risk Committee and/or Audit Committee, Underwriting/Pricing committees, as applicable; ○ Audit, accounting, and banking arrangements; ○ Professional Indemnity Insurance; ○ Claims & Complaints Handling Policies & Procedures; ○ Risk event log (presented to board quarterly); ○ Terms of Reference of the Conduct Committee, if applicable;

⁶ Refer to Financial Services Act 2019, Schedule 12 and sector specific regulations.

			<ul style="list-style-type: none"> o Pricing Policies and Procedures; o Vulnerable Customers Policy; o Claims Handling agreement which should be recorded (claims upheld, accepted, declined, fraud prevention); o Claims Auditing oversight; o Mobilisation Plan (if applicable); o Contracts with parties to whom material operational functions are outsourced; o Outsourcing contracts with Claims Handlers and Monitoring Plan. o Agreements with main distributors / TOBAs; o Delegations of Authority; and o Completed and Signed Regulated Individual form(s) and NED form(s).
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