This form is part of CP8/17 'Strengthening accountability in banking and insurance: optimisations to the SIMR, and changes to SMR forms', available at: http://www.bankofengland.co.uk/pra/Pages/publications/cp/2017/cp817.aspx.



Application number (for *PRA* use only)

Form L: Notifications of breach of conduct rules and related disciplinary action in relation to an employee performing a certification function or a Conduct Rules non-executive director

PRA Rulebook Reference: Notifications 11

7 March 2016

A *firm* should only use this Form to make a notification in relation to an employee performing a *certification* function specified by the PRA or a <u>Conduct Rules non-executive director</u>. Notifications of conduct rules breaches relating to a *person* performing a <u>Senior Management Function</u> should be made using Form C or Form D, as set out in Notifications 11.7.

Name of individual (to be completed by firm)	
Name of firm	
Firm Reference Number (FRN)	

Prudential Regulation Authority
20 Moorgate
London
EC2R 6DA
United Kingdom
Telephone +44 (0) 203 461 7000
Email PRA.firmenquiries@bankofengland.co.uk
Website www.bankofengland.co.uk/PRA

Contact Details Section 1

1.01	а	Who should the <i>PRA</i> contact at the <i>firm</i> in relation to this notification?	
	b	Position	
	С	Telephone	
	d	Fax	
	е	E-mail	
	f	Business address	
		Postcode	

Form L: Notifications of conduct breaches and related disciplinary action for employees performing a PRA certification function <u>or Conduct Rules non-executive directors</u>

Details of individual

2.01	Individual Reference Number (IRN) – If applicable		
2.02	Title (e.g. Mr, Mrs, Ms, etc)		
2.03	Surname		
2.04	ALL forenames		
2.05	Date of birth	//	
2.06	Nationality		
2.07	National Insurance Number (or Passport number		
2.08	Job Title or Position		
2.09	Additional entities or firms to which the breach is relevant (FRN / Firm name)		

Details of known or suspected	l breach

Section 3

This section should be completed by a firm to:

- (a) make a notification under section 64B(5) of the Financial Services and Markets Act 2000 of a known or suspected breach of the Individual Conduct Rules set out in Chapter 2 of the Conduct Rules Part of the PRA Rulebook (Conduct Rules 2) by a person performing a certification function as specified in Certification 2;
- (b) make a notification under section 64C of the Financial Services and Markets Act 2000 of disciplinary action (as defined in section 64C(2)) due to any action, failure to act or circumstance that amounts to a breach of any Individual Conduct Rule set out in Conduct Rules 2;
- (c) make a follow up notification to update a determination that has previously been the subject of a notification made by the Firm in relation to (a). See Notifications 11.3 and 11.4 in the PRA Rulebook.

3.01 Is the firm updating a determination that has previously been the subject of a notification made under section 64C 64B(5 of the Financial Services and Markets Act 2000?
YES NO
If the firm has answered "No", please go to section 3.02

If the firm has answered "Yes", please go to section 3.04

3.02-Known or suspected breach. Breach of Individual Conduct Rules If the firm is making a notification under section 64B(5) of the Financial Services and Markets Act 2000 of a known or suspected breach of the Individual Conduct Rules set out in PRA Conduct Rules 2, p Please complete the relevant boxes below.-

	Tick the rule(s) relevant to this notification	Tick if this is a known breach	Tick if this is a suspected breach
Individual Conduct Rules			
Rule 1: You must act with integrity.			
Rule 2: You must act with due skill, care and diligence.			
Rule 3: You must be open and cooperative with the FCA, the PRA and other regulators.			
Senior Manager Conduct Rules			
Senior Manager Conduct Rule 4: You must disclose appropriately any information of which the FCA or PRA would reasonably expect notice.			

3.03 Details of breach: For each breach please provide the following information: (If there is insufficient space, please continue on a separate sheet of paper and clearly identify the section and question to which the additional information relates.)

Form L: Notifications of conduct breaches and related disciplinary action for employees performing a PRA certification function or Conduct Rules non-executive directors

	а	Date when known or suspected breach(es) came to the attention of the firm:	
	b	Date or period of known or suspected breach(es):	
	С	Details of the known or suspected breach(es):	_
3.04	ι	Jpdate to previously notified known or suspected br	each(es):
	а	Date of previous notification to which this update relates	_
	b	Update Details:	

3.05	Disciplinary action. If the firm is making a notification under section 64C of the Financial Services and Markets Act 2000 and Notifications 11.53, please provide details below of disciplinary action taken and the reasons for this action:

Knowingly or recklessly giving the *PRA* information which is false or misleading in a material particular may be a criminal offence (section 398 of the Financial Services and Markets Act 2000). It should not be assumed that information is known to the *PRA* merely because it is in the public domain or has previously been disclosed to the *PRA* or another regulatory body. If there is any doubt about the relevance of information, it should be included.

In addition to other regulatory responsibilities, *firms* have a responsibility to disclose to the *PRA* matters of which it or they would reasonably expect to be notified. Failure to notify the PRA of such information may lead to the *PRA* taking action against the *firm*.

For the purposes of complying with the Data Protection Act, the personal information in this form may be used by the *PRA* to discharge its statutory functions and in accordance with the Data Protection Act. It will not be disclosed for any other purposes without the permission of the *firm*.

The *firm* confirms that the information in this Form is accurate and complete to the best of its knowledge and belief. The *firm* will notify the *PRA* immediately if there is a material change to the information provided.

If the *firm* submits this Form on behalf of one or more other *firms*, the *firm* confirms that is duly authorised by such *firm*(s) to make such submission.

The *PRA* may seek to verify the information given in this Form including answers pertaining to fitness and propriety and make such enquiries and seek further information as it or they consider appropriate. The *firm* authorises the *PRA*, as applicable, to make such enquiries and seek such further information as it thinks appropriate in the course of verifying the information given in this Form.

I confirm that a permanent copy of this notification, signed by the *firm*, will be retained by the *firm* for an appropriate period, for inspection at the *PRA*'s request.

I confirm that I have read and understood the declaration.

I confirm that the information in this Form is accurate and complete to the best of my knowledge and belief.

4.01	Name of firm	
4.02	Name of <i>person</i> signing on behalf of the <i>firm</i>	
4.03	Job title	
4.04	Signature	
	Date	11

This form is being consulted on as part of CP8/17 'Strengthening accountability in banking and insurance: optimisations to the SIMR, and changes to SMR forms', available at: http://www.bankofengland.co.uk/pra/Pages/publications/cp/2017/cp817.aspx.





Application number (for FCA/PRA use only)

The FCA and PRA have produced notes which will assist both the applicant and the candidate in answering the questions in this form. Please read these notes, which are available on both FCA and PRA websites at: https://www.handbook.fca.org.uk/handbook/SUP/10C/Annex2D.html
https://www.bankofengland.co.uk/PRA

Both the applicant and the *candidate* will be treated by the *FCA* and *PRA* as having taken these notes into consideration when completing this form.

Long Form A – UK Relevant Authorised Persons and Third Country Relevant Authorised Persons only

Application to perform senior management functions

FCA Handbook Reference: SUP 10C Annex 2D

PRA Rulebook Reference: Senior Managers Regime - Applications and Notifications

7 March 2016

Name of <i>candidate</i> (to be completed by applicant firm)	
Name of <i>firm</i> (as entered in 2.01)	
Firm reference number (as entered in 2.02)	

Financial Conduct Authority 25 The North Colonnade Canary Wharf London E14 5HS United Kingdom

Telephone +44 (0) 300 500 0597 E-mail iva@fca.org.uk

Website http://www.fca.org.uk

Registered as a Limited Company in England and Wales

No 1920623. Registered Office as above

Prudential Regulation Authority

20 Moorgate London EC2R 6DA United Kingdom

Telephone +44 (0) 203 461 7000

E-mail PRA-ApprovedPersons@bankofengland.co.uk

Website www.bankofengland.co.uk/PRA

Perso	nal identification details	Section 1
1.01 a	Candidate Individual Reference Number (IRN)	
b	OR name of previous regulatory body	
С	AND previous reference number (if applicable)	
1.02	Title (e.g. Mr, Mrs, Ms, etc)	
1.03	Surname	
1.04	ALL forenames	
1.05	Name commonly known by	
1.06	Date of birth (dd/mm/yyyy)	
1.07	National Insurance number	
1.08	Previous name	
1.09	Date of name change	
1.10 a	Nationality	
b	Passport number (if National Insurance number not	

available)

Place of birth

1.11

~	I have supplied further information	YES	NO
7	related to this page in Section 6	YES	NO _

1.12	а	Private address				
	b			Postcode		
	С	Dates resident at this address (mm/yyyy)	From		To F	PRESENT
		(If address has changed in the last three three years.)	years, please prov	ride addresses fo	r the pre	vious
1.13	а	Previous address 1				
	b			Postcode		
	С	Dates resident at this address (mm/yyyy)	From		То	
1.14	а	Previous address 2				
	b			Postcode		
	С	Dates resident at this address (mm/yyyy)	From		То	
		→ I hav	e supplied further elated to this page	information YE	s 🗌	NO 🗌

2.01		Name of <i>firm</i> making the application		
2.02		Firm Reference Number (FRN)		
2.03	а	Who should the <i>FCA/PRA</i> contact at the <i>firm</i> in relation to this application?		
	b	Position		
	С	Telephone		
	d	Fax		
	е	E-mail		
		I have supplied further inf related to this page in S	ormation Section 6 YES	NO 🗌

Section 2

Firm identification details

Arrangement and Senior Management Functions Section 3

á t		Nature of the arrangement	а	Employee			
		between the candidate and the applicant.	b	Group employee			
				Name of group			
			С	Contract for services			
			d	Partner			
			е	Other			
				Give details			
3.02		management functions for more than one firm	to be		Tick (if	the senior are to be perform	ed
		0.1.15			applicable)		
	SMF 1	Chief Executive function	n				
	SMF 2	Chief Finance function					
	SMF 3	Executive Director					
	SMF 4	Chief Risk function					
	SMF 5	Head of Internal Audit					
	SMF 6	Head of Key Business	Area				
	SMF 7	Group Entity Senior Ma	anage	r			
	SMF 8	Credit Union SMF					
	SMF 9	Chairman					
	SMF10	Chair of the Risk Comr	nittee				
	SMF11	Chair of the Audit Com	mitte)			
	SMF12	Chair of the Remunera	ition C	Committee			
	SMF13	Chair of the Nominatio	n Con	nmittee			
	SMF14	Senior Independent Di	rector				
	SMF16	Compliance Oversight					
	SMF17	Money Laundering Rep	oorting	1	 		

	Function	Description of a Senior Management Function	Tick (if applicable)	Effective Date
	SMF18	Other overall responsibility function		
	SMF19	Head of Overseas Branch		
	SMF22	Other local responsibility function		
	SMF24	Chief Operations function		
Insi	urance me	diation		
Will (No	the candid	late be responsible for insurance mediation at the firm? only be selected if the individual is applying for a governing f	YES function (other	NO No than a non-executive direct
		I have supplied further in related to this page in		ES NO

3.04 Complete this section only if the application is on behalf of more than one *firm*.

List all *firms* within the *group* (including the *firm* entered in 2.01) for which the *candidate* requires approval and the requested *senior management function* for that *firm*. †

	Firm Reference Number	Name of <i>firm</i>	Senior Management Function	Job title		Effective date
а						
b						
С						
d						
е						
		-	I have supplie related to the	d further information his page in Section 6	YES	NO 🗌

Emplo	yment history in the p	past 5 years Section 4	
4.01 a	N.B.: ALL gaps must be accounte Employment details (1) † Period (mm/yyyy)	d for From To	
b	Nature of employment	 a Employed b Self-employed c Not employed d Full-time education 	
	If c or d is ticked, please give details		
С	Name of employer		
d	Nature of business		
е	Previous / other names of employer		
f	Last known address of employer		
g	Is/was employer regulated by a regulatory body?	YES NO Name of regulatory body	
h	Is/was employer an appointed representative/tied agent?	YES NO If yes, of which firm?	
i	Position held		
j	Responsibilities		
k	Reason for leaving:	 a Resignation b Redundancy c Retirement d Termination/dismissal e End of contract f Other 	
	Specify		

4.02	Employment details (2)						
а	Period (mm/yyyy)		From			То	
b	Nature of employment	a b c d	Not e	employed mployed mployed me education			
	If c or d is ticked, please give details						
С	Name of employer						
d	Nature of business						
е	Previous / other names of employer						
f	Last known address of employer						
g	Is/was employer regulated by a regulatory body?	ΥE	s 🗌	NO	Name of regu	latory body	
h	Is/was employer an appointed representative/tied agent?	ΥE	s 🗌	NO	If yes, of whic	h <i>firm</i> ?	
i	Position held						
j	Responsibilities						
k	Reason for leaving:	a b c d e	Redu Retire Termi	nation/dismiss	al		
	Specify						
	_	>	l ha	ve supplied fur elated to this pa	ther information	YES 🗌	NO 🗌

5.01 Criminal Proceedings

When answering the questions in this section the *candidate* should include matters whether in the UK or overseas. By virtue of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975, if the *candidate* is subject to the law of England and Wales, *candidate* must disclose spent convictions and cautions (other than a protected conviction or caution). By virtue of the Rehabilitation of Offenders Act 1974 (Exclusions and Exceptions) (Scotland) Order 2013 and the Rehabilitation of Offenders (Exceptions) Order (Northern Ireland) 1979, if the *candidate* is subject to the law of Scotland or Northern Ireland, the *candidate* must disclose spent convictions (other than a protected conviction).

For the avoidance of doubt, references to the legislation above are references to the legislation as amended.

5.01.1a	Has the <i>candidate</i> ever been convicted of any criminal offence (whether spent or not and whether or not in the <i>United Kingdom</i>):		
	 i. involving fraud, theft, false accounting, offences against the administration of public justice (such as perjury, perverting the course of justice and intimidation of witnesses or jurors), serious tax offences or other dishonesty or 	YES 🗌	NO 🗌
	ii. relating to companies, building societies, industrial and provident societies, credit unions, friendly societies, insurance, banking or other financial services, insolvency, consumer credit or consumer protection, money laundering, market manipulations or insider dealing?		
b	Is the <i>candidate</i> currently the subject of any criminal proceedings, whether in the UK or elsewhere?	YES	NO 🗌
С	Has the <i>candidate</i> ever been given a caution in relation to any criminal offence?	YES	NO 🗌
5.01.2	Has the <i>candidate</i> any convictions for any offences other than those in 5.01.1 above (excluding traffic offences that did not result in a ban from driving or did not involve driving without insurance)?	YES	NO 🗌
5.01.3	Is the candidate the subject of any ongoing criminal investigation?		
5.01.4	Has the <i>candidate</i> been ordered to produce documents pursuant to any ongoing criminal investigation or been the subject of a search (with or without a warrant) pursuant to any ongoing criminal investigation? In answering question 5.01.4, you should include all matters even where the candidate was not the subject of the investigation.	YES 🗌	NO 🗌
	I have supplied further informa related to this page in Section		NO 🗌

5.01.5	Has any firm at which the candidate hold influence ever:	ls or has held a position of		
	(Please check the guidance notes for the influence' in the context of the questions	• .		
а	Been convicted of any criminal offence?		YES	NO 🗌
b	Been summonsed, charged with or other prosecuted for any criminal offence?	wise investigated or	YES	NO 🗌
С	Been the subject of any criminal proceed a conviction?	ling which has not resulted in	YES	NO 🗌
d	Been ordered to produce documents in r investigation or been the subject of a sea in relation to any criminal investigation?		YES 🗌	NO 🗌
	In answering question 5.01.5, you should when the summons, charge, prosecution in a conviction, and, in respect of 5.01.50 the subject of the investigation. However disclose details of any specific individual (as opposed to ongoing) criminal investig summons or other historic criminal process.	or investigation did not result d, even where the firm was not r, firms are not required to s who were subject to historic gations, prosecutions,		
	→	I have supplied further informat related to this page in Section	Y = 5	NO 🗌

5.02 Civil Proceedings

5.02.1	Has the candidate, ever been the subject of a judgement debt or award against the candidate?	YES	NO 🗌
	Please give a full explanation of the events in questions, ensuring that it adheres to the Disclosure Note at the beginning of this form.		
	Candidate should include all County Court Judgement(s) (CCJs) made against the candidate, whether satisfied or not); and		
	i) the sum and date of all judgements debts, awards or CCJs (whether satisfied or not); and		
	ii) the total number of all judgment debts, awards or CCJs ordered.		
5.02.2	Has the <i>candidate</i> ever been party to any civil proceedings which resulted in any order against the <i>candidate</i> (other than a judgement debt or award referred to in 5.02.1 above)? (<i>candidate</i> should include, for example, injunctions and employment tribunal proceedings.)	YES 🗌	NO 🗌
5.02.3	Is the candidate aware of:		
а	Any proceedings that have begun, or anyone's intention to begin proceedings against the <i>candidate</i> , for a CCJ or another judgement debt?	YES	NO 🗌
b	More than one set of proceedings, or anyone's intention to begin more than one set of proceedings, that may lead to a CCJ or other judgement debt?	YES	NO 🗌
С	Anybody's intention to claim more than £1,000 of CCJs or judgement debts in total from the <i>candidate</i> ?	YES	NO 🗌
5.02.4	Does the <i>candidate</i> have any current judgment debts (including CCJs) made under a court order still outstanding, whether in full or in part?	YES	NO 🗌
5.02.5	Has the <i>candidate</i> ever failed to satisfy any such judgment debts (including CCJs) made under a court order still outstanding, whether in full or part, within one year of the order being made?	YES	NO 🗌
	I have supplied further informa		NO 🗌

5.02.6	Has the candidate ever:		
а	Filed for the <i>candidate</i> 's own bankruptcy or had a bankruptcy petition served on the <i>candidate</i> ?	YES	NO 🗌
b	Been adjudged bankrupt?	YES	NO 🗌
С	Been the subject of a bankruptcy restrictions order (including an interim bankruptcy restrictions order) or offered a bankruptcy restrictions undertaking?	YES	NO 🗌
d	Made any arrangements with the <i>candidate's</i> creditors, for example a deed of arrangement or an individual voluntary arrangement (or in Scotland a trust deed)?	YES	NO 🗌
е	Had assets sequestrated?	YES	NO 🗌
f	Been involved in any proceedings relating to the above matters even if such proceedings did not result in the making of any kind of order against the <i>candidate</i> or result in any kind of agreement with the <i>candidate</i> ?	YES	NO 🗌
5.02.7	Does the <i>candidate</i> , or any undertaking under their management, have any outstanding financial obligations arising from <i>regulated activities</i> , which have been carried out in the past (whether or not in the UK or overseas)?	YES	NO 🗌
5.02.8	Has the <i>candidate</i> ever been adjudged by a court or tribunal (whether criminal, civil or administrative) for any fraud, misfeasance, negligence, wrongful trading or other misconduct?	YES	NO 🗌
5.02.9	Is the candidate currently:		
а	Party to any civil proceedings? (including those covered in 5.02.7 above)	YES	NO 🗌
b	Aware of anybody's intention to begin civil proceedings against the candidate? (Candidate should include any ongoing disputes whether or not such dispute is likely to result in any order against the candidate.)	YES 🗌	NO 🗌
5.02.10	Has any firm at which the <i>candidate</i> holds or has held a position of influence ever been:	YES	NO 🗌
а	Adjudged by a court civilly liable for any fraud, misfeasance, wrongful trading or other misconduct?	YES 🗌	NO 🗌
b	The subject of a judgement debt or award against the firm? (<i>Candidate</i> should include all CCJs made against the firm, whether satisfied or not.)	YES	NO 🗌
С	Party to any other civil proceedings which resulted in an order against the firm other than in relation to matters covered in 5.02.10a and 5.02.10b above?	YES	NO 🗌
	I have supplied further informa		№ □

5.02.11	Is any firm at which the <i>candidate</i> currently holds or has held, within the last 12 months from the date of the submission of this form, a position of influence currently:		
а	a party to civil proceedings?	YES	NO 🗌
b	aware of anyone's intention to begin civil proceedings against them?	YES	NO 🗌
5.02.12	Has any company, partnership or unincorporated association of which the <i>candidate</i> is or has been a controller, director, senior manager, partner or company secretary, in the United Kingdom or elsewhere, at any time during their involvement, or within one year of such an involvement, been put into liquidation, wound up, ceased trading, had a receiver or administrator appointed or entered into any voluntary arrangement with its creditors?	YES 🗌	ио 🗌
	I have supplied further informative related to this page in Section		№ □

related to this page in Section 6

5.03 Business and Employment Matters

5.03.1	Has the <i>candidate</i> ever been:		
а	Disqualified from acting as a director or similar position (one where the candidate acts in a management capacity or conducts the affairs of any company, partnership or unincorporated association)?	YES	NO 🗌
b	The subject of any proceedings of a disciplinary nature (whether or not the proceedings resulted in any finding against the <i>candidate</i>)?	YES	NO 🗌
С	The subject of any investigation which has led or might lead to disciplinary proceedings?	YES	NO 🗌
d	Notified of any potential proceedings of a disciplinary nature against the <i>candidate</i> ?	YES	NO 🗌
е	The subject of an investigation into allegations of misconduct or malpractice in connection with any business activity? (This question covers internal investigation by an authorised firm, as well as investigation by a regulatory body, at any time.)	YES	NO 🗌
5.03.2	Has the <i>candidate</i> ever been refused entry to, or been dismissed, suspended or requested to resign from, any professional, vocation, office or employment, or from any fiduciary office or position of trust whether or not remunerated?	YES 🗌	NO 🗌
5.03.3	Does the <i>candidate</i> have any material written complaints made against the <i>candidate</i> by the <i>candidate</i> 's clients or former clients in the last five years which the <i>candidate</i> has accepted, or which are awaiting determination, or have been upheld – by an ombudsman or complaints scheme?	YES 🗌	NO 🗌
	I have supplied further informative related to this page in Section	V L C	NO 🗌

5.04 Regulatory Matters

5.04.1 In relation to activities regulated by the FCA and/or PRA or any other regulatory body (see note section 5), has: the candidate, or any company, partnership or unincorporated associate of which the *candidate* is or has been a controller, director, senior manager, partner or company secretary, during the candidate's association with the entity and for a period of three years after the candidate ceased to be associated with it, ever -Been refused, had revoked, restricted, been suspended from or а terminated, any licence, authorisations, registration, notification, YES NO membership or any other permission granted by any such body? b Been criticised, censured, disciplined, suspended, expelled, fined or been the subject of any other disciplinary or interventional action by YES NO any such body? Received a warning (whether public or private) that such disciplinary or C YES NO interventional action may be taken against the candidate or the firm? Been the subject of an investigation by any regulatory body, whether d or not such an investigation resulted in a finding against the candidate YES NO or the firm? Been required or requested to produce documents or any other е information to any regulatory body in connection with such an YES NO investigation (whether against the firm or otherwise)? f Been investigated or been involved in an investigation by an inspector appointed under companies or any other legislation, or required to NO YES produce documents to the Secretary of State, or any other authority, under any such legislation? Ceased operating or resigned whilst under investigation by any such g body or been required to cease operating or resign by any regulatory YES NO body? h Decided, after making an application for any licence, authorisation, registration, notification, membership or any permission granted by YES NO any such body, not to proceed with it? i Been the subject of any civil action related to any regulated activity YES NO which has resulted in a finding by a court? j Provided payment services or distributed or redeemed e-money on behalf of a regulated firm or itself under any contractual agreement YES NO where that agreement was terminated by the regulated firm? k Been convicted of any criminal offence, censured, disciplined or

_	I have supplied further information	VEO 🗆	NO [
	related to this page in Section 6	YES	NO

YES

NO

publicly criticised by any inquiry, by the Takeover Panel or any

than as indicated in this group of questions).

governmental or statutory authority or any other regulatory body (other

5.04.2	In relation to activities regulated by the FCA/PRA or any other regulatory body, has the <i>candidate</i> or any firm at which the <i>candidate</i> holds or has held a position of influence at any time during and within one year of the <i>candidate</i> 's association with the firm ever:		
а	Been found to have carried on activities for which authorisation or registration by the <i>FCA/PRA</i> or any other regulatory body is required without the requisite authorisations?	YES	NO 🗌
b	Been investigated for the possible carrying on of activities requiring authorisation or registration by the <i>FCA/PRA</i> or any other regulatory body without the requisite authorisation whether or not such investigation resulted in a finding against the <i>candidate</i> ?	YES	NO 🗌
С	Been found to have performed a senior management function or other controlled function (or an equivalent function requiring approval by the FCA/PRA or any other regulatory body) without the requisite approval?	YES	NO 🗌
d	Been investigated for the possible performance of a senior management function or other controlled function (or an equivalent function requiring approval by the <i>FCAIPRA</i> or any other regulatory body) without the requisite approval, whether or not such investigation resulted in a finding against the <i>candidate</i> ?	YES	NO 🗌
е	Been found to have failed to comply with an obligation under the Electronic Money Regulations 2011 or Payment Services Regulations 2009 to notify the <i>FCA/PRA</i> of the identity of a person acting in a position of influence over its electronic money or payment services business?	YES	NO 🗌
f	Been the subject of disqualification direction under section 59 of the Financial Services Act 1986 or a prohibition order under section 56 FSMA, or received a warning notice proposing that such a direction or order be made, or received a private warning?	YES	NO 🗌
	I have supplied further informate related to this page in Section		NO 🗌

5.05 Other Matters

5.05.1	Is the <i>candidate</i> , in the role to which the application relates, aware of any business interests, employment obligations, or any other circumstance which may conflict with the performance of the senior management functions for which approval is now being sought?	YES	NO 🗌
5.05.2	Is the <i>candidate</i> or the <i>firm</i> aware of any other information relevant to this notification that we might reasonably expect from the <i>candidate</i> ?	YES	NO 🗌
5.05.3	Has the <i>firm</i> undertaken a criminal records check in accordance with the requirements of the <i>FCA</i> or <i>PRA</i> ? Please note that a <i>firm</i> is required to request the fullest information that it is lawfully able to obtain about the <i>candidate</i> under Part V of the Police Act 1997 (Certificates of Criminal records, etc) and related subordinated legislation of the <i>UK</i> or any part of the <i>UK</i> before making the application. (SUP 10C.10.16R and <i>PRA</i> Rulebook: Fitness and Propriety)	YES 🗌	NO 🗌
	If yes, please enter date the check was undertaken Date (dd/mm/yy): Note: if date is more than 3 months prior to current date or 3 months		
	prior to date of application submission or the check has not been undertaken, please provide details why in section 6.		
	I have supplied further information related to this page in Section		NO 🗌
5.05.4	Has / Have a reference or references been obtained from previous employer(s) in accordance with the requirements of the <i>FCA</i> or <i>PRA</i> ? If No, please provide details why the reference or references has/have not been obtained.	YES 🗌	NO 🗌

6.00

- If there is any other information the *candidate* or the *firm* considers to be relevant to the application, it must be included here.
- Please provide full details of
 - why the candidate is competent and capable to carry out the senior management function(s) applied for;
 - why the appointment complements the firm's business strategy, activity and market in which it operates;
 - how the appointment was agreed including details of any discussions at governing body level (where applicable).
 - Provide a copy of the candidate's:-
 - Statement of Responsibilities with this form
 - Roles description
 - Curriculum Vitae (C.V)
 - Organisational chart
 - Provide a copy of the firm's management responsibilities map (SYSC 4.5, SYSC 4.6 and SUP 10C.9.10G, and Allocation of Responsibilities in the PRA Rulebook).
 - A firm should include a summary of any handover material (as referred to in SYSC 4.9.4R to SYSC 4.9.8G and SUP 10C.10.13G) and Senior Management Functions Chapter 2 in the PRA Rulebook.
- Please also include here any additional information indicated in previous sections of the Form.
- Please include a list of all directorships currently or previously held by the candidate in the
 past 10 years (where director has the meaning given in the Glossary).
- If there is insufficient space, please continue on a separate sheet of paper and clearly identify the section and question to which the additional information relates.
- Full details must be provided here if there were any issues that could affect the Fitness and Propriety of the individual that arose when leaving an employer listed in section 4 or if any question has been answered 'yes' in section 5.

Question	Information

Declarations and signatures

Section 7

Declaration of Candidate

It is a criminal offence, knowingly or recklessly, to give the FCA and/or PRA information that is materially false, misleading or deceptive (see sections 398 and 400 Financial Services and Markets Act 2000). Even if you believe or know that information has been provided to the FCA and/or PRA before (whether as part of another application or otherwise) or is in the public domain, you must nonetheless disclose it clearly and fully in this form and as part of this application – you should not assume that the FCA and/or PRA will itself identify such information during the assessment of this application.

There will be a delay in processing the application if information is inaccurate or incomplete, and it may call into question the suitability of the *candidate* and/or lead to the *FCA* and/or *PRA* exercising their powers (including but not limited to taking disciplinary/ Enforcement action). You must notify the *FCA* and/or *PRA* immediately if there is a change to the information in this form and/or if inaccurate information has been provided (insofar as the *FCA* and/or *PRA* are reasonably likely to consider the information material).

The *candidate* confirms that the information provided in this application is accurate and complete to the best of his/her knowledge and that he or she has read the notes to this form. The *candidate* will notify the *FCA* and/or *PRA* immediately if there is a material change to the information provided.

The *candidate* confirms that the attached Statement of Responsibilities accurately reflects the aspects of the affairs of the *firm* which it is intended that the *candidate* will be responsible for managing. The *candidate* confirms that they have accepted all the responsibilities set out in this Statement of Responsibilities.

The *candidate* authorises the *FCA* and/or *PRA* to make such enquiries and seek such further information as it thinks appropriate to identify and verify information that it considers relevant to the assessment of this application.

The candidate acknowledges and agrees that these checks may include credit reference checks or information pertaining to fitness and propriety, and is aware that the results of these enquiries may be disclosed to the employer/Applicant.

Where applicable, the candidate agrees that he or she may be required to apply for a search to be made as to whether any criminal records are held in relation to him or her and to obtain a certificate (where such certificate can be obtained) and to disclose the result of that search to the *firm* submitting this application.

The candidate agrees that the FCA and/or PRA may use the address specified for the candidate in this form as the proper address for service in the United Kingdom (as defined in the Financial Services and Markets Act 2000 (Service of Notice) Regulations (SI 2001/1420)) to serve any notices on the candidate.

For the purposes of complying with the Data Protection Act 1998, the personal information provided in this form will be used by the *FCA* and *PRA* to discharge their statutory functions under the Financial Services and Markets Act 2000 and other relevant legislation, and will not be disclosed for any other purpose without the permission of the *candidate*.

The *candidate* confirms that he or she understands the regulatory responsibilities of the proposed role as set out in the rules of conduct in the *FCA*'s *COCON* and/or the *PRA Rulebook*: Conduct Rules.

The *candidate* is aware that, while advice may be sought from a third party (e.g. legal advice), responsibility for the accuracy of information, as well as the disclosure of relevant information, on the form is ultimately the responsibility of those who sign the application.

In addition to other regulatory responsibilities, *firms*, and *approved persons* have a responsibility to disclose to the *FCA* and/or *PRA* matters of which it would reasonably expect to be notified. Failure to notify the *FCA* and/or *PRA* of such information may lead to the *FCA* and/or *PRA* taking disciplinary or other action against the Applicant and/or the *candidate*.

ick here to confirm you have read and understood this declaration:				
7.01	Name of candidate			
7.02	Signature			
	Date			

Declaration of Firm

It is a criminal offence, knowingly or recklessly, to give the FCA and/or PRA information that is materially false, misleading or deceptive (see sections 398 and 400 Financial Services and Markets Act). Even if you believe or know that information has been provided to the FCA and/or PRA before (whether as part of another application or otherwise) or is in the public domain, you must nonetheless disclose it clearly and fully in this form and as part of this application – you should not assume that the FCA and/or PRA will itself identify such information during the assessment of this application.

There will be a delay in processing the application if information is inaccurate or incomplete, and it may call into question the suitability of the *candidate* and/or lead to the *FCA* and/or *PRA* exercising their powers under FSMA (including but not limited to taking disciplinary/ Enforcement action). You must notify the *FCA* and/or *PRA* immediately if there is a change to the information in this form and/or if inaccurate information has been provided (insofar as the *FCA* and/or *PRA* are reasonably likely to consider the information material).

In addition to other regulatory responsibilities, *firms*, and *approved persons* have a responsibility to disclose to the *FCA* and/or *PRA*, matters of which it would reasonably expect to be notified. Failure to notify the *FCA* and/or *PRA* of such information may lead to the *FCA* and/or *PRA* taking disciplinary or other action against the Applicant and/or the *candidate*.

The Applicant confirms that the information provided in this application is accurate and complete to the best of its knowledge and that it has read the notes to this form. The Applicant will notify the FCA and/or PRA immediately if there is a material change to the information provided.

The Applicant authorises the FCA and/or PRA to make such enquiries and seek such further information as it thinks appropriate to identify and verify information that it considers relevant to the assessment of this application.

Where applicable, the Applicant confirms that it has requested the fullest information that it is lawfully able to obtain about the *candidate* under Part V of the Police Act 1997 and any related subordinate legislation of the *UK* or any part of the *UK*, and (where available) has given due consideration to that information in determining that *candidate* to be fit and proper.

In making this application the Applicant believes on the basis of due and diligent enquiry and, where applicable, by reference to the criteria in *FIT* in the *FCA handbook* and/or the Fitness and Propriety sections in the *PRA Rulebook* that the *candidate* is a fit and proper person to perform the controlled function(s) listed in section 3.

The Applicant also believes, on the basis of due and diligent enquiry, that the candidate is competent to fulfil the duties required in the performance of such function(s). Note: For *EEA firms*, this would only apply to those *firms* undertaking any Non MiFID business.

The Applicant confirms that it has complied with its obligations under Equality and Diversity legislation when selecting the *candidate* to perform the function(s) applied for.

The Applicant confirms that it has made the *candidate* aware of their regulatory responsibilities as set out in the rules of conduct in the *FCA*'s *COCON* and/or the *PRA Rulebook*: Conduct Rules.

The Applicant confirms that the Statement of Responsibilities submitted with this form accurately reflects the aspects of the affairs of the *Firm* which it is intended that the *candidate* will be responsible for managing.

The Applicant is aware that, while advice may be sought from a third party (e.g. legal advice), responsibility for the accuracy of information, as well as the disclosure of relevant information, on the form is ultimately the responsibility of those who sign the application.

In signing this form on behalf of the Applicant:

I confirm that the information in this form is accurate and complete to the best of my knowledge and belief and that I have read the notes to this form.

I confirm that I have authority to make this application and provide the declarations given by the Applicant, and sign this form, on behalf of the *firm* identified in section 2.01 and/or each *firm* identified in section 3.04. I also confirm that a copy of this form, as submitted to the *FCA* and/or *PRA*, will be sent to each of those firms at the same time as submitting the form to the *FCA* and/or *PRA*.

7.03	Name of the firm submitting the application		
7.04	Name of <i>person</i> signing on behalf of the <i>Applicant</i> [†]		
7.05	Job title		
7.06	Signature		
		Date	

This form is being consulted on as part of CP8/17 'Strengthening accountability in banking and insurance: optimisations to the SIMR, and changes to SMR forms', available at: http://www.bankofengland.co.uk/pra/Pages/publications/cp/2017/cp817.aspx.





Application number (for FCA/PRA use only)

The FCA and PRA have produced notes which will assist both the applicant and the candidate in answering the questions in this form. Please read these notes, which are available on both FCA and PRA websites at: https://www.handbook.fca.org.uk/handbook/SUP/10C/Annex2D.html

http://www.bankofengland.co.uk/PRA

Both the applicant and the candidate will be treated by the FCA and PRA as having taken these notes into consideration when completing this form.

Short Form A – UK Relevant Authorised Persons and Third Country Relevant Authorised Persons only

Application to perform senior management functions

FCA Handbook Reference: SUP 10C Annex 2D

PRA Rulebook Reference: Senior Managers Regime - Applications and Notifications

7 March 2016

Name of <i>candidate</i> (to be completed by applicant firm)	
Name of <i>firm</i> (as entered in 2.01)	
Firm reference number ^T (as entered in 2.02)	

Financial Conduct Authority 25 The North Colonnade Canary Wharf London E14 5HS

United Kingdom

Telephone +44 (0) 300 500 0597 E-mail iva@fca.org.uk

Website http://www.fca.org.uk

Registered as a Limited Company in England and Wales No

1920623. Registered Office as above

Prudential Regulation Authority

20 Moorgate London EC2R 6DA United Kingdom

Telephone +44 (0) 203 461 7000

E-mail PRA-

ApprovedPersons@bankofengland.co.uk Website www.bankofengland.co.uk/PRA

Pe	rsona	al identification details	Section 1
1.01	а	Candidate Individual Reference Number (IRN)	
	b	OR name of previous regulatory body	
	С	AND previous reference number (if applicable)	
1.02		Title (e.g. Mr, Mrs, Ms, etc)	
1.03		Surname	
1.04		ALL forenames	
1.05		Name commonly known by	
1.06		Date of birth (dd/mm/yyyy)	
1.07		National Insurance number	
1.08		Previous name	
1.09		Date of name change	
1.10	а	Nationality	
	b	Passport number (if National Insurance number not available)	
1.11		Place of birth	

→	I have supplied further information	YES	NO
	related to this page in Section 6	1E3	NO

1.12	а	Private address				
	b			Postcode		
	С	Dates resident at this address (mm/yyyy)	From		То	PRESEN T
		(If address has changed in the last three y three years.)	ears, please	provide addresses	for the pre	vious
1.13	а	Previous address 1				
	b			Postcode		
	С	Dates resident at this address (mm/yyyy)	From		То	
1.14	а	Previous address 2				
	b			Postcode		
	С	Dates resident at this address (mm/yyyy)	From		То	
		I have supply related to	lied further in this page ir	nformation n Section 6 YES	☐ NO	· 🗌

2.01		Name of firm making the application	
2.02		Firm Reference Number (FRN)	
2.03	a	Who should the FCA/PRA contact at the firm in relation to this application?	
	b	Position	
	С	Telephone	
	d	Fax	
	e	E-mail	
		I have supplied further interest related to this page in the supplied further interest.	formation YES NO Section 6

Section 2

Firm identification details

Arrangement and Senior Management Functions Section 3

3.01	3.01 Nature of the arrangement between the candidate and the applicant.	а	Employee		
		b	Group employee		
			Name of group		
		С	Contract for services		
		d	Partner		
		е	Other		
			Give details		
3.02		to be	le <i>firm</i> , please tick the boxes that deperformed. If the <i>senior manager</i> se go to question 3.04		
Function	Description of a Senior	Mana	gement Function	Tick (if applicable)	Effective Date
SMF 1	Chief Executive function				
SMF 2	Chief Finance function				
SMF 3	Executive Director				
SMF 4	Chief Risk function				
SMF 5	Head of Internal Audit				
SMF 6	Head of Key Business Area				
SMF 7	Group Entity Senior Manager				
SMF 8	Credit Union SMF				
SMF 9	Chairman				
SMF10	Chair of the Risk Committee				
SMF11	Chair of the Audit Committee				
SMF12	Chair of the Remuneration Committee				
SMF13	Chair of the Nomination Committee				
SMF14	Senior Independent Director				
SMF16	Compliance Oversight				
SMF17	Money Laundering Reporting				

Function	Description of a Senior Management Function	Tick (if applicable)	Effective Date
SMF18	Other overall responsibility function		
SMF19	Head of Overseas Branch		
SMF22	Other local responsibility function		
SMF24	Chief Operations function		
3.03 Job	title		
Insurance n	nediation		
Will the cand	didate be responsible for Insurance mediation at the firm?	YES	NO L
(Note: Yes of function))	an only be selected if the individual is applying for a gover	ning function (othe	r than a non-executive dir
		ied further informat this page in Sectio	

Complete this section only if the application is on behalf of more than one firm. 3.04

List all firms within the group (including the firm entered in 2.01) for which the candidate requires approval and the requested senior management function for that firm. †

	Firm Reference Number	Name of <i>firm</i>	Senior Management Function	Job title		Effective date
а						
b						
С						
d						
е						
		-	I have supplie related to the	d further information nis page in Section 6	YES	№ □

→	I have supplied further information related to this page in Section 6	YES	NO 🗌
----------	---	-----	------

Employment History

Section 4

This section has been removed. However if there has been a change to the detail in this section since your last approval, you must submit a Long Form A as opposed to a Short Form A informing the *FCA* and/or *PRA* of the revised detail.

Fitness and Propriety

Section 5

This section has been removed. However if there has been a change to the detail in this section since your last approval, you must submit a Long Form A as opposed to a Short Form A informing the *FCA* and/or *PRA* of the revised detail.

6.00

- If there is any other information the candidate or the firm considers to be relevant to the
 application, it must be included here.
- · Please provide full details of
 - why the candidate is competent and capable to carry out the senior management function(s) applied for;
 - why the appointment complements the firm's business strategy, activity and market in which it operates;
 - how the appointment was agreed including details of any discussions at governing body level (where applicable).
 - Provide a copy of the candidate's:
 - Statement of Responsibilities with this form
 - o Roles description
 - o Curriculum vitae (C.V)
 - Organisational chart
 - Provide a copy of the firm's management responsibilities map (SYSC 4.5, SYSC 4.6 and SUP 10C.9.10G and Allocation of Responsibilities in the PRA Rulebook).
 - A firm should include a summary of any handover material (as referred to in SYSC 4.9.4R to SYSC 4.9.8G and SUP 10C.10.13G) and Senior Management Functions Chapter 2 in the PRA Rulebook.
- Please also include here any additional information indicated in previous sections of the Form.
- Please include a list of all directorships currently or previously held by the candidate in the
 past 10 years (where director has the meaning given in the Glossary).
- If there is insufficient space, please continue on a separate sheet of paper and clearly identify the section and question to which the additional information relates.
- Full details must be provided here if there were any issues that could affect the Fitness and Propriety of the individual that arose when leaving an employer listed in section 4 or if any question has been answered 'yes' in section 5.

Question	Information

Declarations and signatures

Section 7

Declaration of Candidate

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There will be a delay in processing the application if information is inaccurate or incomplete, and it may call into question the suitability of the *candidate* and/or lead to the *FCA* and/or *PRA* exercising their powers (including but not limited to taking disciplinary/ Enforcement action). You must notify the *FCA* and/or *PRA* immediately if there is a change to the information in this form and/or if inaccurate information has been provided (insofar as the *FCA* and/or *PRA* are reasonably likely to consider the information material).

The *candidate* confirms that the information provided in this application is accurate and complete to the best of his/her knowledge and that he or she has read the notes to this form. The *candidate* will notify the *FCA* and/or *PRA* immediately if there is a material change to the information provided.

The *candidate* confirms that the attached Statement of Responsibilities accurately reflects the aspects of the affairs of the *firm* which it is intended that the *candidate* will be responsible for managing. The *candidate* confirms that they have accepted all the responsibilities set out in this Statement of Responsibilities.

The *candidate* authorises the *FCA* and/or *PRA* to make such enquiries and seek such further information as it thinks appropriate to identify and verify information that it considers relevant to the assessment of this application.

The candidate acknowledges and agrees that these checks may include credit reference checks or information pertaining to fitness and propriety, and is aware that the results of these enquiries may be disclosed to the employer/Applicant.

Where applicable, the candidate agrees that he or she may be required to apply for a search to be made as to whether any criminal records are held in relation to him or her and to obtain a certificate (where such certificate can be obtained) and to disclose the result of that search to the *firm* submitting this application.

The candidate agrees that the FCA and/or PRA may use the address specified for the candidate in this form as the proper address for service in the United Kingdom (as defined in the Financial Services and Markets Act 2000 (Service of Notice) Regulations (SI 2001/1420)) to serve any notices on the candidate.

For the purposes of complying with the Data Protection Act 1998, the personal information provided in this form will be used by the *FCA* and *PRA* to discharge their statutory functions under the Financial Services and Markets Act 2000 and other relevant legislation, and will not be disclosed for any other purpose without the permission of the *candidate*.

The *candidate* confirms that he or she understands the regulatory responsibilities of the proposed role as set out in the rules of conduct in the *FCA*'s *COCON* and/or the *PRA Rulebook*: Conduct Rules.

The *candidate* is aware that, while advice may be sought from a third party (e.g. legal advice), responsibility for the accuracy of information, as well as the disclosure of relevant information, on the form is ultimately the responsibility of those who sign the application.

In addition to other regulatory responsibilities, *firms*, and *approved persons* have a responsibility to disclose to the *FCA* and/or *PRA* matters of which it would reasonably expect to be notified. Failure to notify the *FCA* and/or *PRA* of such information may lead to the *FCA* and/or *PRA* taking disciplinary or other action against the Applicant and/or the *candidate*.

Tick here to	ick here to confirm you have read and understood this declaration:				
7.01	Name of candidate				
7.02	Signature				
	Date				

Declaration of Firm

It is a criminal offence, knowingly or recklessly, to give the FCA and/or PRA information that is materially false, misleading or deceptive (see sections 398 and 400 Financial Services and Markets Act). Even if you believe or know that information has been provided to the FCA and/or PRA before (whether as part of another application or otherwise) or is in the public domain, you must nonetheless disclose it clearly and fully in this form and as part of this application – you should not assume that the FCA and/or PRA will itself identify such information during the assessment of this application.

There will be a delay in processing the application if information is inaccurate or incomplete, and it may call into question the suitability of the *candidate* and/or lead to the *FCA* and/or *PRA* exercising their powers under FSMA (including but not limited to taking disciplinary/ Enforcement action). You must notify the *FCA* and/or *PRA* immediately if there is a change to the information in this form and/or if inaccurate information has been provided (insofar as the *FCA* and/or *PRA* are reasonably likely to consider the information material).

In addition to other regulatory responsibilities, *firms*, and *approved persons* have a responsibility to disclose to the *FCA* and/or *PRA*, matters of which it would reasonably expect to be notified. Failure to notify the *FCA* and/or *PRA* of such information may lead to the *FCA* and/or *PRA* taking disciplinary or other action against the Applicant and/or the *candidate*.

The Applicant confirms that the information provided in this application is accurate and complete to the best of its knowledge and that it has read the notes to this form. The Applicant will notify the FCA and/or PRA immediately if there is a material change to the information provided.

The Applicant authorises the FCA and/or PRA to make such enquiries and seek such further information as it thinks appropriate to identify and verify information that it considers relevant to the assessment of this application.

Where applicable, the Applicant confirms that it has requested the fullest information that it is lawfully able to obtain about the *candidate* under Part V of the Police Act 1997 and any related subordinate legislation of the *UK* or any part of the *UK*, and (where available) has given due consideration to that information in determining that *candidate* to be fit and proper.

In making this application the Applicant believes on the basis of due and diligent enquiry and, where applicable, by reference to the criteria in *FIT* in the *FCA handbook* and/or the Fitness and Propriety sections in the *PRA Rulebook* that the *candidate* is a fit and proper person to perform the controlled function(s) listed in section 3.

The Applicant also believes, on the basis of due and diligent enquiry, that the candidate is competent to fulfil the duties required in the performance of such function(s). Note: For *EEA firms*, this would only apply to those *firms* undertaking any Non MiFID business.

The Applicant confirms that it has complied with its obligations under Equality and Diversity legislation when selecting the *candidate* to perform the function(s) applied for.

The Applicant confirms that it has made the *candidate* aware of their regulatory responsibilities as set out in the rules of conduct in the *FCA*'s *COCON* and/or the *PRA Rulebook*: Conduct Rules.

The Applicant confirms that the Statement of Responsibilities submitted with this form accurately reflects the aspects of the affairs of the *Firm* which it is intended that the *candidate* will be responsible for managing.

The Applicant is aware that, while advice may be sought from a third party (e.g. legal advice), responsibility for the accuracy of information, as well as the disclosure of relevant information, on the form is ultimately the responsibility of those who sign the application.

In signing this form on behalf of the Applicant:

I confirm that the information in this form is accurate and complete to the best of my knowledge and belief and that I have read the notes to this form.

I confirm that I have authority to make this application and provide the declarations given by the Applicant, and sign this form, on behalf of the *firm* identified in section 2.01 and/or each *firm* identified in section 3.04. I also confirm that a copy of this form, as submitted to the *FCA* and/or *PRA*, will be sent to each of those firms at the same time as submitting the form to the *FCA* and/or *PRA*.

7.03	Name of the <i>firm</i> submitting the application
7.04	Name of <i>person</i> signing on behalf of the <i>firm</i>
7.05	Job title
7.06	Signature
	Date

This form is being consulted on as part of CP8/17 'Strengthening accountability in banking and insurance: optimisations to the SIMR, and changes to SMR forms', available at: http://www.bankofengland.co.uk/pra/Pages/publications/cp/2017/cp817.aspx.





Application number or IRN (for FCA/PRA use only)

Senior Management Regime: Statement of Responsibilities

This form applies to UK relevant authorised persons. It does not apply to incoming EEA relevant authorised persons, third country relevant authorised persons, or appointed representatives of any relevant authorised person.

A statement provided under section 60(2A) of the *Act* (Applications for approval), including a statement revised under section 62A of the *Act* (Changes in responsibilities of senior managers).

For candidates for approval, this form **must** be submitted as an attachment to a Form A application or a Form E application

For significant changes to an existing *statement of responsibilities*, this form **must** be submitted as an attachment to a Form J notification or a Form I application or variation.

FCA Handbook Reference: SUP 10C, SYSC 4.5, SYSC 4.7

PRA Rulebook Reference: Senior Managers Regime - Applications and Notifications

7 March 2016

Name of *individual* (to be completed by *firm*)

Name of *firm* (as entered in 2.01)

Financial Conduct Authority 25 The North Colonnade Canary Wharf London E14 5HS United Kingdom

Telephone +44 (0) 845 606 9966 Facsimile +44 (0) 207 066 0017

E-mail iva@fca.org.uk
Website http://www.fca.org.uk

Prudential Regulation Authority

20 Moorgate London EC2R 6DA United Kingdom

Telephone +44 (0) 203 461 7000

Email PRA-ApprovedPersons@bankofengland.co.uk

Website www.bankofengland.co.uk/PRA

The above question(s) should be completed whether submission of this form is online or in one of the other ways set out in SUP 15.7 or in 'Senior Managers Regime - Applications and Notifications' in the *PRA* Rulebook

Pers	onal identifications details	Section 1
		_
1.01	Individual Reference Number (IRN)	
1.02	Title (e.g. Mr, Mrs, Ms, etc)	
1.03	Surname	
1.04	ALL forenames	
1.05	Date of birth	
1.06	National Insurance number	
		2
Firm	identification details	Section 2
2.01	Name of firm	
2.02	Firm Reference Number (FRN)	
2.03 a	Who should the FCA/PRA contact at the in relation to this statement of responsibilities?	firm
b	Po	osition
С	Tele	phone
d		Fax
е	I	E-mail
	→	I have supplied further information related to this page in Section 4 YES NO

A statement of responsibilities should be drafted to clearly show the responsibilities that the *candidate* or senior manager is to perform as part of their *controlled function and* how they fit in with the *firm*'s overall governance and management arrangements. A *statement of responsibilities* should also be consistent with the *firm*'s management responsibilities map.

A statement of responsibilities should be drafted in such a way as to be practical and useable by regulators. The FCA and the PRA consider that this would be achieved by succinct, clear descriptions of each responsibility which avoid unnecessary detail. Firms have the opportunity to provide details of each responsibility allocated to an individual using the free text boxes in this form, however, the PRA and FCA would not usually expect the description of each responsibility to exceed 300 words.

A statement of responsibilities must be a self-contained document. There should be one statement per senior manager per firm. Where an individual performs a senior management function on behalf of more than one firm within a group, one *statement of responsibilities* is required for each firm. Any supplementary information may be provided in section 4 (or if submitting electronically, in a **single** attachment). A statement of responsibilities must not cross refer to other documents, attachments or links.

A *statement of responsibilities* should include responsibilities held in relation to FCA controlled functions that are included in a *PRA controlled function* under *SUP* 10C.9 (Minimising overlap with the *PRA* approved persons regime).

(SUP 10C.11)

If the appropriate regulator considers that the *statement of responsibilities* is not sufficiently clear to be practical and usable, it could be challenged as part of a candidate's application for approval, or in ongoing supervision.

Details of the individual's responsibilities should be set out in sections 3.2 to 3.4, as appropriate:

- Section 3.2 covers prescribed responsibilities required by regulators to be allocated to one or more senior managers.
- Section 3.3 covers having overall responsibility for each of the business areas, activities, and management functions of the firm.
- Section 3.4 covers anything else, not otherwise included, for which a candidate or senior manager is to be responsible as part of their FCA and/or PRA senior management function(s) role.

3.1 Effective date and relevant Senior Management Functions

3.1.1 Please state the effective date of this *statement of responsibilities*:

Please note that where this is a revised *statement of responsibilities*, i.e. since the granting of the application, there has been a significant change in the aspects of the firm's affairs which the individual is responsible for managing in performing the function (for example, a change in allocation of responsibilities within the firm, or the senior manager is applying for a new or additional senior management function), then this *statement of responsibilities* supersedes any previous versions.

3.1.2 List all *senior management functions* which the *approved person* is to perform and the effective date the *person* commenced or will commence the performance of the functions.

The above question(s) should be completed whether submission of this form is online or in one of the other ways set out in SUP 15.7 or in 'Senior Managers Regime - Applications and Notifications' in the *PRA* Rulebook

SMF	Description	Tick SMF applied for or held	Effective Date
SMF1	Chief Executive function		
SMF2	Chief Finance function		
SMF3	Executive Director		
SMF4	Chief Risk function		
SMF5	Head of Internal Audit		
SMF6	Head of Key Business Area		
SMF7	Group Entity Senior Manager		
SMF8	Credit Union SMF (small Credit Unions only)		
SMF9	Chairman		
SMF10	Chair of the Risk Committee		
SMF11	Chair of the Audit Committee		
SMF12	Chair of the Remuneration Committee		
SMF13	Chair of the Nominations Committee		
SMF14	Senior Independent Director		
SMF16	Compliance Oversight		
SMF17	Money Laundering Reporting		
SMF18	Other Overall Responsibility function		
SMF24	Chief Operations function		

This statement of responsibilities is considered to automatically include the existing legal and regulatory obligations where they exist for these roles and functions. For example, certain specific responsibilities of a director are set out in company law. Such responsibilities do not need to be recorded in this statement, but any additional responsibilities should be recorded in the sections below.

3.1.3 Please indicate those FCA functions that are included in a PRA controlled function under *SUP* 10C.9 (Minimising overlap with the PRA approved persons regime).

SMF	Description	Yes?
SMF3	Executive Director	
SMF13	Chair of the Nominations Committee	

3.2 Prescribed Responsibilities

This section deals with those responsibilities to be allocated to one or more senior managers. The allocation of responsibilities under a statement of responsibilities should not reduce or alter the scope of any applicable prescribed requirements.

If the responsibilities that the candidate or senior manager is to carry out as described in the statement of responsibilities go beyond those set out in this section, those additional responsibilities should not reduce or alter the scope of the prescribed requirements set out in this section.

(FCA SUP 10C.11/PRA: Allocation of Responsibilities)

3.2.1 Please indicate below which of the responsibilities listed are/will be allocated to this individual, if any.

Note: the form includes references to provisions in the FCA Handbook which are also set out in the PRA Rulebook, sometimes in slightly different wording. Where this is the case, the underlying provisions should be interpreted as equivalent in substance unless indicated otherwise. Any differences are purely presentational.

If the individual has not been allocated a prescribed responsibility, please go to section 3.3.

Ref	Prescribed Responsibility (Applicable to all firms)	Does this prescribed responsibility apply?	Is this prescribed responsibility shared?
а	Responsibility for the <i>firm's</i> performance of its obligations under the senior management regime	Yes / No	Yes / No
b	Responsibility for the firm's performance of its obligations under the employee certification regime	Yes / No	Yes / No
С	Responsibility for compliance with the requirements of the regulatory system about the management responsibilities map	Yes / No	Yes / No
d	Overall responsibility for the firm's policies and procedures for countering the risk that the firm might be used to further financial crime	Yes / No	Yes / No
е	Responsibility for the allocation of all prescribed responsibilities	Yes / No	Yes / No

Ref	Prescribed Responsibility (Applicable to all firms except small firms)	Does this prescribed responsibility apply?	Is this prescribed responsibility shared?
f	Responsibility for:	Yes / No	Yes / No
	(a) leading the development of; and		
	(b) monitoring the effective implementation of;		
	policies and procedures for the induction, training and professional development of all members of the <i>firm's governing body</i> .		
g	Responsibility for monitoring the effective implementation of policies and procedures for the induction, training and professional development of all persons performing <i>designated senior management functions</i> on behalf of the <i>firm</i> other than members of the <i>governing body</i> .	Yes / No	Yes / No
h	Responsibility for overseeing the adoption of the <i>firm</i> 's culture in the day-to-day management of the <i>firm</i> .	Yes / No	Yes / No

Ref	Prescribed Responsibility (Applicable to all firms except small firms)	Does this prescribed responsibility apply?	Is this prescribed responsibility shared?
i	Responsibility for leading the development of the firm's culture by the governing body as a whole.	Yes / No	Yes / No
j	Responsibility for: (a) safeguarding the independence of; and (b) oversight of the performance of: the internal audit function in accordance with SYSC 6.2 (Internal Audit)	Yes / No	Yes / No
k	Responsibility for: (a) safeguarding the independence of; and (b) oversight of the performance of; the compliance function in accordance with SYSC 6.1(Compliance)	Yes / No	Yes / No
I	Responsibility for: (a) safeguarding the independence of; and (b) oversight of the performance of; the risk function in accordance with SYSC 7.1.21R and SYSC7.1.22R (Risk control)	Yes / No	Yes / No
m	Responsibility for overseeing the development of, and implementation of the firm's remuneration policies and practices in accordance with SYSC 19D (Remuneration Code)	Yes / No	Yes / No
n	Responsibility for the independence, autonomy and effectiveness of the firm's policies and procedures on whistleblowing, including the procedures for protection of staff who raise concerns from detrimental treatment	Yes / No	Yes / No
0	Management of the allocation and maintenance of capital, funding and liquidity	Yes / No	Yes / No
р	The firm's treasury management functions	Yes / No	Yes / No
q	The production and integrity of the firm's financial information and its regulatory reporting in respect of its regulated activities	Yes / No	Yes / No

Ref	Prescribed Responsibility (Applicable to all firms except small firms)	Does this prescribed responsibility apply?	Is this prescribed responsibility shared?
r	The firm's recovery plan and resolution pack and overseeing the internal processes regarding their governance	Yes / No	Yes / No
S	Responsibility for managing the firm's internal stress-tests and ensuring the accuracy and timeliness of information provided to the PRA and other regulatory bodies for the purposes of stress-testing;	Yes / No	Yes / No
t	Responsibility for the development and maintenance of the firm's business model by the governing body;	Yes / No	Yes / No
u	Responsibility for the firm's performance of its obligations under <i>Fitness and Propriety</i> (in the PRA Rulebook) in respect of its notified non-executive directors	Yes / No	Yes / No
V	Responsibility for the firm's performance of its obligations under the Outsourcing part of the Rulebook	Yes / No	Yes/ No

Ref	Prescribed Responsibility (Applicable to specific types of firm)	Does this prescribed responsibility apply?	Is this prescribed responsibility shared?
<u>w</u> +	If the firm carries out proprietary trading, responsibility for the firm's proprietary trading activities;	Yes / No	Yes / No
<u>x</u> ₩	If the firm does not have an individual performing the Chief Risk function, overseeing and demonstrating that the risk management policies and procedures which the firm has adopted in accordance with SYSC 7.1.2 R to SYSC 7.1.5 R satisfy the requirements of those rules and are consistently effective in accordance with SYSC 4.1.1R.	Yes / No	Yes / No
<u>y</u> ×	If the firm outsources its internal audit function taking reasonable steps to ensure that every person involved in the performance of the service is independent from the persons who	Yes / No	Yes / No

Ref	Prescribed Responsibility (Applicable to specific types of firm)	Does this prescribed responsibility apply?	Is this prescribed responsibility shared?
	perform external audit, including		
	(a)Supervision and management of the work of outsourced internal auditors and		
	(b)Management of potential conflicts of interest between the provision of external audit and internal audit services		
Zy	If the firm is a ring-fenced body, responsibility for ensuring that those aspects of the firm's affairs for which a person is responsible for managing are in compliance with the ring-fencing requirements.	Yes / No	Yes / No
<u>aa</u> z	Overall responsibility for the firm's compliance with CASS	Yes / No	Yes / No

Ref	Prescribed Responsibility (Applicable to small firms only¹)	Does this prescribed responsibility apply?	Is this prescribed responsibility shared?
<u>bb</u> aa	Responsibility for implementing and management of the firm's risk management policies and procedures	Yes / No	Yes / No
<u>cc</u> bb	Responsibility for managing the systems and controls of the firm	Yes / No	Yes / No
<u>dd</u> ee	Responsibility for managing the firm's financial resources.	Yes / No	Yes / No
<u>ee</u> dd	Responsibility for ensuring the governing body is informed of its legal and regulatory obligations	Yes / No	Yes / No

¹ Small firms are firms with gross total assets of £250 million or less (determined on the basis of the annual average amount calculated across a rolling period of 5 years (calculated by reference to the firm's annual accounting date)).

3.2.2 If necessary, please provide additional information about each prescribed responsibility, including:

- A breakdown of the different components and tasks which the responsibility encompasses; and
- If applicable, details of any sharing arrangements including, if known, the name(s), IRN(s) and/or job title(s) of the individual(s) you are sharing this prescribed responsibility with. The responsibility should be recorded in the same way in the statements of responsibilities for each individual.

Additional information must be relevant, succinct and not dilute or undermine the prescribed responsibility.

Ref	Prescribed Responsibility	Further Relevant Details
		I have supplied further information related to this page in Section 4

The above question(s) should be completed whether submission of this form is online or in one of the other ways set out in SUP 15.7 or in 'Senior Managers Regime - Applications and Notifications' in the PRA Rulebook

3.3 Overall Responsibility

This section deals with having overall responsibility for any of the business areas, activities, or management functions of the firm.

By overall responsibility we mean the ultimate responsibility (under the governing body) for managing or supervising that function, and primary and direct responsibility for briefing and reporting to the governing body about that function and putting matters for decision about that function to the governing body of the firm.

(SYSC 4.7)

3.3.1 If the individual has overall responsibility for any or part of the business areas, activities, or management functions of a firm, please provide details of each in the table below.

Where responsibilities are shared (for example, a responsibility may be shared as part of a job share or where departing and incoming senior managers work together temporarily as part of a handover), please provide details of any sharing arrangements including, if known, the name(s), IRN(s) and/or job title(s) of the individual(s) you are sharing this responsibility with. The responsibility should be recorded in the same way in the statements of responsibilities for each individual.

If the individual does not have overall responsibility for a business area, activity or management function of the firm, please go to section 3.4

A *firm* may wish to refer to *SYSC* 4 Annex 1G (replicated in Annex A of this form) to help it make sure it has not failed to allocate overall responsibility for a particular activity of the firm. Please note that the *FCA* does not require firms to organise themselves by the functions in *SYSC* 4 Annex 1G, and that the Annex is not comprehensive. It is important that a firm does not fail to allocate overall responsibility for business areas, activities and management functions, in line with *SYSC* 4.7.8R.

Please provide a title for this overall responsibility	Please provide further details of this overall responsibility.	Is this overall responsibility shared? If 'Yes' please provide,the name(s), IRN(s) and/or job title(s) of the individual(s) you are sharing this responsibility with (where known)
		Yes / No

The above question(s) should be completed whether submission of this form is online or in one of the other ways set out in SUP 15.7 or in 'Senior Managers Regime - Application	ns an
Notifications' in the PRA Rulebook	

I have supplied further information related to this page in Section 4 YES

NO 🗌

3.4 Other Responsibilities

Please set out below anything else, not otherwise included in this statement, for which a candidate or senior manager is to be responsible as part of their FCA and/or PRA controlled function(s) role. For example, responsibilities outside the normal course of business such as those linked to high profile projects of initiatives.

Where responsibilities are shared (for example, a responsibility may be shared as part of a job share or where departing and incoming senior managers work together temporarily as part of a handover), please provide details of any sharing arrangements including, if known, the name(s), IRN(s) and/or job title(s) of the individual(s) you are sharing this responsibility with. The responsibility should be recorded in the same way in the statements of responsibilities for each individual.

Please provide a title for this other responsibility	Please provide further details of this other responsibility	Is this other responsibility shared? If 'Yes' please provide ,the name(s), IRN(s) and/or job title(s) of the individual(s) you are sharing this responsibility with (where known)
		Yes / No
	I have supplied further related to this page	

The above question(s) should be completed whether submission of this form is online or in one of the other ways set out in SUP 15.7 or in 'Senior Managers Regime - Applications and Notifications' in the PRA Rulebook

Senior Management Regime: Statement of Responsibilities

related to this page in Section 4

Section 4

4.1 Is there any other information the <i>individual</i> or the <i>firm</i> considers to be relevant?	YES	NO 🗌
If was inlease provide details below or on a separate sheet of paper and of	early identify th	a saction

If yes, please provide details below or on a separate sheet of paper and clearly identify the section and question to which the additional information relates.

Question	Information

4.2 How many additional sheets are being submitted?

SYSC 4 The main business activities and functions of a relevant authorised person Annex 1G

Business areas and management functions	Explanation
(1) Payment services	This means:
	(1) payment services;
	(2) issuing and administering other means of payment (for example, cheques and bankers' drafts);
	(3) issuing electronic money, and
	(4) current accounts.
(2) Settlement	This means clearing and settlement of any transactions described in rows (3) and (6) to (9) of this annex in relation to the assets covered by (9).
	It also includes clearing and settlement of any transactions described in row (10).
(3) Investment management	This has the same meaning as <i>managing investments</i> with the following adjustments:
	(a) it covers all types of assets; and
	(b) the exclusions in the Regulated Activities Order do not apply.
	It also covers fund management.
(4) Financial or investment advice	This includes advising on investments.
(5) Mortgage advice	This has the same meaning as advising on regulated mortgage contracts but is expanded to cover land anywhere in the world and to cover security of any kind over land.
(6) Corporate investments	This means acquiring, holding, managing and disposing a <i>firm's</i> investments made for its own account.
(7) Wholesale sales	This means the selling of any investment to a person other than a retail customer.
	It does not include the activities in (1).

Business areas and management functions	Explanation
(8) Retail sales	This means the <i>selling</i> of any <i>investment</i> to a <i>retail</i> customer.
	It includes savings accounts. It does not include the activities in (1).
(9) Trading for clients	This means dealing in investments as agent and execution of orders on behalf of clients but the list of products includes money market instruments and foreign exchange.
(10) Market making	This has the same meaning as it does in <i>MIFID</i> (see the definition of market maker in article 4.1(8)).
(11) Investment research	
(12) Origination/syndication and underwriting	Origination and syndication include:
J	(1) entering into or acquiring (directly or indirectly) any commitment or <i>investment</i> with a view to transferring some or all of it to others, or with a view to others investing in the same transaction;
	(2) sub-participation; and
	(3) any transaction described in the <i>Glossary</i> definition of <i>originator</i> .
	Underwriting includes underwriting that is not on a firm commitment basis.
	A commitment or <i>investment</i> includes an economic interest in some or all of it.
	This activity also includes the provision of services relating to such transactions.
(13) Retail lending decisions	Deciding whether, and on what terms, to lend to retail customers.
	Lending includes granting credit, leasing and hire (including finance leasing).
(14) Wholesale lending decisions	Deciding whether, and on what terms, to lend to persons who are not retail customers.
	Lending includes granting credit, leasing and hire (including finance leasing).
(15) Design and manufacturing of products intended for wholesale customers	Wholesale customers mean <i>persons</i> who are not retail customers
(16) Design and manufacture of products intended for <i>retail</i>	

Business areas and management functions	Explanation
customers	
(17) Production and distribution of marketing materials and communications	This includes financial promotions
(18) Customer service	This means dealing with <i>clients</i> after the point of sale, including queries and fulfilment of <i>client</i> requests
(19) Customer complaints handling	This includes the <i>firm</i> 's compliance with <i>DISP</i> .
Handing	It also includes:
	(1) any similar procedures relating to activities that do not come under the jurisdiction of the <i>Financial Ombudsman Service</i> ;
	(2) activities that take place outside the UK; and
	(3) activities that are not subject to any ombudsman service.
(20) Collection and recovering amounts owed to a <i>firm</i> by its customers Dealing with customers in arrears	"Customer" means any <i>person</i> falling into any of the definitions of <i>client</i> in the <i>Glossary</i> so far as they apply to the <i>FCA's Handbook</i> . The definition is extended to cover all services provided by the <i>firm</i> and not just those that are provided in the course of carrying on a <i>regulated activity</i> or an <i>ancillary service</i> .
(21) Middle office	This means risk management and controls in relation to, and accounting for, transactions in securities or derivatives
(22) The firm's information technology	
(23) Business continuity planning	This means the functions described in SYSC 4.1.6R and SYSC 4.1.7R
(24) Human resources	This includes recruitment, training and competence and performance monitoring
(25) Incentive schemes for the firm's staff	This is not limited to schemes based on sales.
(26) Providing information in relation to a specified benchmark	
(27) Administering a specified benchmark	

Business areas and management functions	Explanation
---	-------------

Note (1): The purpose of this annex is explained in SYSC 4.5 (Management responsibilities maps for relevant authorised persons) and SYSC 4.7.37G.

Note (2): A *firm* does not have to use the split of activities in this annex for the purposes in Note (1). If a *firm* does decide to use it, it may adapt it to suit its management arrangements better.

For example, a *firm* may find the split of activities into *retail* and wholesale activities unsuitable. If so, the *firm* might:

- (a) treat retail and wholesale activities together; or
- (b) use its own definition of retail and wholesale activities.

This form is being consulted on as part of CP8/17 'Strengthening accountability in banking and insurance: optimisations to the SIMR, and changes to SMR forms', available at: http://www.bankofengland.co.uk/pra/Pages/publications/cp/2017/cp817.aspx.





Application number (for FCA/PRA use only)

The FCA and PRA have produced notes which will assist both the applicant and the candidate in answering the questions in this form. Please read these notes, which are available on the FCA and PRA's websites at https://www.handbook.fca.org.uk/handbook/SUP/10C/Annex3D.html

www.bankofengland.co.uk/PRA.

Both the applicant and the candidate will be treated by the FCA and PRA as having taken these notes into consideration when completing this form.

Form E

Internal transfer of an approved person (for firms and individuals subject to the senior management regime)

FCA Handbook Reference: SUP 10C Annex 3D

PRA Rulebook Reference: Senior Managers Regime - Applications and Notifications

March 2016

Name of candidate[†]
(to be completed by applicant firm)

Name of firm[†]
(as entered in 2.01)

Financial Conduct Authority
25 The North Colonnade
Canary Wharf
London E14 5HS
United Kingdom
Telephone +44 (0) 300 500 0597
E-mail iva@fca.org.uk
Website http://www.fca.org.uk

Registered as a Limited Company in England and Wales No 1920623. Registered Office as above

Prudential Regulation Authority
20 Moorgate
London
EC2R 6DA
United Kingdom
Telephone +44 (0) 203 461 7000
Email PRA-ApprovedPersons@bankofengland.co.uk
Website www.bankofengland.co.uk/PRA

Version 2 December 2015

Form E – Internal transfer of an approved person (for firms and individuals subject to the senior management regime)

[†] The above question(s) should be completed whether submission of this form is online or in one of the other ways set out in SUP15.7 of the *FCA* Handbook and/or Senior Managers Regime - Applications and Notifications of the PRA Rulebook as applicable

Pe	rs	onal identification details		Section 1
1.01		Individual Reference Number (IRN) †		
1.02		Title (e.g. Mr, Mrs, Ms, etc) [†]		
1.03		Surname [†]		
1.04		ALL forenames [†]		
1.05		Date of birth [†]		
1.06		National Insurance number [†]		
Fir	m	identification details		Section 2
2.01		Name of firm		
2.02		Firm Reference Number (FRN)		
2.03	а	Who should the FCA/PRA contact at the firm relation to this application?	n in	
	b	Posi	tion	
	С	Teleph	one	
	d		Fax	
	е	E-r	mail	
		→ '	have supplied further information related to this page in Section 6	NO

Version 2 December 2015

† The above question(s) should be completed whether submission of this form is online or in one of the other ways set out in SUP15.7 of the *FCA* Handbook and/or Senior Managers Regime - Applications and Notifications of the PRA Rulebook as applicable

YES

ΝО□

3.01 List all senior management functions which the approved person is ceasing to perform. The effective date is the date the *person* will cease to perform the functions.

	FRN^\dagger	Name of <i>firm</i> [†]	Senior Management function [†]	Effective date [†]
а				
b				
C				
d				
е				
		I have sup	oplied further information	o □ No□

related to this page in Section 7[†]

Version 2 December 2015 [†] The above question(s) should be completed whether submission of this form is online or in one of the other ways set out in SUP15.7 of the FCA Handbook and/or Senior Managers Regime - Applications and Notifications of the PRA Rulebook as applicable

Senior	Senior management functions Sec			Section 4
4.01	Nature of the arrangement	а	Employee	
	between the candidate and the applicant.	b	Group employee	
			Name of group	
		С	Contract for services	
		d	Partner	
		е	Other	
			Give details	

Version 2 December 2015

† The above question(s) should be completed whether submission of this form is online or in one of the other ways set out in SUP15.7 of the FCA Handbook and/or Senior Managers Regime - Applications and Notifications of the PRA Rulebook as applicable

4.02 For applications from a single *firm*, please tick the boxes that correspond to the *senior management functions* to be performed.

If the senior management functions are to be performed for more than one firm, please go to question 4.04

Function	Description of a Senior Manager function	Tick (if applicable)	Effective Date
SMF 1	Chief Executive function		
SMF 2	Chief Finance function		
SMF 3	Executive Director		
SMF 4	Chief Risk function		
SMF 5	Head of Internal Audit		
SMF 6	Head of Key Business Area		
SMF 7	Group Entity Senior Manager		
SMF 8	Credit Union SMF (small Credit Unions only)		
SMF 9	Chairman		
SMF10	Chair of the Risk Committee		
SMF11	Chair of the Audit Committee		
SMF12	Chair of the Remuneration Committee		
SMF13	Chair of the Nominations Committee		
SMF14	Senior Independent Director		
SMF16	Compliance Oversight		
SMF17	Money Laundering Reporting		
SMF18	Other overall responsibility function		
SMF19	Head of Overseas Branch		
SMF 21	EEA Branch Senior Manager function		
SMF22	Other local responsibility function		
SMF24	Chief Operations function		

4.03 Has the *firm* undertaken a criminal records check in accordance with the requirements of the *FCA* and/ or *PRA*?

Please note that a *firm is required to obtai*n the fullest information that it is lawfully able to obtain about the *candidate* under Part V of the Police Act 1997 (Certificates of Criminal records, etc) and related subordinated legislation of the *UK* or any part of the *UK* before making the application. (SUP 10C.10.16R and Senior Managers Regime - Applications and Notifications in the *PRA* Rulebook)

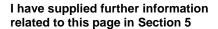
0 11		,	
If yes, please enter da	ate the check was undertaken		
Date (dd/mm/yy):			

Note: if date is more than 3 months prior to current date or 3 months prior to date of application submission or the check has not been undertaken, please provide details why in section 5.

Version 2 December 2015

Form E – Internal transfer of an approved person (for firms and individuals subject to the senior management regime)

[†] The above question(s) should be completed whether submission of this form is online or in one of the other ways set out in SUP15.7 of the *FCA* Handbook and/or Senior Managers Regime - Applications and Notifications of the PRA Rulebook as applicable



YES NO

Version 2 December 2015

† The above question(s) should be completed whether submission of this form is online or in one of the other ways set out in SUP15.7 of the FCA Handbook and/or Senior Managers Regime - Applications and Notifications of the PRA Rulebook as applicable

	Firm Reference Number	Name of <i>firm</i>	Senior Management function	Job title (mandatory)	Effective date
а					
b					
С					
d					
е					

I have supplied further information

related to this page in Section 5[†]

№ П

Version	2	Decem	her	201	5

[†] The above question(s) should be completed whether submission of this form is online or in one of the other ways set out in SUP15.7 of the *FCA* Handbook and/or Senior Managers Regime - Applications and Notifications of the PRA Rulebook as applicable

Supplementary information for Senior Management Functions Section 5

5.00

- If there is any other information the candidate or the firm considers to be relevant to the
 application, it must be included here.
- Please provide full details of
 - why the candidate is competent and capable to carry out the senior management function(s) applied for.
 - why the appointment complements the firm's business strategy, activity and market in which it operates.
 - how the appointment was agreed including details of any discussions at governing body level (where applicable).
- · Provide a copy of the candidate's:
 - o Statement of Responsibilities with this form
 - Roles description
 - o Curriculum Vitae (C.V)
 - Organisational chart
 - Provide a copy of the firm's management responsibilities map (SYSC 4.5 and SYSC 4.6, where applicable, and Allocation of Responsibilities in the PRA Rulebook)
 - UK and Third Country Relevant Authorised Persons should include a summary of any handover material (as referred to in SYSC4.9.4R to SYSC 4.9.9G and SUP10C.10.13G) and Senior Management Functions Chapter 2 in the PRA Rulebook

Question	Information

Form E – Internal transfer of an approved person (for firms and individuals subject to the senior management regime)

Page 8

[†] The above question(s) should be completed whether submission of this form is online or in one of the other ways set out in SUP15.7 of the *FCA* Handbook and/or Senior Persons Regime - Applications and Notifications of the PRA Rulebook as applicable

Declaration of Candidate

Knowingly or recklessly giving the FCA and/or PRA information which is false or misleading in a material particular may be a criminal offence (section 398 of the Financial Services and Markets Act 2000). It should not be assumed that information is known to the FCA and/or PRA merely because it is in the public domain or has previously been disclosed to the FCA and/or PRA or another regulatory body.

In addition to other regulatory responsibilities, firms, senior managers and other approved persons have a responsibility to disclose to the FCA and/or PRA matters of which it would reasonably expect to be notified. Failure to notify the FCA and/or PRA of such information may lead to the FCA and/or PRA taking disciplinary or other action against the firm and/or individuals.

The *candidate* confirms that the attached Statement of Responsibilities accurately reflects the aspects of the affairs of the firm which it is intended that the *candidate* will be responsible for managing. The *candidate* confirms that they have accepted all the responsibilities set out in this Statement of Responsibilities.

For the purposes of complying with the Data Protection Act 1998, the personal information provided in this Form will be used by the *FCA* and/or *PRA* to discharge their statutory functions under the Financial Services and Markets Act 2000 and other relevant legislation, and will not be disclosed for any other purpose without the permission of the *candidate*.

With reference to the above, the FCA and/or PRA may seek to verify the information given in this Form including answers pertaining to fitness and propriety. This may include a credit reference check. In signing the form below:

- a) I authorise the FCA and/or PRA to make such enquiries and seek such further information as it thinks appropriate in the course of verifying the information given in this Form. Candidates may be required to apply for a criminal records search to be made as to whether any criminal records are held in relation to them and to obtain a certificate (where such certificate can be obtained) and to disclose the result of that search to the firm submitting this application.
- b) I confirm that the information in this Form is accurate and complete to the best of my knowledge and belief and that I have read the notes to this Form.
- c) I confirm that I understand the regulatory responsibilities of my proposed role as set out in the rules of conduct in the FCA's Conduct Rules (COCON) and/or PRA Conduct Rules (as applicable).
- d) I confirm that the Statement of Responsibility submitted with this form accurately reflects the aspects of the affairs of the *firm* which it is intended that I will be responsible for managing. I confirm that I have accepted all the responsibilities set out in this Statement of Responsibilities.

Tick here to confirm you have read and understood this declaration:
6.01 Candidate's full name†
6.02 Signature
Date

Form E – Internal transfer of an approved person (for firms and individuals subject to the senior management regime)

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[†] The above question(s) should be completed whether submission of this form is online or in one of the other ways set out in SUP15.7 of the *FCA* Handbook and/or Senior Persons Regime - Applications and Notifications of the PRA Rulebook as applicable

Declaration of Firm

Knowingly or recklessly giving the *FCA* and/or *PRA* information which is false or misleading in a material particular may be a criminal offence (sections 398 and 400 of the Financial Services and Markets Act 2000). *SUP* 15.6.1R and *SUP* 15.6.4R of the *FCA* Handbook and Notification 6 of the *PRA* Rulebook require an *authorised person* to take reasonable steps to ensure the accuracy and completeness of information given to the *FCA* and/or *PRA* and to notify the *FCA* and/or *PRA* immediately if materially inaccurate information has been provided.

In addition to other regulatory responsibilities, firms, senior managers and other approved persons have a responsibility to disclose to the FCA and/or PRA matters of which it would reasonably expect to be notified. Failure to notify the FCA and/or PRA of such information may lead to the FCA and/or PRA taking disciplinary or other action against the firm and/or individuals.

It should not be assumed that information is known to the *FCA* and/or *PRA* merely because it is in the public domain or has previously been disclosed to the *FCA* and/or *PRA* or another regulatory body. If there is any doubt about the relevance of information, it should be included.

In making this application the *firm* believes on the basis of due and diligent enquiry and by reference to the criteria in FIT that the candidate is a fit and proper person to perform the controlled function(s) listed in section 3. The firm also believes, on the basis of due and diligent enquiry, that the candidate is competent to fulfil the duties required in the performance of such function(s).

performance of such function(s).
IF UNDERTAKING ANY NON MIFID BUSINESS FOR WHICH THE FIRM HAS NOT PREVIOUSLY APPLIED FOR AUTHORISATION, PLEASE ALSO COMPLETE THE FOLLOWING
The firm also believes, on the basis of due and diligent enquiry, that the candidate is competent to fulfil the
duties required of such function(s). YES NO
If the <i>firm</i> confirms that it has had sight of a criminal records certificate prepared within the past 3 months in relation to the Individual and has given due consideration to the information contained in that certificate in determining that Individual to be fit and proper. Alternatively, where a certificate is not obtained the firm has provided an explanation in section 5.
In signing this form on behalf of the firm:
a) I confirm that the information in this Form is accurate and complete to the best of my knowledge and belief and that I have read the notes to this Form.
b) I confirm that I have authority to make this application and provide the declarations given by the firm, and sign this Form, on behalf of the firm identified in section 2.01 and/or each <i>firm</i> identified in section 4.04. I also confirm that a copy of this Form, as submitted to the <i>FCA</i> and/or <i>PRA</i> , will be sent to each of those <i>firms</i> at the same time as submitting the Form to the <i>FCA</i> and/or <i>PRA</i> .
c) I confirm the candidate has been made aware of the regulatory responsibilities of the proposed role as set out in the rules of conduct in the <i>FCA</i> 's Conduct Rules (COCON) and/or <i>PRA</i> Conduct Rules (as applicable).
d) I confirm that that the Statement of Responsibility submitted with this form accurately reflects the aspects of the affairs of the <i>firm</i> which it is intended that the candidate will be responsible for managing
6.03 Name of the <i>firm</i> submitting the application†
6.04 Name of <i>person</i> signing on behalf of the <i>firm</i> †
6.05 Job title †
6.06 Signature
Date †

Form E – Internal transfer of an approved person (for firms and individuals subject to the senior management regime)

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[†] The above question(s) should be completed whether submission of this form is online or in one of the other ways set out in SUP15.7 of the *FCA* Handbook and/or Senior Persons Regime - Applications and Notifications of the PRA Rulebook as applicable



This form is being consulted on as part of CP8/17 'Strengthening accountability in banking and insurance: optimisations to the SIMR, and changes to SMR forms', available at: http://www.bankofengland.co.uk/pra/Pages/publications/cp/2017/cp817.aspx.





Application number or IRN (for FCA/PRA use only)

Senior Management Regime: Statement of Responsibilities (Third Country Relevant Authorised Persons only)

This form applies to third country relevant authorised persons. It does not apply to UK relevant authorised persons, EEA relevant authorised persons, or appointed representatives of any relevant authorised person.

A statement provided under section 60(2A) of the *Act* (Applications for approval), including a statement revised under section 62A of the *Act* (Changes in responsibilities of senior managers).

For candidates for approval, this form **must** be submitted as an attachment to a Form A: application or a Form E application.

For significant changes to an existing *statement of responsibilities*, this form **must** be submitted as an attachment to a Form J notification or a Form I application or variation.

FCA Handbook Reference: SUP 10C, SYSC 4.6, SYSC 4.8

PRA Rulebook Reference: Senior Managers Regime - Applications and Notifications

7 March 2016

Name of *individual* (to be completed by *firm*)

Name of *firm* (as entered in 2.01)

Financial Conduct Authority 25 The North Colonnade Canary Wharf London E14 5HS United Kingdom

Telephone +44 (0) 300 500 0597

E-mail iva@fca.org.uk

Website http://www.fca.org.uk

Prudential Regulation Authority

20 Moorgate

London

EC2R 6DA

United Kingdom

Telephone +44 (0) 203 461 7000

Email PRA-ApprovedPersons@bankofengland.co.uk

Website www.bankofengland.co.uk/PRA

Pe	rsonal identification details	Section 1
1.01	Individual Reference Number (IRN)	
1.02	Title (e.g. Mr, Mrs, Ms, etc)	
1.03	Surname	
1.04	ALL forenames	
1.05	Date of birth	
1.06	National Insurance number	
Fir	m identification details	Section 2
2.01	Name of <i>firm</i>	
2.02	Firm Reference Number (FRN)	
2.03	a Who should the <i>FCA/PRA</i> contact at the <i>f</i> to this <i>statement of responsibilities?</i>	<i>firm</i> in relation
	b	Position
	С	Telephone
	d	Fax
	е	E-mail
	→	I have supplied further information related to this page in Section 4 YES NO

Senior Management Functions

Section 3

A statement of responsibilities should be drafted to clearly show the responsibilities that the *candidate* or senior manager is to perform as part of their *controlled function and* how they fit in with the *firm's* overall governance and management arrangements. A *statement of responsibilities* should also be consistent with the *firm's management responsibilities map*.

A *statement of responsibilities* should be drafted in such a way as to be practical and useable by regulators. The *FCA* and the *PRA* consider that this would be achieved by succinct, clear descriptions of each responsibility which avoid unnecessary detail. Firms have the opportunity to provide details of each responsibility allocated to an individual using the free text boxes in this form. However, the PRA and FCA would not usually expect the description of each responsibility to exceed 300 words.

A *statement of responsibilities* must be a self-contained document. There should be one statement per senior manager per firm. Where an individual performs a senior management function on behalf of more than one firm within a group, one *statement of responsibilities* is required for each firm. Any supplementary information may be provided in section 4 (or if submitting electronically, in a **single** attachment). A statement of responsibilities must not cross-refer to or include other documents, attachments or links.

A *statement of responsibilities* should include responsibilities held in relation to FCA controlled functions that are included in a *PRA controlled function* under *SUP* 10C.9 (Minimising overlap with the *PRA* approved persons regime). (SUP 10C.11)

If the appropriate regulator considers that the *statement of responsibilities* is not sufficiently clear to be practical and usable, it could be challenged as part of a candidate's application for approval, or in ongoing supervision.

Details of the individual's responsibilities should be set out in sections 3.2 to 3.4, as appropriate:

- Section 3.2 covers those responsibilities required by regulators to be allocated to one or more senior managers.
- Section 3.3 covers having local responsibility for each of the business areas, activities, management functions and risks of the firm.
- Section 3.4 covers anything else, not otherwise included, for which a candidate or senior manager is to be responsible as part of their FCA and/or PRA senior management function(s) role.

3.1 Effective date and relevant Senior Management Functions

3.1.1 Please state the effective date of this <i>statement of responsibilities</i> :	
--	--

Please note that where this is a revised *statement of responsibilities*, i.e. since the granting of the application, there has been a significant change in the aspects of the firm's affairs which the individual is responsible for managing in performing the function (for example, a change in allocation of responsibilities within the firm, or the senior manager is applying for a new or additional senior management function), then this *statement of responsibilities* supersedes any previous versions.

3.1.2 List all senior management functions which the approved person is to perform and the effective date the person commenced or will commence the performance of the functions.

SMF	Description	Tick SMF applied for or held	Effective Date
SMF2	Chief Finance function		
SMF3	Executive Director		
SMF4	Chief Risk function		
SMF5	Head of Internal Audit		
SMF7	Group Entity Senior Manager		
SMF16	Compliance Oversight		
SMF17 Money Laundering Reporting			
SMF19	Head of Overseas Branch		
SMF22	Other local responsibility function		
<u>SMF24</u>	Chief Operations function		

This statement of responsibilities is considered to automatically include the existing legal and regulatory obligations where they exist for these roles and functions (for example, the Money Laundering Reporting function). Such responsibilities do not need to be recorded in this statement, but any additional responsibilities should be recorded in the sections below.

3.1.3 Please indicate those FCA functions that are included in a PRA controlled function under SUP 10C.9 (Minimising overlap with the PRA approved persons regime).

SMF	Description	Yes?
SMF3	Executive Director	

3.2 Prescribed Responsibilities

This section deals with those responsibilities to be allocated to one or more senior managers. The allocation of responsibilities under a statement of responsibilities should not reduce or alter the scope of any applicable prescribed responsibilities.

If the responsibilities that the candidate or senior manager is to carry out as described in

the statement of responsibilities go beyond those set out in this section, those additional responsibilities should not reduce or alter the scope of the prescribed requirements set out in this section.

(FCA SUP 10C.11/PRA: Allocation of Responsibilities)

3.2.1 Please indicate below which of the responsibilities listed are/will be allocated to this individual, if any.

Note: the form includes references to provisions in the FCA Handbook which are also set out in the PRA Rulebook, sometimes in slightly different wording. Where this is the case, the underlying provisions should be interpreted as equivalent in substance unless indicated otherwise. Any differences are purely presentational.

If the individual has not been allocated a prescribed responsibility, please go to section 3.3.

Ref	Prescribed Responsibility (Applicable to all firms)	Does this prescribed responsibility apply?	Is this prescribed responsibility shared?
za	Responsibility for the branch's performance of its obligations under the senior management regime	Yes No	Yes No
zb	Responsibility for the branch's performance of its obligations under the employee certification regime	Yes No	Yes No
ZC	Responsibility for compliance with the requirements of the regulatory system about the management responsibilities map	Yes No	Yes No
zd	Responsibility for management of the UK branch's risk management processes in the UK	Yes No	Yes No
ze	Responsibility for the branch's compliance with the UK regulatory system applicable to the branch	Yes No	Yes No
zf	Responsibility for the escalation of correspondence from the PRA, FCA and other regulators in respect of the branch to the governing body and/or the management body of the firm or, where appropriate, of the parent undertaking or holding company of the firm's group	Yes No	Yes No
zg	Local responsibility for the branch's policies and procedures for countering the risk that the branch might be used to further financial crime	Yes No	Yes No
zh	Local responsibility for the branch's compliance with CASS	Yes No	Yes No
zi	Responsibility for management of the branch's systems and controls in the UK	Yes No	Yes No
zj	Responsibility for the allocation of all UK branch prescribed responsibilities	Yes No	Yes No
zk	Responsibility for the management of the branch's liquidity or, where a liquidity waiver is in place, the submission of information to the PRA on the firm's liquidity position	Yes No	Yes No
zl	Responsibility for the production and integrity of the branch's financial information and its regulatory reporting in respect of its regulated activities	Yes No	Yes No
<u>zm</u>	Responsibility for the firm's performance of its obligations under the Outsourcing part of the Rulebook	Yes No	Yes No

3.2.2 If necessary, please provide additional information about each prescribed responsibility, including:

- A breakdown of the different components and tasks which the responsibility encompasses; and
- If applicable, details of any sharing arrangements including, if known, the name(s), IRN(s) and/or job title(s) of the individual(s) you are sharing this prescribed responsibility with. The responsibility should be recorded in the same way in the statements of responsibilities for each individual.

Additional information must be relevant, succinct and not dilute or undermine the prescribed responsibility.

Ref	Prescribed Responsibility	Further Relevant Details
		I have supplied further information related to this page in Section 4 YES NO

3.3 Local Responsibility

This section deals with having local responsibility for each of the business areas, activities and management functions of the firm.

Local responsibility is explained in SYSC 4.8. In summary, by local responsibility we mean:

- a) for a *person* who is allocated local responsibility under SYSC 4.8.10R(1), ultimate responsibility (under the *governing body* of the *branch*) for managing or supervising that function and primary and direct responsibility for briefing and reporting about that function to the branch's governing body or equivalent and for putting matters for decision about that function to the *branch's governing body* or equivalent. SYSC 4.8 states that, in general, the FCA expects that a *person* to whom overall responsibility for a function is allocated under SYSC 4.8.10R(1), will be the most senior employee or officer responsible for managing or supervising that function under the management of the *branch's governing body*:
- b) for a *person* who is allocated local responsibility under SYSC 4.8.10R(2), a *person* who is directly involved in the management of the relevant activity, business area or management function. SYSC 4.8 states that, the *FCA* expects that a *firm* appointing someone to have local responsibility for a function under SYSC 4.8.10R(2) will appoint the most senior employee or officer of the *firm* with responsibility for that activity, business area or management function.

(SYSC 4.8)

3.3.1 If the individual has local responsibility for any or part of the activities, business areas or management functions of a branch, please provide details of each in the table below.

Where responsibilities are shared (for example, a responsibility may be shared as part of a job share or where departing and incoming senior managers work together temporarily as part of a handover), please provide details of any sharing arrangements including, if known, the name(s), IRN(s) and/or job title(s) of the individual(s) you are sharing this responsibility with. The responsibility should be recorded in the same way in the statements of responsibilities for each individual.

If the individual does not have local responsibility for an activity, business area or management function of the branch, please skip this section.

A *firm* may wish to refer to SYSC 4 Annex 1G (replicated in Annex A of this form) to help it make sure it has not failed to allocate local responsibility for a particular activity of the firm. Please note that the *FCA* does not require firms to organise themselves by the functions in *SYSC* 4 Annex 1G, and that the Annex is not comprehensive. It is important that a firm does not fail to allocate local responsibility for business areas, activities and management functions, in line with SYSC 4.8.10R.

Disease mandale a differ for		In this level manner 9.99
Please provide a title for this local responsibility	Please provide further details of this local responsibility	Is this local responsibility shared?
		If 'Yes' please provide the
		name(s), IRN(s) and/or job title(s) of the individual(s) you are
		sharing this responsibility with
		(where known)
		Yes / No
		Yes / No
		Yes / No
		1637110
	I have supplied further related to this page in	information a Section 4 YES NO

3.4 Other Responsibilities

3.4.1 Please set out below anything else, not otherwise included in this statement, for which a candidate or senior manager is to be responsible as part of their *FCA* and/or *PRA* controlled function(s) role. For example, responsibilities outside the normal course of business such as those linked to high profile projects or initiatives.

Where responsibilities are shared (for example, a responsibility may be shared as part of a job share or where departing and incoming senior managers work together temporarily as part of a handover), please provide details of any sharing arrangements including, if known, the name(s), IRN(s) and/or job title(s) of the individual(s) you are sharing this responsibility with. The responsibility should be recorded in the same way in the statements of responsibilities for each individual.

Please provide a title for this other responsibility	Please provide further details of this other responsibility	Is this other responsibility shared? If 'Yes' please provide the name(s), IRN(s) and/or job title(s) of the individual(s) you are sharing this responsibility with (where known)
		Yes / No
		Yes / No
		Yes / No
	I have supplied fur related to this pa	ther information age in Section 4 YES NO

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Supp	lementary In	nformation	Section 4
4.1 Is there any other information the <i>individual</i> or the <i>firm</i> considers to be relevant?			
If yes, ple to which t	ase provide detai he additional infoi	ils below or on a separate sheet of paper and cl rmation relates.	early identify the section and question
	Question	Information	
4.2 How	many additional sh	eets are being submitted?	

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ANNEX A

SYSC 4 The main business activities and functions of a relevant authorised person Annex 1G

Business areas and management functions	Explanation
(1) Payment services	This means:
	(1) payment services;
	(2) issuing and administering other means of payment (for example, cheques and bankers' drafts);
	(3) issuing electronic money, and
	(4) current accounts.
(2) Settlement	This means clearing and settlement of any transactions described in rows (3) and (6) to (9) of this annex in relation to the assets covered by (9).
	It also includes clearing and settlement of any transactions described in row (10).
(3) Investment management	This has the same meaning as <i>managing investments</i> with the following adjustments:
	(a) it covers all types of assets; and
	(b) the exclusions in the Regulated Activities Order do not apply.
	It also covers fund management.
(4) Financial or investment advice	This includes advising on investments.
(5) Mortgage advice	This has the same meaning as advising on regulated mortgage contracts but is expanded to cover land anywhere in the world and to cover security of any kind over land.
(6) Corporate investments	This means acquiring, holding, managing and disposing a firm's investments made for its own account.
(7) Wholesale sales	This means the selling of any investment to a person other than a retail customer.
	It does not include the activities in (1).
(8) Retail sales	This means the selling of any investment to a retail customer.
	It includes savings accounts. It does not include the activities in (1).
(9) Trading for clients	This means dealing in investments as agent and execution of orders on behalf of clients but the list of products includes money market instruments and foreign

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Business areas and management	Explanation
functions	exchange.
(10) Market making	This has the same meaning as it does in <i>MIFID</i> (see the definition of market maker in article 4.1(8)).
(11) Investment research	
(12) Origination/syndication and underwriting	Origination and syndication include:
	(1) entering into or acquiring (directly or indirectly) any commitment or <i>investment</i> with a view to transferring some or all of it to others, or with a view to others investing in the same transaction;
	(2) sub-participation; and
	(3) any transaction described in the <i>Glossary</i> definition of originator.
	Underwriting includes underwriting that is not on a firm commitment basis.
	A commitment or <i>investment</i> includes an economic interest in some or all of it.
	This activity also includes the provision of services relating to such transactions.
(13) Retail lending decisions	Deciding whether, and on what terms, to lend to retail customers.
	Lending includes granting credit, leasing and hire (including finance leasing).
(14) Wholesale lending decisions	Deciding whether, and on what terms, to lend to <i>persons</i> who are not <i>retail customers</i> .
	Lending includes granting credit, leasing and hire (including finance leasing).
(15) Design and manufacturing of products intended for wholesale customers	Wholesale customers mean <i>persons</i> who are not <i>retail</i> customers
(16) Design and manufacture of products intended for retail customers	
(17) Production and distribution of marketing materials and communications	This includes financial promotions
(18) Customer service	This means dealing with <i>clients</i> after the point of sale, including queries and fulfilment of <i>client</i> requests
(19) Customer complaints handling	This includes the firm's compliance with DISP.
	It also includes:
	(1) any similar procedures relating to activities that do not come under the jurisdiction of the <i>Financial Ombudsman</i>

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Business areas and management functions	Explanation
	Service;
	(2) activities that take place outside the <i>UK</i> ; and
	(3) activities that are not subject to any ombudsman service.
(20) Collection and recovering amounts owed to a <i>firm</i> by its customers	"Customer" means any <i>person</i> falling into any of the definitions of <i>client</i> in the <i>Glossary</i> so far as they apply to the <i>FCA's Handbook</i> . The definition is extended to cover all services provided by the <i>firm</i> and not just those that are
Dealing with customers in arrears	provided in the course of carrying on a regulated activity or an ancillary service.
(21) Middle office	This means risk management and controls in relation to, and accounting for, transactions in securities or derivatives
(22) The <i>firm</i> 's information technology	
(23) Business continuity planning	This means the functions described in SYSC 4.1.6R and SYSC 4.1.7R
(24) Human resources	This includes recruitment, training and competence and performance monitoring
(25) Incentive schemes for the firm's staff	This is not limited to schemes based on sales.
(26) Providing information in relation to a specified benchmark	
(27) Administering a specified benchmark	

Note (1): The purpose of this annex is explained in SYSC 4.5 (Management responsibilities maps for relevant authorised persons) and SYSC 4.7.37G.

Note (2): A *firm* does not have to use the split of activities in this annex for the purposes in Note (1). If a *firm* does decide to use it, it may adapt it to suit its management arrangements better.

For example, a *firm* may find the split of activities into *retail* and wholesale activities unsuitable. If so, the *firm* might:

- (a) treat retail and wholesale activities together; or
- (b) use its own definition of retail and wholesale activities.