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HOW DOES THE HANDBOOK WORK?

A guide to the handbook

The *Handbook* provides full details of the Institutes’ licensing arrangements. This includes the agreement between the *firm* and the *Institute* for a *licence* (Part 2), the regulated activities that can be conducted under a *licence* (Part 3) and how regulated work should be conducted (Part 4). Licensed *firms* will need to familiarise themselves with the whole *Handbook* but the following provides a guide for any *firm* on how to use the *Handbook* to answer some key questions.

(Note, throughout the *Handbook*, words in italics are defined terms and the definitions are in Part 9.)

**Do I need a licence?**

Whether a *licence* is needed (or FCA authorisation) will depend on the type of activities undertaken and the way they are carried out. Part 3 with its schedules will be key to assisting *firms*.

The *regulated activities* that a *licensed firm* can undertake are known as “*exempt regulated activities*”. However, to be an *exempt regulated activity*, consideration is needed of how the activity is carried out. If the *regulated activity* does not derive from or is not complimentary to another non regulated (professional) activity provided to that *client*, then FCA authorisation is needed. An *exempt regulated activity* cannot be provided in isolation to other professional services in respect of a particular *client*.

Schedule 1 lists the activities which can only be undertaken by FCA authorised *firms*. Schedule 2 is guidance on the *regulated activities* that can be provided by licensed *firms*. Schedule 3 provides further guidance on conducting business in an incidental manner. Schedule 4 identifies work that is not regulated and can be undertaken by any *firm*. Schedule 5 provides guidance on corporate finance activities. Schedule 6 provides guidance on insurance activities. Schedule 7 provides guidance on home finance (i.e. mortgage) business. Schedule 8 provides guidance on professional services in relation to HMRC investigations. Schedule 9 assists in situations where there is no specific example in the above schedules.

**Do I need authorisation from the Financial Conduct Authority?**

Schedule 1 of Part 3 identifies the *regulated activities* that can only be undertaken by an FCA authorised *firm* and so cannot be conducted by a licensed or unregulated *firm*. In addition if a *firm* wants to undertake exempt regulated activities in a way that is not complementary to or arising out of another professional activity it will need FCA authorisation (see schedule 3 of Part 3).

**What regulated activities can I do under a licence?**

Schedule 2 to Part 3 provides guidance on what a licensed *firm* can do. The schedule is divided into tables according to the type of *investment*. Schedule 9 contains a flowchart that indicates how the other schedules can be used to check whether an activity can be undertaken by a licensed *firm*.

I may be involved in corporate finance/insurance/mortgage business/taxation investigations. How can I check whether these activities are regulated?

Schedules 5, 6, 7 and 8 to Part 3 deal with these specific areas.

How do I get a licence?

Part 2 sets out the eligibility criteria for a *licence* and how to apply. There are specific requirements for professional indemnity insurance in respect of insurance related activities in clause 2.07 and in note 3 at the end of Part 2.
Can my firm have a licence if a non-member is a principal?
Part 5 deals with this situation. Such principals may need to become an affiliate and this Part provides the relevant rules.

What does it cost?
Part 6 outlines the fees charged by the Institutes. The amounts are not shown here as these are provided on an annual basis by the Institute.

What do I have to do to comply with the rules?
A licensed firm must only conduct exempt regulated activities which are described in Part 3 of the Handbook.

Part 4 contains the Conduct of Business Code which a licensed firm must follow when conducting exempt regulated activities.

The Code includes requirements and guidance on agreements with clients (4.02), status disclosure (4.03), an annual compliance review (4.04), complaints resolution and compensation arrangements (4.07 – 4.10), accounting for commission (4.15) and advising and arranging insurance contracts (4.16-4.18).

Schedule 1 contains suggested wordings for disclosure of information to clients. Schedule 2 provides guidance for a demands and needs statement which a firm must provide to clients if they advise on or arrange insurance contracts (4.18).

An exempt regulated activity must be conducted on the basis that it is incidental to the firms’ other professional services as required by Part 3.

Where can I get further help?
There is further guidance (including application forms and current fee details) on many relevant issues on the Institutes’ websites.

www.icaew.com/dpb
www.charteredaccountants.ie/
www.icas.org.uk
Part 1 - Introduction

1. The Financial Services and Markets Act 2000 (the Act) provides for the designation of certain professional bodies. This enables them to provide arrangements through which firms may take advantage of an exemption from the general prohibition on carrying on activities that are regulated under the Act, thus dispensing with the need for authorisation from the FCA. Such authorisation would otherwise be necessary when firms supply professional services to clients and in providing those services are involved in carrying on regulated activities.

2. The Institutes of Chartered Accountants are Designated Professional Bodies under the Act and so firms licensed by an Institute can enjoy the exemption as set out in this Handbook. The exemption can be obtained as a licence from an Institute on application. This allows firms to provide exempt regulated activities that are appropriate to a professional practice, provided that the service is part of a wider service to the client. It should be understood that under no circumstances can a firm provide any other kind of regulated activity, unless they are an 'authorised' person or an appointed representative under the Act. (But note that a firm cannot be licensed and authorised by the FCA simultaneously.) It is on this basis that the references in the Handbook are generally to 'exempt regulated activity' rather than 'regulated activity'.

3. The licence issued by an Institute to a firm permits a large range of services in respect of client companies whose securities are not publicly traded. In addition a firm may use its skills and client knowledge to facilitate all steps in an investment transaction other than, in a number of situations, the selection of a particular investment product. A recommendation can only be given in respect of non-investment insurance contracts (such as fee protection insurance, professional indemnity insurance) and in respect of shares that are not and are not expected to be admitted for dealing on a stock exchange. Licensed firms may review (generically) a client’s investment position and objectives, and then act as the client’s agent in consultation with an FCA authorised person. The licensed firm is permitted to explain and fully discuss the advice with the client and may give the client its own views (disapproving or approving) on the authorised person’s recommendations so long as it does not substitute its own investment recommendations.

4. The scope of activities permitted to licensed firms is derived from statutory instruments made under the Act. A firm is allowed to carry on those activities set out in the Regulated Activities Order which are not specifically prohibited by the Non-Exempt Activities Order. (Only firms authorised by the FCA can conduct activities which are subject to the prohibitions.) The effects of these prohibitions are set out in Schedule 1 to Part 3 of this Handbook. In addition some other activities are only permitted within certain constraints and these are in Part 4. Firms need to be aware that the breach of any of the regulations in Part 3, including undertaking the prohibited activities in Schedule 1, may be a criminal offence under the Act.

5. The FCA has published, as part of its Handbook of rules and guidance, a section dedicated to professional firms; the Professional Firms Sourcebook. The requirements of that sourcebook as they affect the Designated Professional Body arrangements have been incorporated into this Handbook. Copies of the sourcebook can be obtained from the Financial Conduct Authority’s website: www.fca.org.uk

6. A licensed firm may also be an appointed representative of a person authorised by the FCA. If so, the scope of the work it conducts is limited by the terms of the appointed representative agreement. However, the firm should always bear in mind the need to act in the best interests of the client.

Insurance distribution directive

7. This Handbook sets out the way in which a firm may conduct insurance distribution activities under the Insurance Distribution Directive.

8. In allowing that such activities to be conducted under a licence from the Institute, the Handbook applies certain requirements which meet the criteria laid down in the Directive for the regulation of insurance business. The Handbook applies the requirements of the Directive to firms as ancillary insurance intermediaries under the terms of the Directive (see regulation 3.12). A consequence of this is that firms cannot distribute insurance based investment products.
9. Part 2 and Part 4 of the Handbook contain references to the professional indemnity insurance requirements laid down under the Directive and state that firms must appear on the Financial Services Register maintained by the FCA for those conducting insurance distribution activities. Part 3 outlines the scope of insurance activities that are regulated and whether they can be conducted under a licence from the Institute or require authorisation from the FCA and Part 4 contains the conduct of business requirements.

Important points to note about the DPB licence

10. A Designated Professional Body licence grants a firm an exemption from the general prohibition, thus dispensing with the need for authorisation by the FCA provided the licensed firm fully complies with Part 3 of this Handbook. It is not an authorisation under the Act.

11. A breach of the Part 3 Regulations may attract criminal sanctions.

12. A service may only be provided in a manner incidental to the activity of the firm generally, and which arises out of, or is complementary to, another professional service provided to a specific client.

What a DPB licensed firm can do

13. Part 3 of the Handbook identifies the activities which a DPB licensed firm can conduct and those activities which can only be conducted by an FCA authorised firm. The main activities that a DPB licensed firm can undertake are as follows:
   a. advise on the sale or purchase of shares which are not admitted to dealing, nor to be admitted to dealing, on any exchange (e.g. listed company shares).
   b. advise on the sale (but not purchase) of shares which are admitted to, or to be admitted to dealing on any exchange (e.g. listed company shares).
   c. arrange the purchase of shares.
   d. explain, evaluate and agree or disagree with the advice given by a permitted third party (including that given by independent financial advisers and mortgage brokers), but not substitute the firm's own recommendation.
   e. advise on and/or arrange contracts of general insurance.
   f. help clients with insurance claims handling.
   g. contact an independent financial adviser to introduce a client for pension advice.
   h. contact an insurance broker to introduce a client for general insurance advice.

   This list is not comprehensive and reference should be made to the detailed provisions in Part 3.

Territorial scope

14. It should be noted that the general prohibition only applies in relation to activities carried on 'in the United Kingdom'. This Handbook only applies to such activities. Therefore firms in Ireland which have clients resident in the United Kingdom may find that services provided to those clients are within the scope of the Act.

15. Even if the services themselves are not provided in the United Kingdom, a communication regarding these or the relevant investments may constitute a financial promotion subject to the Act.

16. Where a licensed firm wishes to provide insurance services in another European Union Member State, it must apply to the FCA to secure "passporting" rights. See the note at the end of Part 2 of the Handbook and also Part 8.
Transitional arrangements

17. Amendments have been made to this Handbook as follows:

- 31 October 2004 to deal with regulated mortgage contracts.
- 14 January 2005 to deal with contracts of insurance.
- 6 April 2007 to deal with regulated home reversion plans, regulated home purchase plans and rights under a personal pension scheme.
- 1 March 2009 increase in the euro amount for PII
- 1 July 2009 to deal with regulated sale and rent back agreements
- 1 January 2011 changes to eligibility criteria to be licensed.
- 1 April 2013 to deal with changes from FSA to FCA
- 1 April 2013 to make changes following the Institute of Chartered Accountants of Scotland’s adoption of new Rules
- 1 April 2013 to make changes following the Institute of Chartered Accountants Ireland’s adoption of new regulations
- 1 October 2018 changes because of the implementation of the Insurance Distribution Directive

Changes to the handbook

18. Changes to the Handbook will be notified to firms in the DPB Update, any successor publication or through the Institutes’ journals.

Key legislation

19. The following are the key items of legislation referred to in the Handbook:

- The Financial Services and Markets Act 2000 (as amended);
- The Financial Services and Markets Act 2000 Regulated Activities Order SI 2001/544 (as amended);
- The Financial Services and Markets Act 2000 (Professions) (Non-Exempt Activities) Order SI 2001/1227 (as amended);
- The Financial Services and Markets Act 2000 (Carrying on Regulated Activities by Way of Business) Order SI 2001/1177 (as amended);

The legislation is available from www.legislation.gov.uk
Types of investment which are regulated

The legislation uses a number of definitions of investments. These are defined in Part 9 of the Handbook. The following chart provides a brief overview of those definitions. When in doubt about how an investment term is used in the Handbook, please refer to this chart and the relevant definitions.

- **Investments**
  - Regulated home finance plans.
  - Relevant investments
    - Contracts of insurance (all types of insurance contract, general, life assurance, pensions, term assurance).
    - Contractually based investments.
    - Non-investment insurance contracts (general insurance contracts, such as contents insurance, loss of profits, pet insurance plus pure protection policies, such as key man cover).
    - Contract of general insurance (non-investment insurance contracts excluding pure protection policies).
  - Securities (shares, debentures, Government securities, warrants, units trusts and rights under a personal pension scheme*).
  - Options, futures, contracts for differences and funeral plans.

- **Contracts of insurance**
  - Options, futures, contracts for differences and funeral plans.
  - Securities (shares, debentures, Government securities, warrants, units trusts and rights under a personal pension scheme*).
  - Relevant investments
    - Contracts of insurance (all types of insurance contract, general, life assurance, pensions, term assurance).
    - Contractually based investments.
    - Non-investment insurance contracts (general insurance contracts, such as contents insurance, loss of profits, pet insurance plus pure protection policies, such as key man cover).
    - Contract of general insurance (non-investment insurance contracts excluding pure protection policies).
  - Qualifying contracts of insurance (long term insurance, life policies (such as endowments) and pension contracts, but excluding pure protection policies, such as term assurance). Investment linked long term care insurance is in this category.

*The definition of contracts of long term insurance includes pure protection policies, but the definition of qualifying contracts of insurance does not.
This is in addition to the regulation of any underlying life assurance contract, which is a “qualifying contract of insurance” and which forms the basis of many personal pension schemes.

However, “rights under a personal pension scheme” is considerably wider. A personal pension scheme now describes the vehicle in which the investment sits and includes Self-Invested Personal Pension schemes. The rights include some or all of the rights to:

- make payments to the scheme;
- withdraw sums from the scheme in certain circumstances;
- transfer value to another scheme;
- place property into the scheme;
- receive benefits from the capital or income of the assets in the scheme;
- instruct the scheme operator on the assets to buy or sell for the scheme;
- instruct the scheme operator to switch funds;
- appoint a manager;
- instruct the scheme operator to borrow money to purchase assets.
Part 2 - Terms and conditions for a licence

Purpose

2.01 These terms and conditions apply to all firms licensed by the Institute to provide exempt regulated activities under Part XX of the Act. The obligations of a firm set out in this Handbook are jointly and severally the obligations of the principals of that firm.

2.02 Words in italics used in this Part are defined in Part 9 of the Handbook.

Eligibility

2.03 A firm shall satisfy the Institute on application and at any time thereafter that:

a. the principal business of the firm is the provision of professional services;

b. each principal in the firm who is not a member or a member of a body which is a designated professional body or a firm licensed under these terms and conditions by an Institute, is registered for audit work by the licensing Institute or is an affiliate as set out in Part 5 of this Handbook;

c. the firm complies with the PII Regulations;

d. there is no reason for the Institute to believe that it would not be appropriate for the firm to hold a licence; and

e. there is no direction under section 328 of the Act applicable to the firm or an order against it under section 329 of the Act that the exemption from the general prohibition does not apply to the firm.

Where a licensed firm, because of its structure, would not be subject to any form of practice review by one of the Institutes, as a condition of becoming licensed, the Institutes may require a review of the professional services provided by the firm.

Application

2.04 A firm shall apply for a licence in the manner decided by the Institute. The application must include the following:

a. a declaration by the firm that it agrees to be bound by the provisions of the Handbook, including these terms and conditions, and will ensure that it complies with them at all times;

b. a declaration by the firm that it will deal with the Institute in an open and co-operative manner and inform the Institute promptly about anything concerning the firm as required by these terms and conditions;

c. a declaration that shareholders with a holding of more than 10% in the firm or persons which have close links with the firm will not prevent the exercise by the Institute of its supervisory functions.

d. an acknowledgement by the firm that none of the Institute, its officers, staff, members of its Council or Committees, the Disciplinary Scheme, their servants or agents can be held liable to the firm in damages for any act or omission arising out of the performance of any of their functions under the Act, or connected with the granting of a licence, the enforcement of its terms and conditions or the monitoring of compliance with those terms in any respect, unless the act or omission is shown to have been in bad faith;

e. an acknowledgement that the Institute or its agents may make enquiries of or about the firm as the Institute or its agents deems necessary;

f. an acknowledgement that the Institute may publish, in such manner as it may determine, information about the firm’s licence;

g. an acknowledgement that the Institute may disclose information about the firm as set out in clause 2.16; and

h. an undertaking that the firm shall discharge its duties under clause 2.06 and 2.07.
Rights of a firm and of a licensed firm

2.05 In accordance with Part 7 of this Handbook, a firm or a licensed firm may apply for a review of any decision to refuse an application, grant a licence with conditions, withdraw a licence or only allow it to continue with conditions or restrictions.

Duties of the licensed firm

2.06 A licensed firm must conduct exempt regulated activities only as permitted by Part 3 of this Handbook.

2.07 A licensed firm must:

a. at all times comply with Part 4 of this Handbook and be able to satisfy the Institute as to such compliance on request;

b. deal with the Institute or its agents in an open and co-operative manner;

c. appoint a Contact Partner who will:

i. correspond with the Institute in relation to the activities governed by these terms and conditions;

ii. give an annual declaration of the firm’s compliance with its responsibilities under this Handbook in the form from time to time determined by the Institute;

iii. from time to time supply the Institute or its agents with information as required;

iv. ensure that an annual compliance review is undertaken as required under Part 4 of this Handbook; and

v. be the individual whose name will appear on the Financial Services Register for insurance distribution activities.

In the case of a sole practitioner, that person will be the contact partner.

d. inform the Institute as soon as practicable but not later than ten business days after the occurrence of any of the following:

i. the firm no longer complies with the PII Regulations;

ii. any other changes which do or might affect a firm’s eligibility to be licensed; and

iii. any change of:

1. the firm’s registered address;

2. the name or trading names of the firm;

3. the address(es) of the firm’s offices;

4. any of the firm’s principals;

5. the name or principal business address of any of the firm’s principals; or

6. the name of the contact partner;

7. the firm’s shareholders

8. individuals or entities with close links or otherwise connected to the firm

e. pay any of the charges required by the Institute, as listed in Part 6 of this Handbook, within 30 days from the date such charge is issued. Such charges may be levied at any time, including after the termination of the licence provided they relate to a period before the date of termination;

f. comply with the regulations of the Chartered Accountants’ Compensation Scheme;

g. pay any levy within 30 days of the date it is issued (whether a periodic contribution or special levy), towards the funding of the Chartered Accountants’ Compensation Scheme as the Institute may decide. This includes levies raised after the firm’s licence has ceased but excludes levies relating to claims in respect of services provided by any licensed firm wholly after the date of termination of the firm’s licence;
h. respond, when required, to enquiries made by the Institute or its agent(s) (whether by writing, visiting the firm’s offices, using a periodic return, or any other method) about the firm’s application, its activities as a licensed firm, or any of its client records;

i. subject itself and all its principals to any monitoring, inspection or review process specified by the Institute;

j. inform the Institute in writing within ten business days of the situation arising if the firm cannot, or expects not to be able to, fulfil one or more of the responsibilities set out in this clause. The notification must state what has happened and the action that the firm proposes to take;

k. send any notice or other document to be served on the Institute in the manner set out in Part 9 of this Handbook, or as last notified to the firm;

l. if appropriate, comply with the Distance Marketing Regulations made by the Treasury (see Part 8 of this Handbook for guidance);

m. before it engages in any exempt regulated activity in relation to a contract of insurance,

   i). have in place professional indemnity insurance equivalent to at least €1,250,000 for each claim and €1,850,000 per annum for all claims, and

   ii). where the firm undertakes insurance distribution activities outside of the United Kingdom, but within the EU, its professional indemnity insurance must meet the limits in i) above and also cover the whole of the territory of the EU.

   This requirement does not apply where the only activity in relation to a contract of insurance that the licensed firm undertakes is an introduction of a client to a permitted third party;

n. make arrangements so that each principal and anyone the firm employs to do any insurance distribution activity or permits to be involved in any insurance distribution activity is, and continues to be, a fit and proper person

The Institutes’ PII Regulations apply to members who are resident, or in practice, in the United Kingdom or the Republic of Ireland. Additionally, members or firms that are authorised or licensed for audit, investment business, or insolvency must comply with the requirements of the PII Regulations, even if they are located outside the United Kingdom or the Republic of Ireland.

With the exception of work carried out from offices in the US/Canada, and for claims brought in the courts of US/Canada, the Institutes’ minimum wording provides worldwide coverage. So if a firm holds compliant cover up to the required minimum limit of indemnity of €1,250,000 per claim and €1,850,000 aggregate, this will cover work undertaken in the EU or claims brought in the EU.

Note the limits in sub-para (m) were revised with effect for policies commencing or renewing on or after 23 February 2018. Prior to this the limits were €1,120,200 for each claim and €1,680,300 per annum for all claims.

Further guidance on professional indemnity insurance is provided at the end of this Part.

Obligations, duties and rights of the Institute

2.08 The Institute will deal fairly, openly and promptly with licensed firms. Service by the Institute of any notice or other document which complies with clause 2.09 will be deemed to be prompt.

2.09 Any notice or other document to be served on the firm under this contract will be delivered by hand, sent by fax, or posted:

   a. if delivered by hand, it must be handed to a representative of the firm and service will take effect immediately;

   b. if sent by fax, it must be sent to the latest fax number given by the firm to the Institute and service will take effect on sending; or

   c. if sent by post, it must be sent to the latest registered address given by the firm to the Institute and service will take effect two business days after posting.

   d. if sent by email, it must be sent to the latest email address notified by the addressee and service will take effect immediately.
2.10 At the request of a firm or a licensed firm, any decision to refuse an application, grant a licence with conditions, withdraw a licence or only allow it to continue with conditions or restrictions shall be reviewed under Part 7 of the Handbook.

2.11 The Institute has a duty to:

a. consider an application for a licence having regard to the information supplied under clause 2.04 together with such other information as it considers necessary and:
   i. grant the licence;
   ii. grant the licence subject to restrictions or conditions, or
   iii. reject the application;
   save that it may, with good reason, postpone consideration of the application but must advise the firm accordingly;

b. consider whether a licence should be withdrawn;

c. impose restrictions or conditions on a licensed firm as it considers appropriate;

d. consider the information provided under clause 2.07] and the remedial action planned by the licensed firm;

e. grant to the licensed firm a dispensation, of no more than 90 days, from the requirement to comply with sections 2.03b to 2.03e or 2.07a where, in response to a written request, it considers it reasonable to do so having regard to the public interest and the interests of any client;

f. review the returns and reports made and submitted under this Part of the Handbook, and investigate failures to make or submit such returns or reports;

h. make such enquiries as it considers appropriate about an applicant for a licence, a licensed firm, or a licensed firm’s records concerning its clients (whether by requesting information in writing, visiting a firm’s offices, using a periodic return, or any other method);

i. publish, in any manner it considers appropriate, information about a firm’s licence;

j. impose charges as set out in paragraphs 6.02, 6.03 and 6.07 of Part 6 of this Handbook;

k. deal with applications for a licence within three months of the submission of a complete application, and notify the applicant promptly of the decision whether or not to grant a licence; and

k. notify the FCA of the name and address of the licensed firm and the name of the contact partner for inclusion within the Financial Services Register and any changes to this information as notified by the licensed firm.

2.12 The Institute may, in its discretion, but subject to the statutory limitations on it, make changes to this Handbook as and when it deems necessary and this contract shall be varied accordingly. Such variation shall have effect from the date notified by the Institute.

2.13 The Institute may, in its absolute discretion, impose any charge, as laid down in paragraphs 6.04, 6.05, 6.06, 6.08 and 6.10 of Part 6 of this Handbook, and as notified by it from time to time. For the avoidance of doubt, failure to agree a charge under paragraph 6.05 may result in a referral under clause 2.16.

2.14 The Institute may delegate the performance of any of its responsibilities to Committees, staff or other agents and may issue directions or guidance as it deems necessary.

2.15 The Institute may, in discharging any of its responsibilities, consider any information including disciplinary findings, orders, pending investigations, regulatory matters concerning a firm or a licensed firm or any of its principals, shareholders, or staff. Previous disciplinary findings, convictions, decisions, sentences or judgments (including criminal and civil court decisions) shall be conclusive proof for the purposes of this Handbook.
2.16 The Institute reserves the right to pass information about a firm to any Institute Committee, the Disciplinary Scheme, the FCA, the Treasury, other Designated Professional Bodies, Recognised Supervisory Bodies, or Recognised Professional Bodies to enable any such body to discharge its functions, or if otherwise required to do so by law.

Effective date and term of the licence

2.17 The licence will be effective from the date notified by the Institute and will remain in place until it is withdrawn by the Institute, surrendered by the firm or until the firm ceases to exist.

Withdrawal of a licence by the Institute

2.18 The Institute may withdraw the licence if a firm fails to satisfy the Institute that it has complied or will continue to comply with its obligations under this contract within thirty days of the Institute serving on it a written notice demanding such satisfaction.

2.19 The Institute will have the right to withdraw the licence of a licensed firm without notice if the FCA makes a direction under section 328 of the Act that is applicable to the licensed firm or an order against it under section 329 of the Act that the exemption from the general prohibition shall not apply.

Surrender of a licence by a firm

2.20 A firm may surrender its licence by notifying the Institute in writing.

Consequences of withdrawal or surrender of a licence

2.21 On withdrawal or surrender of a licence to conduct activities under Part XX of the Act, the firm has continuing obligations to deal with enquiries or complaints in relation to any act or omission during the period of the licence and to pay any levy or other charges raised in respect of that period.

2.22 If a firm is no longer licensed, disciplinary action may still be taken against it by the Institute for any failure to comply with this Handbook during the period of the licence, or for any failure to comply with a provision of the Handbook that has a continuing effect.

Notes to Part 2

1. Nothing in this Handbook will give any person a right to enforce any provision of this Handbook that the person would not have had but for the Contracts (Rights of Third Parties) Act.

2. Insurance activities in other EU Countries

If the firm wishes to exercise the right conferred by Article 6 of the IDD to establish a branch (branch in this context means an agency or a branch of an intermediary which is located in the territory of a Member State other than the home Member State), conducting insurance distribution activities or undertake insurance distribution activities in another EEA State an appropriate application must be made directly to the FCA. The FCA’s Supervision Manual, SUP 13, "Exercise of passport rights by UK firms", contains details of the process to be followed. A licensed firm proposing to provide such services must comply with the applicable provisions of the Act, as laid down in the FCA’s Professional Firms’ Sourcebook, Chapter 7. (See Part 8 for guidance.).

Where a firm exercises those rights, it must ensure that its professional indemnity insurance covers the whole of the territory of the EU – see regulation 2.07(m) above.

3. Professional indemnity insurance requirements under the insurance distribution directive

All firms have to comply with the Institute’s professional indemnity insurance (PII) requirements. These specify the amount of PII that a firm should have. In addition, the Insurance Distribution Directive (IDD) requires, for insurance distribution activities conducted by a licensed firm for, PII equivalent to at least €1,250,000 per claim and €1,850,000 in total.

This is not in addition to the PII already required. It is merely that, if needed, the amount of PII may need increasing from that required by the Institute.
Some licensed firms will already have PII in excess of the IDD limits and so need take no further action. Other licensed firms may need to increase the sum insured. This would normally be achieved by increasing the total sum insured to the IDD limits. It may be possible to obtain an extension of cover. In this case the licensed firm may have, for example £500,000 of PII. Then, only in respect of claims relating to insurance distribution activities, the sum insured is increased to the IDD limits. If necessary, licensed firms should discuss with their broker or insurer the need for any changes to the sum insured.

Licensed firms only need to consider these IDD limits if they are undertaking insurance distribution activities (see Part 3 of the Handbook, schedule 2). If no insurance distribution activity is undertaken, or the only activity is introducing (see item 3 on schedules 2B and 2C of Part 3 of the Handbook) then there is no need to consider this issue, the PII held by licensed firms under the Institute’s PII requirements will be sufficient.

It is unlikely that licensed firms would be able to obtain PII denominated in euros. A licensed firm only needs to consider whether its sum insured matches the IDD limits at the point of renewal. There is no need to consider future exchange rates and try and forecast the sterling amount that will always exceed the IDD limits throughout the period of the PII policy. Licensed firms who start negotiations well in advance of the policy renewal date should consider what the exchange rate may be at the point of renewal. If the exchange rate used in the calculation was current at any time in the one-month period before the date of renewal this will be acceptable. Licensed firms should document their calculations and the source of the exchange rate used.
Part 3 - Regulated activities (investment business) regulations

The Regulations in this Part are the rules made in compliance with section 332(3) of the Act which, together with the relevant definitions in Part 9 of the Handbook, have been approved by the FCA for the purposes of section 332(5) of the Act.

These regulations apply to regulated activities carried on by a licensed firm which, if carried on in accordance with these Regulations, are exempt regulated activities.

These Regulations govern the scope of the exempt regulated activities which may be carried out by licensed firms. Guidance in the form of a non-exhaustive list of common activities has been included in schedule 2 and contains the most likely examples of such activities.

Schedule 5 to this part of the Handbook provides additional guidance on corporate finance activities and whether or not those activities are regulated activities.

Schedule 6 provides additional guidance on conducting activities relating to contracts of insurance and whether or not those activities are regulated activities.

Schedule 7 provides additional guidance on activities relating to mortgage contracts and whether or not those activities are regulated activities.

Schedule 8 provides guidance for firms who may be involved in providing professional services in respect of HMRC investigations that may involve insurance.

These Regulations also embody the requirements of the Act that:

a. provision of services in the course of carrying out exempt regulated activities must be incidental to the provision of professional services; and

b. the exempt regulated activities must arise out of or be complementary to the provision of a professional service to the client in question.

A licensed firm that carries on a regulated activity in breach of these Regulations which contain all the requirements of section 327 of the Act may be in breach of the general prohibition under the Act and committing a criminal offence. In addition, a breach of these Regulations amounts to a matter that leaves a member, affiliate, or firm open to regulatory and/or disciplinary action by the Institute.

Regulations are printed in bold type. Guidance to assist licensed firms is printed in light type.

3.01 Words in italics used in these Regulations are defined in Part 9 of the Handbook.

3.02 No member or affiliate or may undertake or agree to undertake or hold themselves out as carrying on exempt regulated activities unless they are a principal in or employed by a firm licensed by a Designated Professional Body.

3.03 No firm may be licensed to undertake or agree to undertake exempt regulated activities if there is a direction under section 328 of the Act applicable to the firm or an order against it under section 329 of the Act that the exemption from the general prohibition does not apply to the firm.

3.04 A licensed firm may not carry on any regulated activities that are prohibited under these Regulations unless it is permitted to do so as an appointed representative of a person authorised by the FCA.

3.05 The following Regulations apply to regulated activities carried on by a licensed firm which, if carried on in accordance with these Regulations, are exempt regulated activities.

3.06 Firms which undertake exempt regulated activities under the terms of a licence granted by the Institute shall comply with all requirements specified in the Handbook.

3.07 Subject to regulations 3.08 and 3.09, in the course of providing professional services, a licensed firm may carry out any regulated activity that is not prohibited by schedule 1 to these Regulations or by any Order made by the Treasury under Section 327(6) of the Act.
The Institute considers that schedule 1 (as amended from time to time) to these regulations will cover relevant activities prohibited by statutory provisions. It reserves the right to amend schedule 1 to narrow the range of activities permitted to members or affiliates or, particularly to deal with any orders made by the Treasury under Section 327(6) of the Act.

The Institute considers that the activities described in schedule 2 will be within the scope of the activities allowed to a licensed firm, if they are conducted in accordance with Regulations 3.08 (in an incidental manner) and 3.09 (arising out of or complementary to another service) and the other requirements of this Part. A licensed firm should take legal advice or advice from the Institute or the FCA if it wishes to undertake other activities that may be regulated activities within the meaning of the Act and which are not in Schedule 2. Schedule 4 provides examples of activities that are not considered to be regulated activities.

3.08 The regulated activities must be provided in a manner which is incidental to the provision of other professional services.

Schedule 3 contains guidance on how to determine whether the activities are carried on in an incidental manner. The Institute will have regard to the guidance in determining whether any activity has been carried on in accordance with this Regulation. Licensed firms are reminded that the interpretation of the Act’s provisions as to incidentality is a matter for the Court.

3.09 A licensed firm may not provide any regulated activity to a client unless:

a. the regulated activity provided to that client arises out of, or is complementary to, one or more professional services which are provided at that time (or earlier) to that client and which are not regulated activities; or

b. the licensed firm has been engaged in accordance with paragraph 4.02 of the Handbook to provide one or more professional services that are not regulated activities, and the regulated activity is complementary to those other professional services.

The exemption for firms to carry out regulated activities is only available if those activities arise out of or, are complementary to, one or more professional services which are not themselves regulated activities. When any set of services, such as auditing, accounting or taxation, are provided to a client the services will not necessarily be provided in a particular order. The regulated activity can still be provided to the client even though it is the first service as long as the licensed firm is in a position to demonstrate that the intention was to provide a series of services which includes other professional services.

While the provisions of this Regulation must be considered in respect of regulated activities relating to all types of investments, licensed firms may find that certain types of insurance are unlikely to be provided on a complementary basis. It may be difficult to envisage a situation whereby, for example, domestic insurance or pet insurance is recommended in a manner which is complementary to and arising out of another professional service.

3.10 For the purposes of this Part only, ‘client’ has the extended meaning given to it by section 328(8) of the Act.

The extended definition of ‘client’ includes not just those who have used the services (including exempt regulated activities) of the licensed firm but also those persons who:

a. are or may be contemplating doing so;

b. have rights or interests which are derived from or otherwise attributable to the use of such services by other persons; or

c. have rights or interests that may be adversely affected by the use of such services by other persons acting on their behalf or who are in a fiduciary capacity in relation to them.

This allows firms to discuss a range of services with potential clients and to contemplate providing exempt regulated activities from the outset of providing related professional services. This wider definition does not apply to the word ‘client’ used elsewhere in the Handbook.
3.11 If a licensed firm receives commission (or other benefit) because of acting for or giving advice to a client, in the course of exempt regulated activities, the licensed firm must account for the commission (or other benefit) to the client in writing.

Accounting to the client means remitting the commission to the client or dealing with it on the client's instructions having informed the client that he or she has the right to require the licensed firm to remit the commission to him or her. If a client has indicated that the licensed firm may retain the commission or other benefit, the licensed firm must obtain the express written consent of the client. In securing the consent of the client, the client must also be clear as to the amount and frequency of the commission or benefit. Blanket disclosure within the terms of engagement is not sufficient to secure the informed consent of the client. Until the client's instructions are received, any commission should be dealt with in accordance with the Institute's Clients' Money Regulations.

3.12. a) A licensed firm may only carry out insurance distribution activities as an ancillary insurance intermediary.

b) A licensed firm may not distribute insurance based investment products.

c) A licensed firm may not carry out insurance distribution activities in relation to the insurance of large risks.

Part XX of the Act allows an activity to be complementary or to arise out of a professional service. Firms need to be aware that the scope for acting as an ancillary insurance intermediary under the Insurance Distribution Directive is narrower and only permits the distribution of complementary insurance products whose cover complements the good or service.

3.13. When carrying out insurance distribution activities, a licensed firm should not

a. remunerate or assess the performance of its employees in a way that conflicts with the best interests of their client, and

b. make any arrangement by way of remuneration, sales targets or otherwise that could provide an incentive to the licensed firm or its employees to recommend a particular insurance product to a client when the licensed firm could offer a different insurance product which would better meet the client's needs.

For the purposes of insurance distribution activities only, remuneration is defined widely and includes any commission, fee, charge or other payment, including an economic benefit of any kind or any other financial or non-financial advantage or incentive offered or given in respect of insurance distribution activities.
Schedule 1 - List of prohibited activities

Items 1 to 13 of this schedule are derived from the Non-Exempt Activities Order 2001 (see page 7). Item 14 is from section 21 of the Act.

Regulated Activities Order article no.

1. No licensed firm can carry on the following types of regulated activity:
   a. accepting deposits; 5
   b. issuing electronic money; 9B
   c. effecting or carrying out contracts of insurance as principal; 10
   d. dealing in (that is buying, selling, subscribing for or underwriting) securities or contractually based investments as principal and as a business activity; 14
   e. establishing, operating or winding up a collective investment scheme; 51(1)a
   f. acting as a trustee of an authorised unit trust; 51(1)b
   g. acting as the depository or sole director of an open-ended investment company; 51(1)c
   h. establishing, operating or winding up a stakeholder or personal pension scheme; 52
   i. providing basic advice on stakeholder products; 52B
   j. managing the underwriting capacity of a Lloyd’s syndicate as a managing agent; 57
   k. acting as a provider of a funeral plan contract; 59
   l. advising a person to become a member of a particular Lloyd’s syndicate (unless such advice is an endorsement of the advice of a permitted third party). 56

2. No licensed firm may agree to carry on any of the activities listed under paragraphs (c), (e), (f), (h), (i), or (j) of paragraph 1 above.

3. Unless a licensed firm is included in the Financial Services Register it cannot:
   a. deal in the sale or purchase of rights under a contract of insurance as agent, or arrange deals in such contracts; 21 or 25
   b. assist in the administration and performance of a contract of insurance; or 39A
   c. give advice relating to a transaction for the sale or purchase of rights under a contract of insurance. 53

4. No licensed firm may manage, or agree to manage, assets belonging to other persons (in so far as management consists of buying or subscribing for a security or contractually based investment) unless all routine or day to day decisions are taken by or in accordance with the advice of a permitted third party. 37

5. No licensed firm may give or agree to give any advice which:
   a. is given to an individual (or his agent) unless the individual acts:
      i. in connection with the carrying on of a business by himself or by an undertaking of which he is, or would become as a result of the transaction, a controller; or
      ii. in his capacity as a trustee of an occupational pension scheme;
   b. consists of a recommendation to buy or subscribe for a particular security or contractually based investment; and 53
c. relates to a transaction which would be made:
   i. with a person acting in the course of carrying on the business of buying,
      selling, subscribing for or underwriting the particular security or
      contractually based investment (whether as principal or agent);
   ii. on a public market; or
   iii. in response to an invitation to subscribe for a particular security or
        contractually based investment which is, or is to be, admitted for dealing
        on a public market. (See note 5.)

6. No licensed firm may give or agree to give any advice which consists of a
   recommendation to a member of a personal pension scheme (or his agent) to
   dispose of any rights or interests that the member has in or under the scheme.

7. No licensed firm can recommend an individual to enter into a particular regulated
   mortgage contract as a borrower.

8. No licensed firm may enter (or agree to enter) into a regulated mortgage contract as
   a lender or administer (or agree to administer) a regulated mortgage contract
   unless:
      a. this is in the licensed firm’s capacity as a trustee or personal representative;
      and
      b. the borrower is a beneficiary under the trust, will or intestacy.

9. No licensed firm can recommend an individual to enter into a particular regulated
   home reversion plan as a reversion seller or plan provider (see definition of
   regulated home reversion plan for an explanation of these two terms).

10. No licensed firm may enter (or agree to enter) into a regulated home reversion plan
    as a provider or administer (or agree to administer) a regulated home reversion
    plan unless:
        a. this is in the licensed firm’s capacity as a trustee or personal representative;
        and
        b. the borrower is a beneficiary under the trust, will or intestacy.

11. No licensed firm can recommend an individual to enter into a particular regulated
    home purchase plan as a home purchaser or potential home purchaser.

12. No licensed firm may enter (or agree to enter) into a regulated home purchase plan
    as a provider or administer (or agree to administer) a regulated home purchase plan
    unless:
        a. this is in the licensed firm’s capacity as a trustee or personal representative;
        and
        b. the borrower is a beneficiary under the trust, will or intestacy.

13. No licensed firm can recommend an individual to enter into a particular regulated
    sale and rent back agreement as an agreement seller or potential agreement seller
    or an agreement provider or potential agreement provider.

14. No licensed firm may enter (or agree to enter) into a regulated sale and rent back
    agreement as an agreement provider or administer (or agree to administer) a
    regulated sale and rent back agreement unless:
        a. this is in the licensed firm’s capacity as a trustee or personal representative;
        and
        b. the borrower is a beneficiary under the trust, will or intestacy.
15. Paragraphs 3c, 5, 6, 7, 9, 11 and 13 do not apply if the advice endorses a corresponding recommendation given to the individual by a permitted third party.

16. No licensed firm may, in the course of business, communicate or approve an investment advertisement or other financial promotion.

Guidance

1. Reference to the particular article in the RAO is a reference to the Regulated Activities Order 2001 (as amended). Each article also contains various exclusions. If the terms of the exclusion are met the activity is not a regulated activity. A number of these are dealt with in schedule 4 to Part 3 of the Handbook.

2. This schedule may be revised from time to time.

3. Schedule 5 provides guidance on whether corporate finance activities are regulated activities. Schedules 6 and 7 provide guidance on insurance and mortgage related activities and whether they are regulated activities.

4. Nothing in the above prevents a firm accepting a security in lieu of fees.

5. Paragraph 5 above essentially deals with advice to an individual to buy a listed company share (or a share that is to be listed) or other contractually based investment where the contract is directly with the product provider (e.g. an insurance company) or another entity which is acting in the course of business in buying or selling the investment. This therefore also prevents advice being given to buy units in a collective investment scheme or to acquire rights under a personal pension scheme.

6. All licensed firms are included on the Financial Services Register.

7. A controller is, in broad terms, someone with a 10% shareholding in the business or who is able to exercise a significant influence over its management.

8. Mortgage contracts entered into before 31 October 2004 are not regulated. Any firm may administer such contracts provided the terms of the mortgage are not varied on or after 31 October 2004 to such an extent that a new contract is entered into which is a regulated mortgage contract.

9. Home reversion plans and home purchase plans entered into before 6 April 2007 are not regulated. Any firm may administer such contracts provided the terms of the contract are not varied on or after 6 April 2007 to such an extent that a new contract is entered into which is a regulated home reversion plan or regulated home purchase plan as the case may be.

10. Sale and rent back agreements entered into before 1 July 2009 are not regulated. Any firm may administer such contracts provided the terms of the contract are not varied on or after 1 July 2009 in such a way as to vary the obligations of the agreement seller or the agreement provider under that agreement.

11. The exemptions available under Part XX of the Act do not extend to making financial promotions, including any investment advertisement. While a financial promotion is not a regulated activity, only an entity authorised by the FCA can make or approve a financial promotion. However, the Financial Promotions Order 2001 (as amended) contains a number of exemptions, and compliance with the requirements of these exemptions will mean that a firm is not making a financial promotion.
Schedule 2 - Guidance on regulated activities that may be provided by a licensed firm

The Institutes, as Designated Professional Bodies, are committed to co-operating with the FCA to ensure that the spirit of the Act is maintained, in the public interest, by the Designated Professional Body arrangements. Consequently, this schedule will be reviewed and revised as appropriate if greater clarity is needed to ensure that regulated activities performed by licensed firms do not exceed those which it is appropriate for licensed firms under the Designated Professional Body arrangements to engage in.

The schedule is divided into four tables:

2A. Activities relating to securities (including rights under personal pension schemes) and contractually based investments, except qualifying contracts of insurance.

2B. Activities relating to qualifying contracts of insurance (e.g. long term insurance contracts and pension contracts).

2C. Activities relating to non-investment insurance contracts (such as contracts of general insurance and pure protection insurance) excluding qualifying contracts of insurance.

2D. Activities relating to regulated home finance plans.

Although an activity may relate to rights under a personal pension scheme (table 2A) which are within a qualifying contract of insurance (table 2B) the restrictions on a licensed firm are the same.

The Institute considers that the activities described in each table, if conducted in an incidental manner, and if they are complementary to, or arise out of, another professional service and are conducted in accordance with the other requirements of the Handbook will be within the scope of the activities allowed to a licensed firm. A licensed firm can take its own legal advice as to the availability of the exemptions in the Act in relation to specific transactions as the examples are not exhaustive. The licensed firm should also take legal advice if it wishes to undertake other activities that may be regulated activities within the meaning of the Act and which are not on the list.

When using the following tables, you should consider whether the activity shown in the first column is being undertaken in respect of the investment shown in the heading. The examples in the second column may assist in deciding whether the activity can be conducted by a licensed firm.

It may also be necessary to consider the elements of a transaction to see if an exempt regulated activity (i.e. one that a licensed firm can carry out) is being carried on. For example a client may ask for advice in connection with a rights issue of a listed company in which the client already owns shares. Although the licensed firm can advise the client not to take up the rights issue, it cannot give a positive recommendation to accept the rights offer. If the client decides to take up the rights offer, then the licensed firm can carry out the client’s instructions and arrange the deal.

Licensed firms should consider carefully any involvement they may have in advising on long term care insurance. Such contracts take a number of forms. Pure protection contract which are not linked to any underlying investment are non-investment insurance contracts (see chart on page 8) and are therefore covered in table 2C. However, other long term care contracts may be set up as immediate annuities or insurance contracts linked to investment bonds. These are dealt with in table 2B as qualifying contracts of insurance. Licensed firms must be aware that specific advice can only be given to clients on pure protection long term care contracts. In advising clients about long term care options, consideration may be needed of investment products, on which licensed firms are not permitted to advise.

Licensed firms should note the following important points:

1. the main activity that licensed firms are likely to undertake is advising clients. Licensed firms have a valuable role to play in advising clients on the merits of particular investments (but they cannot advise a client to purchase a particular investment if prohibited by schedule 1). The provision of the advice must stay within the confines of this Handbook;

2. licensed firms should only undertake to provide those services that they are competent to provide (see paragraph 4.05 in Part 4 of the Handbook);
3. the following tables are not an exhaustive list of all the activities that a licensed firm can undertake.

To assist in determining if a licensed firm can carry out a particular activity or whether it needs no authorisation or authorisation from the FCA a flowchart is provided at schedule 9. Licensed firms should still consider the need for legal advice.
Table 2A - Activities that a licensed firm can undertake

Activities relating to:

- securities such as shares and rights under a personal pension scheme;
- contractually based investments, such as futures and options, but not qualifying contracts of insurance.

This table does not apply to regulated home finance plans nor to contracts of insurance of any description.

Unless otherwise stated, the comments within the second column apply to all of the investments shown above.

<table>
<thead>
<tr>
<th>Activities</th>
<th>Illustrations/comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>The activities below are contained in the Regulated Activities Order (RAO) and the appropriate article number is given</td>
<td>This column provides further illustration or explanation of what a licensed firm can do in respect of the activities in the first column and the investments described above. These activities can only be undertaken in accordance with the requirements of Parts 3 and 4 of the Handbook</td>
</tr>
</tbody>
</table>

1. Dealing* in investments as agent for a client (RAO article 21)

2. Making arrangements for a person to deal* (RAO article 25)

- A licensed firm can, on the instruction of a client, arrange with a permitted third party or unauthorised person the buying, selling or subscribing for or underwriting of these types of investment. (A licensed firm can only advise on the transaction in certain limited circumstances as outlined in paragraph 6 on advice but an unlicensed firm cannot)
- Advice to a client leads to the arranging for the disposal of a client’s investment (to provide funds for other purposes)
- Arranging the transfer of shares for valuable consideration, for example – husband to wife and around the family
- Arranging for the sale or purchase of any shares, provided that in the case of shares which are, or will be traded on a public market, no advice has been given
- Making the arrangements for a company to issue shares, which brings about the transaction or make arrangements in which investors participate. (Arranging for the company to issue shares per se is not a regulated activity, however bringing the parties together could become a regulated activity)
- Arranging an equity for debt exchange for a company with financial problems to increase stability.
- Arranging to make payments into or to place property into a personal pension scheme, including a self-invested personal pension scheme at the request of the client, where no advice has been given (A licensed firm cannot recommend the acquisition or disposal of any rights in such a scheme)
### Activities that a licensed firm can undertake

<table>
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</table>
| **3. Managing investments** (RAO article 37, but see schedule 1) | A licensed firm can make decisions:  
- to sell or not to sell such existing investments;  
- concerning investment strategy such as the mix of different types of securities;  
- to appoint or remove an external fund manager;  
- which do not concern the acquisition of a particular security or contractually based investment.  
Licensed firms cannot, if managing investments, exercise discretion in connection with buying or subscribing for such investments unless:  
- all routine or day to day decisions are taken by a permitted third party with permission to manage investments; or  
- the decision to buy or subscribe is taken in accordance with the advice of a permitted third party who is permitted to give advice in relation to that activity. |
| **4. Safeguarding and administration** (RAO article 40) | Licensed firms can look after share certificates or other documents of title, arrange for the collection of dividends, act as the addressee to receive documents relating to the investment, etc. |
| **5. Sending dematerialised instructions** (RAO article 45) | An example would be sending instructions through the Crest system |
| **6. Advising** (RAO article 53)  
(Advising in this context is making a recommendation to buy, sell or subscribe for an investment, or to exercise a right to buy, sell or subscribe) | - Explaining and evaluating investment advice and offering alternatives (unless the prohibition in schedule 1, paragraph 5 applies)  
- Explaining the advice received from a permitted third party  
- Identifying unsuitable advice  
- Endorsing a permitted third party’s advice  
- Advising on disposals (unless the prohibition in schedule 1, paragraph 6 concerning personal pension plans applies)  
- In the course of tax advice or planning, the selection of realisable investments that have unrealised capital gains that may give an opportunity a transaction equivalent to ‘bed and breakfast type’ arrangement  
- Advising on the purchase of shares provided the shares are not, nor will be traded on a public market  
Note - a licensed firm cannot recommend an individual to buy or subscribe for certain types of investments, such as those which are, or are to be, admitted to dealing on a public market or rights in personal pension schemes. See schedule 1, paragraph 5. A licensed firm cannot recommend the disposal of any rights in a personal pension scheme |
Activities that a licensed firm can undertake

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<tbody>
<tr>
<td>7. Advice on Lloyd's syndicates (RAO article 56)</td>
<td>A licensed firm can advise a person to continue in or cease to be a member of a particular Lloyd’s syndicate, but must not give any advice about joining a particular Lloyd’s syndicate. Note - this article only applies to advice in respect of membership of a Lloyd’s syndicate.</td>
</tr>
<tr>
<td>8. Agreeing to carry on any of the above activities (RAO article 64)</td>
<td>A licensed firm can agree to carry on any of the activities noted in the first column to the same extent that it can carry them on.</td>
</tr>
</tbody>
</table>

* ‘Dealing’ and ‘deal’ in this context mean buying, selling, subscribing for or underwriting a particular investment.
Table 2B - Activities that a licensed firm can undertake

Activities relating to:

- **qualifying contracts of insurance only** (e.g. long term insurance contracts and pension contracts).

It does **not** apply to general insurance, pure protection policies, **securities or regulated home finance plans**.

Unless otherwise stated, the comments within the second column apply to all of the **investments** shown above.

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</tr>
<tr>
<td>1. Dealing* in <strong>investments</strong> as agent for a <strong>client</strong> (RAO article 21)</td>
<td>Implementing <strong>investment</strong> planning in co-operation with <strong>permitted third parties</strong></td>
</tr>
<tr>
<td>2. Making arrangements for a person to deal* (RAO article 25)</td>
<td>- A <strong>licensed firm</strong> can, on the instruction of a <strong>client</strong>, arrange with a <strong>permitted third party</strong> or an unauthorised person the buying, selling, subscribing for or underwriting of a <strong>qualifying contract of insurance</strong>. A <strong>licensed firm</strong> can advise on the transaction in certain limited circumstances as outlined in paragraph 5 below on advice but an unlicensed <strong>firm</strong> cannot.</td>
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<td>- Advice to a <strong>client</strong> from a <strong>permitted third party</strong> leads to the <strong>licensed firm</strong> arranging for the disposal of a <strong>qualifying contract of insurance</strong> (to provide funds for other purposes)</td>
</tr>
<tr>
<td>3. Introducing <strong>clients</strong> to <strong>permitted third parties</strong> (part of RAO article 25, arranging)</td>
<td>A <strong>licensed firm</strong> can pass <strong>client</strong> details to an independent financial adviser or an insurance company, with the <strong>client</strong>'s consent, for the adviser to contact the <strong>client</strong>, provided that the terms of the ethical guide are followed, with regard to independence and objectivity, in addition to the <strong>Handbook</strong></td>
</tr>
<tr>
<td>4. Assisting in the Administration and Performance of a <strong>contract of insurance</strong> (RAO article 39A)</td>
<td><strong>Licensed firms</strong> can assist <strong>clients</strong> with regard to claims and can:</td>
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<td>- notify a claim to the insurer on behalf of the <strong>client</strong>;</td>
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<td>- assist in the completion of the claim form;</td>
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<td>- negotiate with the insurer on behalf of the <strong>client</strong></td>
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Activities that a licensed firm can undertake

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</table>
| 5. Advising (RAO article 53) | • Explaining and evaluating insurance advice given by a permitted third party  
• Identifying unsuitable advice  
• Endorsing a permitted third party’s advice  
• Advising on disposals (however, as stated in Schedule 1, paragraph 6 a licensed firm cannot advise on the disposal of rights in a personal pension contract)  
Note - licensed firms cannot recommend an individual to take out a qualifying contract of insurance. See Schedule 1, paragraph 5 |
| 6. Agreeing to carry on any of the above activities (RAO article 64) | A licensed firm can agree to carry on any of the activities noted in the first column to the same extent that it can carry them on |

* ‘Dealing’ and ‘deal’ in this context mean buying, selling, subscribing for or underwriting a particular investment
Table 2C - Activities that a licensed firm can undertake

Activities relating to:

- non-investment insurance contracts (such as contracts of general insurance and pure protection insurance) excluding qualifying contracts of insurance which are dealt with in table 2B.

It does not apply to life insurance, securities or regulated home finance plans.

Unless otherwise stated, the comments within the second column apply to all of the investments shown above.

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<tr>
<td>1. Dealing* in investments as agent for a client (RAO article 21)</td>
<td>Participating in insurance planning in co-operation with permitted third parties</td>
</tr>
<tr>
<td>2. Making arrangements for a person to deal* (RAO article 25)</td>
<td>A licensed firm can, on the instruction of a client, arrange with a permitted third party the buying, selling, subscribing for or underwriting of such contracts of insurance (a licensed firm can also advise on the transaction as outlined in paragraph 5 below on advice, but an unlicensed firm cannot)</td>
</tr>
<tr>
<td>3. Introducing clients to permitted third parties (part of RAO article 25, arranging)</td>
<td>A licensed firm can pass client details to an independent financial adviser or an insurance company for that adviser to contact the client, provided the terms of the ethical guide are followed, with regard to independence and objectivity, in addition to the Handbook</td>
</tr>
<tr>
<td>4. Assisting in the administration and performance of a contract of insurance (RAO article 39A)</td>
<td>Licensed firms can assist clients with regard to claims and can:</td>
</tr>
<tr>
<td></td>
<td>• notify a claim to the insurer on behalf of the client;</td>
</tr>
<tr>
<td></td>
<td>• assist in the completion of the claim form;</td>
</tr>
<tr>
<td></td>
<td>• negotiate with the insurer on behalf of the client</td>
</tr>
</tbody>
</table>
### Activities that a licensed firm can undertake

<table>
<thead>
<tr>
<th>Activities</th>
<th>Illustrations/comments</th>
</tr>
</thead>
</table>
| 5. Advising (RAO article 53) (Advising in this context is making a recommendation to enter into or sell a non-investment insurance contract or to exercise a right to do so) | **Note** - a licensed firm can advise on contracts of insurance except qualifying contracts of insurance  

A licensed firm can:  
- advise a client on the purchase of a particular contract of insurance;  
- explain and evaluating advice and offering alternatives;  
- explain the advice received from a permitted third party;  
- identify unsuitable advice and offering alternatives;  
- endorse a permitted third party’s advice  

| 6. Agreeing to carry on any of the above activities (RAO article 64)      | A licensed firm can agree to carry on any of the activities noted in the first column to the same extent that it can carry them on  

* ‘Dealing’ and ‘deal’ in this context mean buying, selling, subscribing for or underwriting a particular investment*
Table 2D - Activities that a licensed firm can undertake

Activities relating to:
- regulated home finance plans only.

Unless otherwise stated, the comments within the second column apply to all of the investments shown above.

<table>
<thead>
<tr>
<th>Activities</th>
<th>Illustrations/comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>The activities below are contained in the Regulated Activities Order (RAO) and the appropriate article number is given</td>
<td>This column provides further illustration or explanation of what a licensed firm can do in respect of the activities in the first column and the investments described above. These activities can only be undertaken in accordance with the requirements of Parts 3 and 4 of the Handbook</td>
</tr>
<tr>
<td>1. Making arrangements for a person to deal* (RAO article 25A, 25B, 25C, 25E)</td>
<td>• Making arrangements for a client to enter into a regulated home finance plan. This may include helping the client with the application form and sending this to the lender, providing confirmation of income, etc.</td>
</tr>
<tr>
<td></td>
<td>• Making arrangements for a client to enter into an overdraft which is secured by way of a first charge on the client's residence</td>
</tr>
<tr>
<td></td>
<td>If the arrangements are made on the advice of a permitted third party, or if the client has not requested any advice from the firm, and in both cases, the firm accounts for any commission, etc. which arises, the above activities can be undertaken by unlicensed firms, however, the details are shown here for completeness. (See schedule 4, list B, service 8 for details)</td>
</tr>
<tr>
<td>2. Advising (RAO article 53A, 53B, 53C, 53D)</td>
<td>• Advising on the variation of terms of an existing regulated home finance plan, provided the advice is not tantamount to entering into a new regulated home finance plan</td>
</tr>
<tr>
<td>(Advising in this context is making a recommendation to enter into, or vary the terms of, a regulated home finance plan)</td>
<td>• Explaining and evaluating advice given by a permitted third party about a regulated home finance plan which would include a secured overdraft</td>
</tr>
<tr>
<td></td>
<td>• Identifying unsuitable advice</td>
</tr>
<tr>
<td></td>
<td>• Endorsing a permitted third party’s advice</td>
</tr>
<tr>
<td></td>
<td>Note - a licensed firm cannot recommend an individual to enter into a regulated home finance plan. See Schedule 1 paragraph 7</td>
</tr>
</tbody>
</table>

* ‘Dealing’ and ‘deal’ in this context mean buying, selling, subscribing for or underwriting a particular investment
Schedule 3 - Guidance on the meaning of “in an incidental manner”

Part 3 of the Handbook refers to the provision of regulated activities “in an incidental manner”.

1. The concept of incidentality is required by the Investment Services Directive which exempts from its requirements “persons providing an investment service where that service is provided in an incidental manner in the course of a professional activity” (Article 2.2(c)).

2. The focus is on how the regulated activity relates to the professional service from the standpoint of the firm. It is the sum of the individual transactions comprising the service which falls to be assessed, in relation to the professional activity of the firm.

3. In order for a firm to satisfy the Institute as to its provision of regulated activities in an incidental manner it should be able to show that:
   a. it is mainly concerned with providing professional services other than regulated activities; and
   b. the provision of the regulated activities is not isolated from the firm’s other activities such that there is in effect a separate business (this would however not exclude a licensed firm from operating specialist departments within it).

4. The test in 3(b) is not quantitative but relates to the manner in which the services are presented. This can be assessed by reference to questions such as:
   a. Does the licensed firm fully accept that in providing a regulated activity it is within the scope of the general ethical code or rules governing the profession?
   b. Is the regulated activity provided in conjunction with the professional activities of the licensed firm?
   c. Is it the policy of the licensed firm to endeavour to provide a full range of services to its clients, where these services are appropriate?
   d. In terms of the way the regulated activities are managed by the licensed firm, is it clear that the activity is not on a stand-alone basis, separate from the main activities of the licensed firm?
   e. Is the provision of regulated activities managed on a day-to-day basis by people who are members (or affiliated and subject to the rules) of a Designated Professional Body?
   f. Are the offices dealing with the regulated activity in the same locations as the offices from which the main professional services are provided?

5. Each of the questions listed may carry more or less weight depending on the facts of the particular case.
Schedule 4 - Guidance on work that is not a regulated activity

The following lists are of types of professional work that are not regulated activities. List A is of services that are not regulated activities. List B is of services that have the appearance of regulated activities but are not because of exclusions or the specific definitions of regulated activities in the Regulated Activities Order. Neither list is exhaustive but list B includes those exclusions that are particularly relevant to firms.

By way of business test

In addition to considering whether the firm is conducting a regulated activity, the firm should also consider whether the activities are being conducted "by way of business". This test is laid down under the "Carrying on regulated activities by way of business Order" and provides that an activity is only a regulated activity if it is conducted "by way of business".

The test is not the same for all types of investment.

Contracts of insurance

In respect of activities relating to contracts of insurance, if no remuneration is received, the activity is not undertaken "by way of business". Whilst the test itself with regard to remuneration is clear cut, remuneration may take many forms and includes the receipt of commission. If a commission or fee is received, the firm may be conducting the activity by way of business. The firm would then consider other elements of the test.

Only if the firm is satisfied that no remuneration of any kind is received (and the activity in question relates to a contract of insurance) can the firm treat the activity as not regulated without considering other factors. A fee for an insurance distribution activity that is paid by the receipt of commission will be regarded as remuneration and so the activity will be done by way of business. Even if the firm rebates the commission to the client or offsets the commission against fees, this would be regarded as remuneration.

If the firm receives remuneration, then it can consider other factors. An activity which is sufficiently rare to be regarded as a one-off and where the remuneration received was not unduly substantial to the firm, may also be regarded as not being undertaken "by way of business".

Other types of investments (including regulated home finance plans)

For other types of investments, remuneration is not necessarily the deciding or only factor. Even if no remuneration is received, it is possible that the firm is conducting the activity by way of business. However, if the activity is a "one-off" it may be conducted in a manner which is not "by way of business".

Factors which should be included in the firm's consideration and which may indicate that the activity is conducted "by way of business", and therefore regulated, are whether:

- remuneration is received;
- the activity is conducted frequently for that client;
- the activity is a one-off situation for that client but conducted frequently by the firm;
- the firm carries on other similar regulated activities;
- any remuneration received is significant in quantum for the firm, even if the advice is an isolated incident for both the client and the firm; or
- the firm advertises that it can conduct that type of activity.

Firms should also consider whether similar activities will arise in future and if so, whether the firm may undertake further work. A general willingness to involve itself in a regulated activity may mean that the occurrence is the first in an activity which may become frequent. In such circumstances, the firm should regard itself as conducting the activity "by way of business".
List A
The following professional services are not regulated activities:
1. Audit (whether or not governed by the Audit Regulations);
2. Acting as a reporting accountant;
3. Preparation of financial statements;
4. Bookkeeping and similar services;
5. Payroll preparation;
6. Tax compliance work;
7. Tax advisory work involving no more than generic investment advice;
8. Work that requires an insolvency licence;
9. Holding office as a company secretary;
10. Providing company secretarial services to a company;
11. Advising on the availability of grants and assisting with applications for grants;
12. Preparation of cash flow/profit projections to support a loan application, even if it is for a regulated mortgage contract;
13. Advising on the value of an asset, including shares;
14. Advising on the cancellation of contracts of insurance (such as general insurance contracts and pure protection insurance) but not qualifying contracts of insurance;
15. Providing a reference on behalf of a client in support of a mortgage application;
16. Advising on obtaining an unsecured overdraft;
17. Administration work for a client’s pension scheme (e.g. calculating pension deductions for the payroll and paying over to the insurance company).
List B - Professional services that are not regulated activities due to exclusions or the specific definitions of regulated activities in the Regulated Activities Order

In this section, the term "investment" means the type of investment noted in the second column. The third column provides examples and commentary.

<table>
<thead>
<tr>
<th>Services</th>
<th>Types of investment</th>
<th>Examples/comments</th>
</tr>
</thead>
</table>
| 1. Generic advice – i.e. general discussion with a client about different types of investments (including pensions), but not discussions on the merits of a specific investment | All types | Client asks for advice on tax consequences of different types of pension  
Taking a client through the decision trees for a stakeholder pension  
Client asks the firm to explain the differences between unit trusts and ISAs  
Client asks for advice about what type of regulated mortgage contract to have, e.g. a repayment mortgage, endowment, etc.  
Firm suggests that a client should have business interruption insurance, but does not recommend a specific policy |
| (RAO article 53 refers to advice about a particular investment, RAO Article 53A refers to advice about a particular regulated mortgage contract, RAO Article 53B refers to advice about a particular regulated home reversion plan, RAO Article 53C refers to advice about a particular regulated home purchase plan and RAO Article 53D refers to advice about a particular sale and rent back agreement) | | |
| 2. Introducing a client to a permitted third party for the provision of independent advice (RAO article 33) | Regulated home finance plans, securities (e.g. shares, unit trusts and rights under a personal pension scheme) and contractually based investments but excluding qualifying contracts of insurance  
This exclusion does not apply to any contract of insurance | Firm introduces a client, who wants independent advice about the merits of buying specific shares, to a permitted third party  
Firm introduces a client to an independent mortgage adviser  
Under this exclusion, introductions must only be made to entities able to give independent advice, and no comments can be made on the advice given by the permitted third party. There is a further exclusion for mortgage related introductions, see below |
<table>
<thead>
<tr>
<th>Services</th>
<th>Types of investment</th>
<th>Examples/comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>3. Introducing a <strong>client</strong> to a permitted third party authorised to undertake activities relating to <strong>regulated home finance plans</strong> <em>(RAO article 33A)</em></td>
<td><strong>Regulated home finance plans only</strong></td>
<td>In addition to the above, introductions can be made where:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• the <strong>firm</strong> does not handle <strong>clients’</strong> money in connection with <strong>regulated home finance plans</strong>;</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• details of any payment, commission, reward or advantage received is disclosed; and</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• if the <strong>firm</strong> is a <strong>member</strong> of the same group as the <strong>firm</strong> to whom the <strong>client</strong> is introduced, this is disclosed</td>
</tr>
<tr>
<td></td>
<td></td>
<td>This exclusion allows a <strong>firm</strong> to introduce to a mortgage lender, provided no advice is given. The <strong>firm</strong> must be satisfied that it complies with the ethical guide as to independence and objectivity</td>
</tr>
<tr>
<td>4. The provision of information <em>(RAO article 72C by way of exclusion from article 39A)</em></td>
<td><strong>All types of insurance (including general, and life and pensions)</strong></td>
<td><strong>Firms without a licence</strong> cannot &quot;introduce&quot; a <strong>client</strong> to an insurance broker. However they can provide the <strong>client</strong> with information</td>
</tr>
<tr>
<td></td>
<td></td>
<td>A <strong>firm</strong> can provide the <strong>client</strong> with the name and contact details of an insurance broker/independent financial adviser who can provide the <strong>client</strong> with advice</td>
</tr>
<tr>
<td></td>
<td></td>
<td>A <strong>firm</strong> may also provide the <strong>client</strong> with a brochure/leaflet about the broker, or about an insurer which could include the <strong>firm’s</strong> stamp or logo, provided that the <strong>firm</strong> does not take any steps to assist in the conclusion or performance of the <strong>contract of insurance</strong>. <strong>Firms</strong> should ensure that they are in compliance with the ethical guide if they are providing information about an insurer</td>
</tr>
</tbody>
</table>
The firm can receive commission, but the firm must not contact the broker/independent financial adviser/insurer on the client’s behalf, as this will then become a regulated activity.

A firm may also provide information to clients to assist in claims handling but should not fill in all or a significant part of the form for the client as this may be considered to be the regulated activity of assisting in the administration and performance of a contract of insurance (RAO article 39A).
## Professional services that are *not* regulated activities

<table>
<thead>
<tr>
<th>Services</th>
<th>Types of investment</th>
<th>Examples/comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>5. Advice, arranging a deal or dealing as agent regarding the sale or purchase of a body corporate but only if:</td>
<td>Securities</td>
<td><em>Firm</em> advises a family owned company on a sale to a venture capitalist or to a company whose shares are publicly traded. This exemption applies even if the advice is about the balance of consideration between cash and publicly traded securities</td>
</tr>
<tr>
<td>- the object of the transaction may be reasonably regarded as the acquisition of day to day control over the affairs of the body corporate; or</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- the shares (together with ones already held) are 50% or more of the voting rights and the transaction is between two parties each of whom is a body corporate, a partnership, a single individual or a group of connected individuals (RAO article 70)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6. A <em>firm</em> can arrange a deal in investments, deal as agent in investments, safeguard and administer investments or give advice, provided:</td>
<td>Regulated home finance plans, securities (e.g. shares and unit trusts) and contractually based investments but excluding qualifying contracts of insurance.</td>
<td><em>Firm</em>, in valuing a <em>client’s</em> share portfolio for CGT purposes, has the share certificates for checking. This does not constitute safeguarding and administering as it may be reasonably regarded as a necessary part of the tax service.</td>
</tr>
<tr>
<td>- the service may reasonably be regarded as a necessary part of other professional services;</td>
<td></td>
<td>A <em>firm</em> may be advising a <em>client</em> with cash flow problems and during the course of discussions, recommends that the <em>client</em> reduces their outgoings generally and this may include a recommendation to vary the terms of a <em>regulated mortgage contract</em>.</td>
</tr>
<tr>
<td>- the service is not remunerated for this work separately from the other services; and</td>
<td></td>
<td><em>(Firms should be careful of using this exemption as it may have to justify why it regards the transaction, which in all other respects relates to a regulated activity, as reasonably being a necessary part of another professional service)</em></td>
</tr>
<tr>
<td>- the business or profession does not otherwise consist of regulated activities. (RAO article 67, this exemption is known as the professional firms’ exemption)</td>
<td></td>
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</tbody>
</table>
Professional services that are not regulated activities

<table>
<thead>
<tr>
<th>Services</th>
<th>Types of investment</th>
<th>Examples/comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>7. Acting as a trustee or personal representative</td>
<td><strong>Regulated home finance plans, securities</strong> (e.g. shares and unit trusts) and <strong>contractually based investments</strong> but excluding <strong>qualifying contracts of insurance</strong></td>
<td>Firms are sometimes approached to act as a trustee for a client. An individual may be appointed although it is effectively the firm that undertakes the work. The work will still be covered by the exclusion. Nor does the fact that the firm is remunerated on a time basis prevent the use of the exclusion. If the individual acts in a purely private capacity then the exclusion can still be used. Article 66 (6A) provides that a person acting as a trustee or personal representative is not subject to article 61, (the <strong>regulated activity</strong> of entering into a <strong>regulated mortgage contract</strong> as a lender or administering a <strong>regulated mortgage contract</strong>) where the borrower is a beneficiary under the trust or will in question. This allows the trustee to advance money to a beneficiary even if the loan meets the definition of a <strong>regulated mortgage contract</strong>. Similar provisions apply in Article 66 (6B), 66 (6C) and 66 (6D) in relation to <strong>regulated home purchase plans</strong>, <strong>regulated home reversion plans</strong> and <strong>regulated sale and rent back agreements</strong>.</td>
</tr>
<tr>
<td></td>
<td><strong>Examples/comments</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>This is provided that no remuneration is received over and above that for services as a trustee. (RAO article 66)</td>
<td></td>
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</tbody>
</table>
### Professional services that are not regulated activities

<table>
<thead>
<tr>
<th>Services</th>
<th>Types of investment</th>
<th>Examples/comments</th>
</tr>
</thead>
</table>
| 8. Making arrangements for a *client* to buy, sell, subscribe for or underwrite an *investment* with or through a *permitted third party* provided: | *Regulated home finance plans, securities* (e.g. shares, unit trusts and rights under a *personal pension scheme*) and *contractually based investments* but excluding *qualifying contracts of insurance* | A *firm* arranges a mortgage at the *client’s* request, following advice given by a *permitted third party*  
A *client* decides to buy or sell ‘x’ amount of shares in ABC Ltd. The *firm* can arrange the sale of those shares through a stockbroker  
A *firm* arranges for a *client* to place an asset into a self-invested *personal pension scheme* at the *client’s* request. No advice is given by the *firm*  
*Firms* should be wary of assisting a *client* in this way if the *firm* does not understand the transaction or the implications for the *client* of entering into it |
| • the transaction is on the advice of a *permitted third party*; or | | |
| • the *client* has not requested advice on the merits of the *investment* from the *firm*, or if requested, the *firm* has refused and suggested that the *client* seek advice from a *permitted third party* | This exclusion cannot be used for any type of *contract of insurance* | |
| In both cases the *firm* must account to the *client* for any commission, etc. which arises out of the transaction | | (RAO article 29) |
| 9. Claims handling | *Contracts of insurance* (i.e. all types of insurance, including general, life and pensions) | *Firms* may provide information to *clients* in respect of claims where such activity is incidental to their profession or business which does not otherwise consist of regulated activities. *Firms* should not help a *client* fill in all or a significant part of a claim form as this may be considered to be the regulated activity of assisting in the administration and performance of a contract of insurance (RAO article 39A)  
*Firms* may assist an insurer (but not a *client*) in the administration and performance of claims handling. | (RAO articles 39B, 39C and 72C) |
Professional services that are not regulated activities

<table>
<thead>
<tr>
<th>Services</th>
<th>Types of investment</th>
<th>Examples/comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>10. Buying, selling, subscribing for or underwriting an investment as agent for a client with or through a permitted third party provided:</td>
<td>Securities (e.g. shares and unit trusts) and contractually based investments but excluding qualifying contracts of insurance</td>
<td>Similar comments to those in paragraph 8 above apply</td>
</tr>
<tr>
<td>• the transaction is on the advice of a permitted third party; or</td>
<td></td>
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<tr>
<td>• the client has not requested advice on the merits of the investment from the firm, or if he did, the firm has refused and suggested that the client seek advice from a permitted third party</td>
<td></td>
<td>This exclusion does not apply to any contract of insurance</td>
</tr>
<tr>
<td>In both cases the firm must account to the client for any commission, etc. which arises out of the transaction</td>
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<tr>
<td>(RAO article 22)</td>
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</tr>
<tr>
<td>11. Managing investments under a power of attorney, provided all routine or day to day decisions relating to investments (which include securities or contractually based investments) are taken on behalf of the firm by a permitted third party</td>
<td>Securities (e.g. shares and unit trusts) and contractually based investments but excluding qualifying contracts of insurance</td>
<td>Applicable to those working under a power of attorney and trustees</td>
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<td>(RAO article 37)</td>
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</tbody>
</table>
Guidance on work that is not a regulated activity (cont.)

In addition, because of the way that regulated activities are defined some activities are not regulated. These include:

a. receiving documents about an investment solely for passing to the owner or as the owner directs;

b. providing information about the value of any assets safeguarded;

c. arranging for a company to issue its own shares is not engaging in a regulated activity, although arranging for a person to subscribe is a regulated activity;

d. advising a company on the issue of shares is not a regulated activity, but advice to a potential shareholder to subscribe for the shares is;

e. generally (except for insurance distribution activities conducted by way of business) transactions within a group of companies are not investment business;

f. arranging for the transfer of shares for no financial consideration (for example between husband and wife);

g. valuing investments where no advice is given as to the merits of buying or selling the investment;

h. advising a client about the commercial utility of futures, options and contracts for differences, e.g. to support commercial bank borrowing or as a commercial hedging mechanism;

i. advice to surrender an existing regulated mortgage contract, regulated home purchase plan or regulated home reversion plan.
Schedule 5 - Guidance on corporate finance activities

The purpose of this schedule is to describe some common corporate finance scenarios and identify whether these are regulated activities or not and if so whether a firm needs FCA authorisation, a DPB licence, or are unregulated and so no authorisation or licence is needed.

Section A of the table refers to general situations, whilst Section B provides more detailed examples.

The analysis of many of the examples in Section B uses the sale of a body corporate exclusion (Regulated Activities Order (RAO) article 70) or the fact that only advice given to a person in his capacity as an investor is investment business advice for the purposes of the RAO (article 53).

Article 70 provides two alternative tests and a transaction must meet one of these to be excluded and so not be a regulated activity. The exclusion within article 70 applies to the regulated activities of dealing in investments as principal (article 14), dealing in investments as agent (article 21), arranging deals in investments (article 25) and advising on investments (article 53). Article 70 states that:

a. the transaction is one to acquire or dispose of shares in a body corporate (other than an open-ended investment company) or which is entered into for the purposes of such an acquisition or disposal; and

b. either:
   i. the conditions set out in the paragraph below are met; or
   ii. those conditions are not met, but the object of the transaction may nevertheless reasonably be regarded as being the acquisition of day to day control of the affairs of the body corporate.

The conditions in paragraph (b) (i) are that:

a. the shares consist of or include 50% or more of the voting shares in the body corporate; or

b. the shares, together with any already held by the person acquiring them, consist of or include at least 50% of such shares; and

in either case, the vendor and acquirer is either a body corporate, a partnership, a single individual or a group of connected individuals.

It is not necessary for the vendor and the acquirer to be the same "type". These conditions must be met in both parts, i.e. (a) and (b) (i) or b. (ii).

A group of connected individuals means:

a. in relation to the vendor, a single group of persons each of whom is:
   i. a director or manager of the body corporate;
   ii. a close relative of any such director or manager; or
   iii. a person acting as trustee for any person falling within paragraphs (i) or (ii).

b. in relation to the acquirer, a single group of persons each of whom is:
   i. a person who is or is to be a director or manager of the body corporate;
   ii. a close relative of any such person; or
   iii. a person acting as trustee for any person falling within paragraphs (i) or (ii).

The alternative test under article 70b (ii) relates to day to day control and can only be used where the firm is satisfied that it is acting for a person (which could be a group of disparate persons) who is seeking to acquire day to day control. Where a group of persons are acting together, it may be difficult to establish that they seek to possess a controlling interest (i.e. day to day control). A group of persons must be acting in concert to meet the test. The firm does not need to act for all of the potential shareholders, provided those it collectively represents are seeking to acquire control.
The test under 70b (ii) must therefore be considered carefully in the light of the situation faced by the firm. The table cannot always provide definitive guidance as to whether the article 70 exclusion can be applied, but does indicate where it may be considered.

No distinction is made in the table between shares that are or will be traded on a public market and those which are not, unless stated.

For an activity to be undertaken by a licensed firm the activity must be complementary to or arising out of another professional service to that client. If this condition is not met, FCA authorisation would be required.

(N/a in the table indicates that the particular form of licence/authorisation is not needed.)
## Guidance on corporate finance activities

<table>
<thead>
<tr>
<th>Situation</th>
<th>Client and activity</th>
<th>Can be done without authorisation or a licence</th>
<th>Can be done under a DPB licence</th>
<th>Requires FCA authorisation</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Section A</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>General</strong></td>
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</tr>
<tr>
<td>1. Company formation</td>
<td>Advising on and arranging the formation of a company</td>
<td>Yes. Provided no advice is given to a prospective purchaser of shares.</td>
<td>N/a</td>
<td>N/a</td>
</tr>
<tr>
<td>2. Valuations</td>
<td>Providing a valuation of shares for a client.</td>
<td>Yes, provided no advice is given as to whether to sell or purchase the shares</td>
<td>N/a</td>
<td>N/a</td>
</tr>
<tr>
<td>3. Issuing shares</td>
<td>Advice and assistance to a company to issue shares</td>
<td>Yes. Company secretarial services and advice on the issue of shares is not regulated. If the firm becomes involved in bringing the parties together, then this is the regulated activity of arranging. See example 4 and more detailed example 10 below</td>
<td>N/a</td>
<td>N/a</td>
</tr>
<tr>
<td>4. Company sells 10% of its shares for a financial consideration</td>
<td>a. Arranging the transaction for either party</td>
<td>No</td>
<td>Yes</td>
<td>N/a</td>
</tr>
<tr>
<td></td>
<td>b. Advising either party on the sale or purchase</td>
<td>No</td>
<td>Yes, provided the shares being offered are not, nor will be traded on a <em>public market</em> when FCA authorisation is required when advising the purchaser. Advice can be given to the vendor</td>
<td>Yes, where advice is given to the purchaser, even if the shares being offered are, or will be traded on a <em>public market</em></td>
</tr>
</tbody>
</table>

*Note: All activities require FCA authorisation.*
Guidance on corporate finance activities

<table>
<thead>
<tr>
<th>Situation</th>
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<tbody>
<tr>
<td>5. Advising and arranging for a reorganisation of shareholding amongst family members, for no valuable consideration</td>
<td>Advising and arranging for either party</td>
<td>Yes. Where there is no consideration involved, there is no regulated activity</td>
<td>N/a</td>
<td>N/a</td>
</tr>
</tbody>
</table>

Section B

Takeovers

<table>
<thead>
<tr>
<th>6. Company A makes a cash take-over bid for company B</th>
<th>a. Advice to company A</th>
<th>Yes. Sale of a body corporate exclusion will apply</th>
<th>N/a</th>
<th>N/a</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>b. Arranging the transaction for company A</td>
<td>Yes. Sale of a body corporate exclusion will apply</td>
<td>N/a</td>
<td>N/a</td>
</tr>
<tr>
<td></td>
<td>c. Advice to shareholders of B</td>
<td>Yes, if the sale of a body corporate exclusion is met</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>d. Arranging the transaction for the shareholders of B</td>
<td>Yes, if the sale of a body corporate exclusion is met</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## Guidance on corporate finance activities

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</thead>
<tbody>
<tr>
<td>7. Company A makes a take-over bid for company B, but company A issues shares to fund the acquisition</td>
<td>a. Advice to company A</td>
<td>Yes. Sale of body corporate exclusion applies and advice on the issue of shares is not a <em>regulated activity</em></td>
<td>N/a</td>
<td>N/a</td>
</tr>
<tr>
<td></td>
<td>b. Arranging the transaction for company A</td>
<td>Yes. Sale of a body corporate exclusion applies to the issue of shares</td>
<td>N/a</td>
<td>N/a</td>
</tr>
<tr>
<td></td>
<td>c. Advice to shareholders of B</td>
<td>Yes, if the sale of a body corporate exclusion is met. The exclusion will also extend to the advice given on whether the vendor should accept cash or shares</td>
<td>Yes, if the sale of a body corporate exclusion does not apply. If the shares being offered are or will be traded on a <em>public market</em> and the exclusion does not apply, then <em>FCA authorisation</em> is required</td>
<td>FCA authorisation is needed if the sale of a body corporate exclusion does not apply and the shares being offered to B as consideration are or will be traded on a <em>public market</em></td>
</tr>
<tr>
<td></td>
<td>d. Arranging the transaction for the shareholders of B</td>
<td>Yes, if the sale of a body corporate exclusion is met</td>
<td>Yes, if the sale of a body corporate exclusion does not apply</td>
<td>N/a</td>
</tr>
<tr>
<td></td>
<td>e. Advice to company B</td>
<td>Yes. The company is not an investor and therefore the advice is not a <em>regulated activity</em></td>
<td>N/a</td>
<td>N/a</td>
</tr>
</tbody>
</table>
### Guidance on corporate finance activities

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<tbody>
<tr>
<td>8. Management buy-outs, buy in, etc.</td>
<td>a. Advice to the purchasing team</td>
<td>See the answers given under scenario 6, the purchasers would be treated as “company A”, even if they were not a company</td>
<td>See scenario 6</td>
<td>See scenario 6</td>
</tr>
<tr>
<td></td>
<td>b. Arranging the transaction for the purchasing team</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>c. Advice to the vendors</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>d. Arranging the transaction for the vendors</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9. Management buy-outs using a new company (Newco) as a vehicle for the purchase</td>
<td>a. Advice to the purchasing team</td>
<td>Yes - advice on the issue of shares in Newco is not a regulated activity &lt;br&gt;Advice on the acquisition of shares in Newco relates to the vehicle through which to make the buy-out and therefore exclusion 70 applies. Alternatively, exclusion 70 could apply in its own right &lt;br&gt;The transaction is likely to meet exclusion 70 b (ii) as the buy-out team will be acting collectively</td>
<td>N/a</td>
<td>N/a</td>
</tr>
</tbody>
</table>
## Guidance on corporate finance activities

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<tr>
<td>b.</td>
<td>Arranging for the team</td>
<td>Yes - arranging the issue of shares, as well as the acquisition of the shares by the team is likely to meet exclusion 70 on the same basis as in 9a above</td>
<td>N/a</td>
<td>N/a</td>
</tr>
<tr>
<td>c.</td>
<td>Advising Newco on the purchase of Target and arranging the purchase</td>
<td>Yes - exclusion 70 applies to both advising and arranging</td>
<td>N/a</td>
<td>N/a</td>
</tr>
</tbody>
</table>

### Rights Issue

10. Company makes a rights issue

| a. | Advising the company | Yes, advice on the issue of shares is not a regulated activity | N/a | N/a |
| b. | Arranging for the issue of shares | Company secretarial services can be undertaken but if the arranging goes further than that and brings the parties to the transaction together, this becomes a regulated activity | Yes. However, if a financial promotion is issued, this may require approval or issue by an FCA authorised firm. (A DPB licensed firm cannot approve financial promotions or issue them unless an exclusion in the Financial Promotions Order applies) | Yes, if a financial promotion is involved which does not meet any exclusion in the Financial Promotions Order and approval of the promotion is not sought from another authorised firm |
| c. | Advising the shareholders to take up the rights issue | No. As the advice to an investor is a regulated activity | Yes, unless the shares are or will be traded on a public market | Yes, if the shares are or will be traded on a public market |
## Guidance on corporate finance activities

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<tr>
<td>11. Company wants to go public</td>
<td>a. Advice to the company</td>
<td>Yes. As the company is not an investor, it is not a regulated activity</td>
<td>N/a</td>
<td>N/a</td>
</tr>
<tr>
<td></td>
<td>b. Advice to the existing shareholders to sell</td>
<td>No. As this is advice to an investor, this is a regulated activity</td>
<td>Yes, as advice to sell can be given under a licence</td>
<td>N/a</td>
</tr>
<tr>
<td></td>
<td>c. Arranging for the flotation</td>
<td>Company secretarial services can be undertaken but if the arranging goes further than that and brings the parties to the transaction together, this becomes a regulated activity</td>
<td>May be able to do under a DPB licence, but may be blocked by the regulations of an exchange. If a financial promotion is involved, this may require issue or approval by an FCA authorised firm</td>
<td>Yes, if a financial promotion is involved which does not meet any exclusions within the Financial Promotions Order and approval of the promotion is not sought from another authorised firm</td>
</tr>
<tr>
<td>12. The re-structuring involves setting up a group and therefore the creation of new companies</td>
<td>a. Advice to the company</td>
<td>Yes - advice on the issue of shares is not a regulated activity</td>
<td>N/a</td>
<td>N/a</td>
</tr>
</tbody>
</table>
### Guidance on corporate finance activities

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<tr>
<td>b. Arranging for the company</td>
<td>Yes – arranging for the parent to subscribe is a regulated activity, but falls under exclusion 70</td>
<td>N/a</td>
<td>N/a</td>
<td>N/a</td>
</tr>
<tr>
<td>13. The restructuring involves de-merging company A into a number of separate companies (B and C)</td>
<td>a. Advising company A</td>
<td>Yes, advice on the issue of shares in B and C is not a regulated activity</td>
<td>N/a</td>
<td>N/a</td>
</tr>
<tr>
<td></td>
<td>b. Advice to the prospective shareholders in B and C, who are the current shareholders in A</td>
<td>Yes, if the sale of a body corporate exclusion is met. If not, advice to acquire shares in B and C is a regulated activity</td>
<td>Yes, unless the shares are or will be traded on a public market. If they can be and no exclusion applies, then FCA authorisation is required</td>
<td>FCA authorisation is needed if the sale of a body corporate exclusion does not apply and the shares are or will be traded on a public market</td>
</tr>
<tr>
<td></td>
<td>c. Arranging for the issue of shares in companies B and C to the shareholders in company A</td>
<td>Yes, this could fall under the sale of a body corporate exclusion. Company secretarial services can also be undertaken which would cover providing administrative assistance to the companies in issuing the shares. If not, arranging would be a regulated activity</td>
<td>Yes, unless a financial promotion requires approval and no advice has been given, see (b) above</td>
<td>Yes, even if the shares are or will be traded on a public market, advice has been given to those acquiring the shares and exclusion 70 did not apply.</td>
</tr>
</tbody>
</table>
Guidance on corporate finance activities

<table>
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<tr>
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<th>Can be done under a DPB licence</th>
<th>Requires FCA authorisation</th>
</tr>
</thead>
<tbody>
<tr>
<td>14. Two companies (A and B) merge into a third (C)</td>
<td>a. Advice to the shareholders of A and B</td>
<td>Yes, if the sale of a body corporate exclusion is met</td>
<td>Yes. If the sale of a body corporate exclusion does not apply</td>
<td>N/a</td>
</tr>
<tr>
<td></td>
<td>b. Advice to C</td>
<td>Yes, acquiring companies A and B would come under the sale of a body corporate exclusion</td>
<td>N/a</td>
<td>N/a</td>
</tr>
<tr>
<td>15. Company wishes to do a share buy back</td>
<td>a. Advice to the company</td>
<td>Yes, as not a regulated activity</td>
<td>N/a</td>
<td>N/a</td>
</tr>
<tr>
<td></td>
<td>b. Advice to the shareholders</td>
<td>No, advice to an investor to sell is a regulated activity</td>
<td>Yes</td>
<td>N/a</td>
</tr>
</tbody>
</table>

Trade investment

<table>
<thead>
<tr>
<th>Situation</th>
<th>Client and activity</th>
<th>Can be done without authorisation or a licence</th>
<th>Can be done under a DPB licence</th>
<th>Requires FCA authorisation</th>
</tr>
</thead>
<tbody>
<tr>
<td>16. Company A makes a trade investment in company B (i.e. less than a controlling stake)</td>
<td>a. Advising company A</td>
<td>No, advice to invest is a regulated activity</td>
<td>Yes, but advice could not be given to an individual if company B was listed</td>
<td>N/a</td>
</tr>
<tr>
<td></td>
<td>b. Advising shareholders of B</td>
<td>No, advice to an investor to sell is a regulated activity</td>
<td>Yes, advice on the sale of shares can be provided under a DPB licence</td>
<td>N/a</td>
</tr>
</tbody>
</table>
Schedule 6 - Guidance on insurance distribution activities

The following are examples of activities which a *firm* may be involved in which could amount to *insurance distribution activities*.

The table identifies whether the activity is regulated under the terms of the *Regulated Activities Order* (RAO) and if so, whether it can be conducted by a *licensed firm* or only an FCA authorised *firm* with the appropriate permission category. The table also looks at whether the activity is remunerated in any way or meets the other requirements for not being conducted “by way of business”. If the activity is not conducted “by way of business” it is not a *regulated activity*. (See Part 3, Schedule 4 for information on the “by way of business” test.)

This table is not exhaustive and is simplified to demonstrate the most common situations. These may not match the specific circumstances which a *firm* has to consider and reference should be made to the other schedules in this Part of the *Handbook* for further guidance.

A *firm* may not distribute *insurance based investment products*.

<table>
<thead>
<tr>
<th>Activity</th>
<th>RAO reference/comment</th>
<th>Is this regulated as an insurance distribution activity?</th>
<th>Who can undertake this work?</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Discussing with <em>client</em> about need for insurance generally</td>
<td>Generic advice</td>
<td>No</td>
<td><em>Any firm</em></td>
</tr>
<tr>
<td>2. Discussing with <em>client</em> about need to take out a particular type of insurance, e.g. key man, life insurance medical cover, etc.</td>
<td>Generic advice</td>
<td>No</td>
<td><em>Any firm</em></td>
</tr>
<tr>
<td>3. Discussing with <em>client</em> about which particular broker/insurer to use (but not the particular insurance contract)</td>
<td>Generic advice</td>
<td>No</td>
<td><em>Any firm</em></td>
</tr>
<tr>
<td>4. Handing over an insurance broker's/insurer's leaflets in the office. The leaflet may contain a proposal form and the <em>firm</em>'s details. The <em>firm</em> may receive commission from the insurance broker/insurer. (The insurance in question must be incidental to the <em>firm</em>'s business)</td>
<td>Potentially introducing, RAO article 25 arranging, but excluded under the provision of information exclusion (RAO article 72C)</td>
<td>No</td>
<td><em>Any firm</em></td>
</tr>
</tbody>
</table>
5. Sending out a mailshot to clients enclosing an insurance broker’s/insurer’s leaflet on a particular policy, but the firm does not endorse or recommend the policy. The leaflet may contain a proposal form and the firm may receive commission from the insurance broker/insurer. (The insurance in question must be incidental to the firm’s business)

6. Recommending to a client that he/she contact a named insurance broker/insurer. The firm can provide the client with the contact details of the insurance broker/insurer. Commission or remuneration may be received. However, no direct contact is made between the firm and the insurance broker/insurer in respect of introducing the individual client. (The insurance in question must be incidental to the firm’s business)
## Guidance on insurance distribution activities

<table>
<thead>
<tr>
<th>Activity</th>
<th>RAO reference/comment</th>
<th>Is this regulated?</th>
<th>Who can undertake this work?</th>
</tr>
</thead>
<tbody>
<tr>
<td>7. Introducing a <em>client</em> to a broker/insurer, where the <em>firm</em> contacts the broker/insurer</td>
<td>Introducing, RAO article 25, arranging</td>
<td>Yes, if it is conducted “by way of business”. No, if it is not conducted “by way of business”, for example, if no remuneration of any kind is received</td>
<td>The regulated activity can be undertaken by a licensed firm or an FCA authorised firm</td>
</tr>
<tr>
<td>8. Introducing a <em>client</em> to a broker/insurer for insurance advice (e.g. personal pension advice) where the <em>firm</em> contacts the broker/insurer. Commission or remuneration for the introduction is received</td>
<td>Introducing RAO article 25, arranging</td>
<td>Yes</td>
<td>A licensed firm or an FCA authorised firm</td>
</tr>
<tr>
<td>9. Introducing a <em>client</em> to a broker for independent <em>investment</em> advice where the broker is contacted by the <em>firm</em>. However, the introduction is not with regard to any particular type of <em>investment</em>, such as an introduction for advice on insurance contracts or on pensions. Commission or remuneration for the introduction is received</td>
<td>Introducing, RAO article 25 “arranging”, but as the introduction does not specifically relate to contracts of insurance, the exclusion under RAO article 33 can be used</td>
<td>No</td>
<td>Any firm</td>
</tr>
<tr>
<td>10. Advising a <em>client</em> on the selection of a particular policy</td>
<td>Advising, RAO article 53</td>
<td>Yes</td>
<td>A licensed firm can advise on the selection of a particular contract of general insurance or pure protection policy, but only an FCA authorised firm can advise on the selection of qualifying contracts of insurance (e.g. life and pensions contracts)</td>
</tr>
</tbody>
</table>
### Guidance on insurance distribution activities

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<th>Is this regulated?</th>
<th>Who can undertake this work?</th>
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<tbody>
<tr>
<td>11. Advising on the level of cover needed</td>
<td>Professional service</td>
<td>No</td>
<td>Any firm</td>
</tr>
<tr>
<td>12. Explaining the terms of a contract recommended by an independent financial adviser or insurer</td>
<td>Professional service</td>
<td>No</td>
<td>Any firm</td>
</tr>
<tr>
<td>13. Commenting on, agreeing or disagreeing with the specific advice given by an independent financial adviser or insurer</td>
<td>Advising, RAO article 53</td>
<td>Yes</td>
<td>A licensed firm can comment on the advice given by a FCA authorised firm and can make its own specific recommendations on the selection of a particular contract of general insurance or pure protection policy. Only an FCA authorised firm can advise on the selection of qualifying contracts of insurance (e.g. life and pensions contracts).</td>
</tr>
<tr>
<td>14. Completing a proposal form for a client</td>
<td>Arranging, RAO article 25</td>
<td>Yes, if it is conducted “by way of business” No, if it is not conducted “by way of business”, for example, if no remuneration of any kind is received</td>
<td>The regulated activity can be undertaken by a licensed firm or an FCA authorised firm</td>
</tr>
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<tr>
<td>15. Providing information to the <em>client</em> who fills in the proposal form</td>
<td>Professional service</td>
<td>No</td>
<td>Any firm</td>
</tr>
<tr>
<td>16. Providing information directly to the insurer, at the insurer’s request on the financial position of the <em>client</em>, such as turnover and profits when the <em>client</em> is applying for loss of profits insurance</td>
<td>Professional service</td>
<td>No</td>
<td>Any firm</td>
</tr>
<tr>
<td>17. Sending the proposal form to an insurance broker/insurer</td>
<td>Arranging, RAO article 25</td>
<td>Yes, if it is conducted “by way of business”. No, if it is not conducted “by way of business”, for example, if no remuneration of any kind is received</td>
<td>The regulated activity can be undertaken by a licensed firm or an FCA authorised firm.</td>
</tr>
<tr>
<td>18. Paying the initial premium on behalf of the <em>client</em> (regardless of whether this is dealt with through the firm’s own bank account or where the <em>client’s</em> cheque is forwarded to the insurer/broker directly)</td>
<td>Arranging RAO article 25</td>
<td>Yes, if it is conducted “by way of business”. No, if it is not conducted “by way of business”, for example, if no remuneration of any kind is received</td>
<td>The regulated activity can be undertaken by a licensed firm or an FCA authorised firm.</td>
</tr>
<tr>
<td>Activity</td>
<td>RAO reference/comment</td>
<td>Is this regulated?</td>
<td>Who can undertake this work?</td>
</tr>
<tr>
<td>------------------------------------------------------------------------</td>
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</tr>
<tr>
<td>19. Calculating the pension deductions as part of a payroll service</td>
<td>Professional service</td>
<td>No</td>
<td>Any firm</td>
</tr>
<tr>
<td>20. Paying the premium as part of a payroll service after the policy is set up. (See example 18 above with regard to the initial premium)</td>
<td>Professional service</td>
<td>No</td>
<td>Any firm</td>
</tr>
<tr>
<td>21. Acting as a post-box for the receipt of policy documentation for passing on to the client</td>
<td>Professional service</td>
<td>No</td>
<td>Any firm</td>
</tr>
<tr>
<td>22. Assisting the client with claims by notifying the claim to the insurer</td>
<td>Performance and administration RAO article 39A</td>
<td>Yes, if it is conducted “by way of business”. No, if it is not conducted “by way of business”, for example, if no remuneration of any kind is received</td>
<td>The regulated activity can be undertaken by a licensed firm or FCA authorised firm</td>
</tr>
<tr>
<td>23. Assisting the client with claims by completing claim form</td>
<td>Performance and administration RAO article 39A</td>
<td>Yes, if it is conducted “by way of business”. No, if it is not conducted “by way of business”, for example, if no remuneration of any kind is received</td>
<td>The regulated activity can be undertaken by a licensed firm or FCA authorised firm</td>
</tr>
<tr>
<td>Activity</td>
<td>RAO reference/comment</td>
<td>Is this regulated?</td>
<td>Who can undertake this work?</td>
</tr>
<tr>
<td>-------------------------------------------------------------------------</td>
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</tr>
<tr>
<td>24. Providing information for the client to complete a claim form</td>
<td>Professional service</td>
<td>No</td>
<td>Any firm</td>
</tr>
<tr>
<td>25. Negotiating the settlement of a claim with the insurer on behalf of the client</td>
<td>Performance and administration RAO article 39A</td>
<td>Yes, if it is conducted “by way of business”. No, if it is not conducted “by way of business”, for example, if no remuneration of any kind is received</td>
<td>The regulated activity can be undertaken by a licensed firm or FCA authorised firm</td>
</tr>
<tr>
<td>26. Assisting the client with supporting arguments over the quantum of a claim, where the firm has provided the quantum, e.g. for loss of profits claim</td>
<td>Professional service</td>
<td>No</td>
<td>Any firm</td>
</tr>
<tr>
<td>27. Acting as an expert witness for a client or insurer, but not providing any other service which may amount to the performance and administration of a contract of insurance</td>
<td>Professional service</td>
<td>No</td>
<td>Any firm</td>
</tr>
<tr>
<td>28. Arranging (or managing) contracts of insurance under a Power of Attorney and commission retained by the firm from the insurer</td>
<td>Arranging RAO article 25</td>
<td>Yes</td>
<td>A licensed firm or an FCA authorised firm</td>
</tr>
</tbody>
</table>
Schedule 7 - Guidance on home finance business activities

The following are examples of activities which a firm may be involved in, which relate to regulated home finance plans or loans and could amount to regulated activities. Home finance plans discussed in this section are the regulated ‘products’ of mortgages, home reversion plans and home purchase plans, the most notable example of which are Islamic ‘mortgages’.

The table identifies the activity, where appropriate the reference to the Regulated Activities Order (RAO) and if it is a regulated activity, whether the activity can be conducted by a licensed firm or only an FCA authorised firm with the appropriate permissions category. The table does not consider whether the activity is conducted “by way of business”. If the activity is not conducted “by way of business” it is not a regulated activity. (See Part 3, Schedule 4 for information on the “by way of business” test.)

This table is not exhaustive and is simplified to demonstrate the common situations. These may not match the specific circumstances which a firm has to consider and reference should be made to the other schedules in this Part of the Handbook for further guidance.

<table>
<thead>
<tr>
<th>Activity</th>
<th>RAO reference/comment</th>
<th>Is this regulated?</th>
<th>Who can undertake this work?</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Discussing with and recommending to a client about the need for a home finance plan or loan</td>
<td>Generic advice</td>
<td>No</td>
<td>Any firm</td>
</tr>
<tr>
<td>2. Discussing with and recommending to a client about the type of mortgage to obtain (endowment, repayment, etc.)</td>
<td>Generic advice</td>
<td>No</td>
<td>Any firm</td>
</tr>
<tr>
<td>3. Discussing with and recommending to client about which particular lender (which provides a range of home finance plans) to go to</td>
<td>Generic advice. (Note, a firm cannot provide advice under this paragraph with advice under paragraph 2 and rely on the advice being &quot;generic&quot; if the two taken together results in a recommendation of a specific mortgage)</td>
<td>No</td>
<td>Any firm</td>
</tr>
</tbody>
</table>
## Guidance on home finance business activities

<table>
<thead>
<tr>
<th>Activity</th>
<th>RAO reference/comment</th>
<th>Is this regulated?</th>
<th>Who can undertake this work?</th>
</tr>
</thead>
<tbody>
<tr>
<td>4. Discussing with and recommending to <em>client</em> about which particular lender (which provides only one type of <em>regulated home finance plan</em>) to contact</td>
<td>RAO article 53A/B/C/D(1) advice (As the lender has only one <em>regulated home finance plan</em> to offer, the recommendation of the lender will effectively result in the recommendation of a specific mortgage)</td>
<td>Yes</td>
<td>An FCA authorised <em>firm</em></td>
</tr>
<tr>
<td>5. Providing the <em>client</em> with leaflets or information about <em>regulated home finance plans</em>, but not recommending a particular <em>regulated home finance plan</em></td>
<td>Generic advice</td>
<td>No</td>
<td>Any <em>firm</em></td>
</tr>
<tr>
<td>6. Contacting a mortgage broker, who provides independent advice, to introduce a <em>client</em> for home finance business</td>
<td>Arranging, but excluded by RAO article 33 (introductions for independent advice)</td>
<td>No</td>
<td>Any <em>firm</em></td>
</tr>
<tr>
<td>7. Contacting a lender to introduce a <em>client</em> for home finance business. The <em>firm</em> does not handle money relating to the home finance plan and makes certain disclosures required by RAO article 33A exclusion. (See list B, schedule 4 to this Part, example 3.) The <em>firm</em> should ensure that in doing so, it does not recommend a specific <em>regulated home finance plan</em>. See 4 above. The <em>firm</em> may also be able to use RAO article 29A (arranging deals with an authorised person) where no advice is given by the <em>firm</em></td>
<td>Arranging, but excluded by RAO article 33A (introductions for home finance business). May also be excluded by RAO article 29A (arranging deals with an authorised person) where no advice is given by the <em>firm</em></td>
<td>No</td>
<td>Any <em>firm</em>, subject to compliance with the Code of Ethics</td>
</tr>
</tbody>
</table>
## Guidance on home finance business activities

<table>
<thead>
<tr>
<th>Activity</th>
<th>RAO reference/comment</th>
<th>Is this regulated?</th>
<th>Who can undertake this work?</th>
</tr>
</thead>
<tbody>
<tr>
<td>8. Contacting a lender to introduce a client for home finance business. The firm handles clients' money</td>
<td>RAO article 25A/B/C/E(2) arranging a mortgage contract (If the introduction is not for independent advice and the firm handles clients' money, neither RAO article 33 or RAO article 33A exclusions can be used)</td>
<td>Yes</td>
<td>A licensed firm or an FCA authorised firm</td>
</tr>
<tr>
<td>9. Providing a cash flow forecast for a client to support a home finance plan application</td>
<td>Professional service</td>
<td>No</td>
<td>Any firm</td>
</tr>
<tr>
<td>10. Providing a reference for a client to support a home finance plan application</td>
<td>Professional service</td>
<td>No</td>
<td>Any firm</td>
</tr>
<tr>
<td>11. Recommending a client to take out a specific regulated home finance plan</td>
<td>RAO article 53A, 53B, 53C or 53D, the provision of advice</td>
<td>Yes</td>
<td>An FCA authorised firm</td>
</tr>
<tr>
<td>12. Recommending a client to vary the terms of an existing regulated home finance plan</td>
<td>RAO article 53A, 53B, 53C or 53D, the provision of advice.</td>
<td>Yes</td>
<td>A licensed firm or an FCA authorised firm</td>
</tr>
<tr>
<td>13. Recommending a client to take out a specific unsecured overdraft</td>
<td>Not a regulated mortgage contract as not secured on the borrower's home</td>
<td>No</td>
<td>Any firm</td>
</tr>
<tr>
<td>14. Recommending a client to take out a specific overdraft secured on his home</td>
<td>RAO article 53A, the provision of advice. (If secured by a first charge, such an overdraft is likely to be a regulated mortgage contract)</td>
<td>Yes</td>
<td>An FCA authorised firm</td>
</tr>
<tr>
<td>15. Advising a client to surrender a regulated home finance plan</td>
<td>Professional service</td>
<td>No</td>
<td>Any firm</td>
</tr>
</tbody>
</table>
## Guidance on home finance business activities

<table>
<thead>
<tr>
<th>Activity</th>
<th>RAO reference/comment</th>
<th>Is this regulated?</th>
<th>Who can undertake this work?</th>
</tr>
</thead>
<tbody>
<tr>
<td>16. Commenting on, agreeing or disagreeing with the advice given in respect of a specific regulated home finance plan by a mortgage broker or lender</td>
<td>RAO article 53A, 53B, 53C or 53D, the provision of advice</td>
<td>Yes</td>
<td>A licensed firm, provided the firm does not recommend a specific alternative regulated mortgage contract An FCA authorised firm</td>
</tr>
<tr>
<td>17. Explaining the terms of a regulated home finance plan offer to a client</td>
<td>Professional service</td>
<td>No</td>
<td>Any firm</td>
</tr>
<tr>
<td>18. Providing the client with information to complete a regulated home finance plan application form</td>
<td>Professional service</td>
<td>No</td>
<td>Any firm</td>
</tr>
<tr>
<td>19. Assisting the client by completing a regulated home finance plan application form.</td>
<td>Arranging, although it may be excluded by RAO article 29 (arranging with an authorised person) if the transaction is on the advice of an authorised person, i.e. you cannot complete an application form on a speculative basis, but you can if the client has been advised to enter into the contract by an authorised person</td>
<td>Yes, but an unauthorised firm can use the exclusion in RAO article 29, see previous column</td>
<td>A licensed firm or an FCA authorised firm</td>
</tr>
<tr>
<td>20. Acting as an intermediary between the client and the lender to put in place a regulated home finance plan, but where no advice is given to the client</td>
<td>Arranging, but excluded by RAO article 29 (arranging with an authorised person)</td>
<td>Yes, but an unauthorised firm can use the exclusion in RAO article 29, see item 19</td>
<td>Any firm</td>
</tr>
</tbody>
</table>
Guidance on home finance business activities

<table>
<thead>
<tr>
<th>Activity</th>
<th>RAO reference/comment</th>
<th>Is this regulated?</th>
<th>Who can undertake this work?</th>
</tr>
</thead>
<tbody>
<tr>
<td>21. Acting as an intermediary between the <em>client</em> and the lender to advise on and put in place a <em>regulated home finance plan</em></td>
<td>RAO article 25A/B/C/E (2) arranging and RAO article 53A/B/C/D advising. (Where advice is given, a <em>firm</em> cannot use RAO article 29A exclusion and therefore the arranging is a <em>regulated activity</em>)</td>
<td>Yes</td>
<td>An <em>FCA authorised firm</em></td>
</tr>
</tbody>
</table>
Schedule 8 - Guidance on professional services in relation to HMRC investigations

Methods of providing service

Many firms act for their clients in dealing with investigations by the HMRC. They will assist a client in establishing the relevant facts and in presenting these to the appropriate authority. Resolving the matter with the HMRC is a professional service. It could be undertaken on behalf of a client (or a third party such as an insurer). Any firm can do this, as it is not a regulated activity.

In some cases, a client has an insurance contract (commonly known as fee protection or professional expenses insurance) that pays for the firm’s costs. In this case the firm, as well as dealing with the HMRC, may also deal with the insurer on behalf of the client, such as notifying the start of an investigation to the insurer. This is the regulated activity of claims handling and unless the firm is DPB licensed or FCA authorised it will not be able to do this.

When considering the following table, many firms will probably take the view that what they do is not insurance related, but they should bear in mind the following features of an insurance contract:

- one party, A, will make one or more payments to another party, B;
- so that B will pay A money or provide a service to it;
- in response to a defined event happening to A;
- the occurrence of which is uncertain (either as to timing or even if it will occur); and
- the event is adverse to the interests of A (as tax investigations are likely to be).

Contrast this with the situation where a firm agrees to provide a service (e.g. prepare a set of accounts) for a fixed fee. In this case the defined event, preparation of the accounts, will take place, there is no uncertainty and the event is unlikely to be adverse. It is just that the firm is willing to quote a fixed fee as, based on past experience, it can estimate with reasonable accuracy the likely costs of the task.

However, the situation can be even more complicated if a firm is insured (i.e. it is the only policy holder and insured party) and clients have no direct rights against the insurer, but can require the firm, if necessary, to make a claim against the contract for their benefit. In this situation the firm is not undertaking a regulated activity as it is not recommending, selling or arranging an insurance contract on a client’s behalf.

The following table sets out whether or not a firm is undertaking a regulated insurance activity. The examples are not exhaustive and are simplified to demonstrate the most common circumstances. These may not match the specific circumstances which a firm has to consider and reference should be made to the other schedules in this Part of the Handbook for further guidance.
## Guidance on professional services in relation to HMRC investigations

<table>
<thead>
<tr>
<th>Activity</th>
<th>RAO reference/comment</th>
<th>Is this regulated?</th>
<th>Who can undertake this work?</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. A <em>firm</em> offers a service of dealing with tax investigations as and when requested by a <em>client</em>, which is paid for in full by the <em>client</em> at the time of delivery of the service. (There is no contract with an insurance company)</td>
<td>The <em>firm</em> is providing a professional service</td>
<td>No</td>
<td>Any <em>firm</em></td>
</tr>
<tr>
<td>2. A <em>firm</em> agrees, for a fixed fee, to deal with a <em>client’s</em> tax affairs (as agreed with the <em>client</em>, e.g. preparation and submission of a personal or business tax return) and to deal with any minor technical or routine queries arising from that tax return. (There is no contract with an insurance company)</td>
<td>The HMRC asks a very specific question that can usually be answered from the <em>firm’s</em> files, such as the detailed breakdown of an amount in the financial statements. These are commonly known as ‘aspect’ enquiries. While these are likely to vary in complexity, from a cost perspective, these are not sufficiently substantial for <em>firms</em> to usually consider the use of an insurance contract. The fee charged needs to represent a genuine estimate of dealing with an average number of enquiries that the <em>firm</em> expects to receive. The <em>firm</em> would retain discretion and could refuse to deal with some enquiries on the grounds that the subject of the enquiry is too complex and not covered by the fee</td>
<td>No</td>
<td>Any <em>firm</em></td>
</tr>
<tr>
<td>3. As above, but a <em>client</em> decides to pay only for the preparation and submission and then to pay the <em>firm</em> to deal with subsequent enquiries if these arise, i.e. as in 1 above. (There is no contract with an insurance company)</td>
<td>The <em>firm</em> is providing a professional service</td>
<td>No</td>
<td>Any <em>firm</em></td>
</tr>
</tbody>
</table>
Guidance on professional services in relation to HMRC investigations

<table>
<thead>
<tr>
<th>Activity</th>
<th>RAO reference/comment</th>
<th>Is this regulated?</th>
<th>Who can undertake this work?</th>
</tr>
</thead>
<tbody>
<tr>
<td>4. Firm offers a service (either as part of another service and so not paid for directly and provided to all clients, or as a separate fee so only provided to those clients that request it) to deal with any HMRC enquiries that arise during the period of service, for no additional fee. (There is no contract with an insurance company)</td>
<td>This is effectively an insurance contract. The firm has agreed to deal with any issue that may arise</td>
<td>Yes, if the arrangement constitutes an insurance contract</td>
<td>Can only be undertaken by a FCA authorised insurance company</td>
</tr>
<tr>
<td>5. Firm insures itself (for all or selected clients) with an insurance company, in the event that a client calls on the service of dealing with an HMRC investigation. The clients are not the insured party, the firm is. (Firm may or may not make a specific charge to the client for the provision of this service)</td>
<td>The firm is not recommending to its clients a particular insurance contract, nor arranging one on their behalf. The firm is insuring itself, not its clients. The clients are not policyholders and have no rights against the insurer, although they may have the right to require the firm to make a claim on the insurer. So that the arrangement with the client cannot be construed as an insurance contract, the following should also be considered: a. the contract between the firm and the client must require: • the firm, at its discretion, to carry out work if an investigation occurs; • the client to be liable for the firm’s fees, whether or not an insurance claim succeeds; • the firm to make the insurance claim and to credit any proceeds against the client’s liability for fees; and</td>
<td>No, the client is only acquiring an interest in an insurance contract, not rights under a contract</td>
<td>Any firm</td>
</tr>
</tbody>
</table>
Guidance on professional services in relation to HMRC investigations

<table>
<thead>
<tr>
<th>Activity</th>
<th>RAO reference/comment</th>
<th>Is this regulated?</th>
<th>Who can undertake this work?</th>
</tr>
</thead>
</table>

- the client to pay the fees if (and to the extent that) they are not covered by the proceeds of the insurance claim

b. the firm has agreed with the insurance company that only the firm has an insurable interest under the contract

c. the nature of the agreement is clear to the client, e.g. in promotional material, it would be advisable to use wording such as:

“We can provide a service to assist you with tax investigations. To provide you with extra security, the firm is insured in respect of the charges for such work”

By retaining discretion in its arrangements with the client, as noted above, the firm may not have an insurable interest in the contract with the insurer, which is a key feature of an insurance contract. Therefore, in considering this point and the totality of the arrangements, the firm and the insurer need to satisfy themselves that the specific arrangements do not constitute an insurance contract between the firm (or the insurer) and the firm’s clients, and only constitute such a contract between the firm and the insurer. In reaching their conclusions each particular arrangement needs to be looked at on its own specific facts and the firm and the insurer should make this assessment with regard to the FCA’s guidance on what constitutes an insurance contract which is contained in an appendix to the authorisation sourcebook of the FCA’s handbook.
<table>
<thead>
<tr>
<th>Activity</th>
<th>RAO reference/comment</th>
<th>Is this regulated?</th>
<th>Who can undertake this work?</th>
</tr>
</thead>
<tbody>
<tr>
<td>6. A <strong>firm</strong> sends a <strong>client</strong> a 3rd party’s leaflet (e.g. from an insurer or broker) about fee protection insurance which the <strong>client</strong> returns to the 3rd party if the <strong>client</strong> wants to purchase the insurance. The <strong>firm</strong> enters its own details on the leaflet and so receives commission from the 3rd party. The <strong>client</strong> will be the insured party.</td>
<td>The <strong>firm</strong> is providing information to <strong>clients</strong> about fee protection insurance. This is an excluded activity under article 72C of the Regulated Activities Order. There is no regulated activity provided the <strong>firm</strong> does not make a recommendation.</td>
<td>No</td>
<td>Any <strong>firm</strong>, but a <strong>firm</strong> that is not <strong>FCA</strong> authorised or <strong>DPB</strong> licensed cannot handle claims.</td>
</tr>
<tr>
<td>7. A <strong>firm</strong> sends a <strong>client</strong> a 3rd party’s leaflet (e.g. from an insurer or broker) but in this case for the <strong>client</strong> to return to the <strong>firm</strong>. The <strong>firm</strong> passes details to the insurer, together with the <strong>client’s</strong> premium. The <strong>firm</strong> does not make a recommendation but does receive commission. The <strong>client</strong> will be the insured party.</td>
<td>The <strong>client</strong> is benefiting from the ‘bulk-buying’ power of the <strong>firm</strong>. The <strong>firm</strong> is arranging fee protection insurance on a <strong>client’s</strong> behalf. It is the regulated activity of arranging (RAO article 25)</td>
<td>Yes</td>
<td>The <strong>firm</strong> would need to be <strong>FCA</strong> authorised or <strong>DPB</strong> licensed. It would therefore be able to handle any claim and it could, if it wanted, make a recommendation to the <strong>client</strong>.</td>
</tr>
<tr>
<td>8. A <strong>firm</strong> recommends a specific insurance contract to a <strong>client</strong>, collects premiums and deals with claims. The <strong>client</strong> will be the insured party.</td>
<td>The <strong>client</strong> is benefiting from the ‘bulk-buying’ power of the <strong>firm</strong> but in doing so the <strong>firm</strong> is advising (RAO article 53) arranging (RAO article 25) and performing and administering (RAO article 39A) fee protection insurance for the <strong>client</strong>.</td>
<td>Yes</td>
<td>The <strong>firm</strong> would need to be <strong>FCA</strong> authorised or <strong>DPB</strong> licensed, but in either case would have to be able to justify the particular contract selected.</td>
</tr>
</tbody>
</table>
Schedule 9 - Guidance to assist on deciding whether an activity can be undertaken within the scope of the designated professional body arrangements

Firms may find this flowchart of assistance in order to determine whether they can carry on an activity. The references to ‘schedules’ are to schedules in this Part of the Handbook.

1 Does the activity relate to a regulated investment i.e. within the Regulated Activities Order (see list A over page)?
   - NO → No need for FCA authorisation or a DPB licence
   - YES

2 Is it a regulated activity i.e. within the Regulated Activities Order (see list B over page)?
   - NO → No need for FCA authorisation or a DPB licence
   - YES

3 Is it conducted by way of business (see Schedule 4)?
   - NO → No need for FCA authorisation or a DPB licence
   - YES

4 Is it a prohibited activity in Schedule 1?
   - YES → Do not undertake, or seek FCA authorisation or appointed representative status
   - NO

5 Is it an activity in Schedule 2?
   - NO → Reconsider if it is a regulated activity. Seek legal advice, advice from the Institute or the FCA as to its status. Do not undertake if advised that it is not an exempt regulated activity, otherwise go to step 6
   - YES

6 Is it provided in a manner which is incidental to the provision of other professional services as per Schedule 3?
   - NO → Do not undertake or seek FCA authorisation or appointed representative status
   - YES

7 Is it intended to be the only service to be provided to that client?
   - YES → Do not undertake or seek FCA authorisation or appointed representative status
   - NO

8 Is it complementary or arising out of a regulated service that is not a regulated activity provided to that client?
   - NO → Do not undertake or seek FCA authorisation or appointed representative status
   - YES

9 Permitted, subject to the other requirements of this Handbook

NOTE: In cases of doubt seek legal advice or advice from the Institute or the FCA.
List A (regulated investments) and list B (regulated activities) are essentially the article headings in Regulated Activities Order. The Order should be referred to for a fuller explanation of each.
List A - Regulated investments

<table>
<thead>
<tr>
<th>RAO article</th>
<th>Investment</th>
</tr>
</thead>
<tbody>
<tr>
<td>74</td>
<td>Deposits</td>
</tr>
<tr>
<td>75</td>
<td>Rights under <em>contracts of insurance</em> (e.g. general insurance, life and pensions contracts)</td>
</tr>
<tr>
<td>76</td>
<td>Shares</td>
</tr>
<tr>
<td>77</td>
<td>Instruments creating or acknowledging indebtedness (e.g. debentures)</td>
</tr>
<tr>
<td>78</td>
<td>Government and public securities</td>
</tr>
<tr>
<td>79</td>
<td>Instruments giving entitlement to <em>investments</em> (e.g. warrants)</td>
</tr>
<tr>
<td>80</td>
<td>Certificates representing certain <em>securities</em></td>
</tr>
<tr>
<td>81</td>
<td>Units in a collective investment scheme</td>
</tr>
<tr>
<td>82</td>
<td>Rights under a stakeholder or <em>personal pension scheme</em></td>
</tr>
<tr>
<td>83</td>
<td>Options</td>
</tr>
<tr>
<td>84</td>
<td>Futures</td>
</tr>
<tr>
<td>85</td>
<td>Contracts for differences</td>
</tr>
<tr>
<td>86</td>
<td>Lloyds syndicate capacity and syndicate membership</td>
</tr>
<tr>
<td>87</td>
<td>Funeral plan contracts</td>
</tr>
<tr>
<td>88</td>
<td><em>Regulated mortgage contracts</em></td>
</tr>
<tr>
<td>88A</td>
<td><em>Regulated home reversion plans</em></td>
</tr>
<tr>
<td>88B</td>
<td><em>Regulated home purchase plans</em></td>
</tr>
<tr>
<td>88C</td>
<td><em>Regulated sale and rent back agreements</em></td>
</tr>
<tr>
<td>89</td>
<td>Rights to or interests in <em>investments</em></td>
</tr>
</tbody>
</table>

The *Regulated Activities Order* does not distinguish between *investments* listed on a *public market* and any other *investment*.

List B - Regulated activities

<table>
<thead>
<tr>
<th>RAO article</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>Accepting deposits</td>
</tr>
<tr>
<td>9</td>
<td>Issuing electronic money</td>
</tr>
<tr>
<td>10</td>
<td>Effecting and carrying out contracts of insurance</td>
</tr>
<tr>
<td>14</td>
<td>Dealing in <em>investments</em> as principal</td>
</tr>
<tr>
<td>21</td>
<td>Dealing in <em>investments</em> as agent</td>
</tr>
<tr>
<td>Article</td>
<td>Activity Description</td>
</tr>
<tr>
<td>---------</td>
<td>---------------------</td>
</tr>
<tr>
<td>25</td>
<td>Arranging deals in <em>investments</em> (including some introductions)</td>
</tr>
<tr>
<td>25A</td>
<td>Arranging <em>regulated mortgage contracts</em></td>
</tr>
<tr>
<td>25B</td>
<td>Arranging <em>regulated home purchase plans</em></td>
</tr>
<tr>
<td>25C</td>
<td>Arranging <em>regulated home reversion plans</em></td>
</tr>
<tr>
<td>25E</td>
<td>Arranging <em>regulated sale and rent back agreements</em></td>
</tr>
<tr>
<td>37</td>
<td>Managing <em>investments</em></td>
</tr>
<tr>
<td>39A</td>
<td>Assisting in the administration and performance of a <em>contract of insurance</em> (e.g. claims handling for a <em>client</em>)</td>
</tr>
<tr>
<td>40</td>
<td>Safeguarding and administering <em>investments</em></td>
</tr>
<tr>
<td>45</td>
<td>Sending dematerialised instructions</td>
</tr>
<tr>
<td>51</td>
<td>Establishing (operating or winding up) a collective investment scheme</td>
</tr>
<tr>
<td>52</td>
<td>Establishing (operating or winding up) a stakeholder or <em>personal pension scheme</em></td>
</tr>
<tr>
<td>53</td>
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<td>64</td>
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Part 4 - Conduct of business code

This Code applies to all licensed firms in their provision to clients of exempt regulated activities. Where the particular requirements of the Code only apply to certain types of investments, this is specified within the text.

Licensed firms may find it easier to apply the code to all their professional activities (except services provided in accordance with the Audit or Insolvency Regulations). This then avoids the need to assess when work changes from unregulated activities to exempt regulated activities.

For insurance distribution activities, where the Code requires information to be provided in writing, the information must be provided free of charge in paper or a durable medium other than paper or on a website and in the language of the EU State of the client, or any other language agreed by the firm and the client.

The information may be supplied in paper form or in another durable medium other than paper or on a website.

The information may be provided in a durable medium other than paper if

- it is appropriate in the context of the business conducted between the client and the firm, and
- the client has been given the choice and has chosen a durable medium other than paper.

The information may be provided on a website if

- it is appropriate in the context of the business conducted between the client and the firm,
- the client has consented to the provision of the information on a website
- the client has been informed of the address of the website and the location on the website where the information may be located, and
- the information remains on the website for such a period of time as the client may reasonably need to consult it.

The provision of information using a durable medium other than paper or by means of a website will be appropriate in the context of the business conducted between the firm and the client if there is evidence that the client has regular access to the internet. The provision by the client of an e-mail address for the purposes of that business will be regarded as evidence.

If the information is provided in a durable medium other than paper or on a website, a paper copy shall be provided to the client on request and free of charge.

The Code is printed in bold type. To assist licensed firms guidance is also given which is printed in light type.

Guidance is also provided in Part 3 of the Handbook about the type of regulated activities that licensed firms may undertake and the context within which such work should be conducted.

Interpretation

4.01 Words in italics used in this Part are defined in Part 9 of this Handbook.

Agreement with clients

4.02 A licensed firm shall ensure that it is in full agreement with its clients as to the nature, scope and terms of the exempt regulated activities which are or may be provided and that it retains evidence of this agreement.

a. A licensed firm should decide on the nature of the evidence it needs of the agreement depending on the particular circumstances. For example, if it is arranging a transaction on behalf of a client, it will need to obtain specific written instructions. See 4.20.

b. If an engagement letter is used, it is agreed if:

i. the client signs it. This is by far the clearest way of making sure that the client confirms the terms on which the licensed firm will act; or

ii. the client receives it before the licensed firm starts to act, and the client does not object to the terms.
c. Engagement letters sent by a sole practitioner could draw the client’s attention to the arrangements for continuing the practice if the sole practitioner cannot run it.

d. The client should not be put under pressure by the licensed firm to accept terms of engagement that may not be in accordance with his or her wishes.

e. It is good practice for licensed firms to ensure from time to time as appropriate that the client is aware of and understands the terms of the engagement, particularly if the client only carries out occasional transactions with the licensed firm.

f. If the terms of the engagement become out-of-date, amendments should be agreed. Any previously issued engagement letter should be amended or a new letter issued. Terms of engagement should be regularly reviewed.

g. Licensed firms should note that a client does not include successor organisations to the original client. For example, if a licensed firm advises on a management buy-out, the resulting new company is a new client, and new instructions and terms of engagement should be agreed.

h. A licensed firm can, in certain circumstances, make a financial promotion to clients. Schedule 1 to this Part includes a suggested paragraph for engagement letters to permit firms to do this.

i. Schedule 1 to this Part includes suggested paragraphs for an engagement letter on terms of engagement, complaint resolution and compensation arrangements.

j. Schedule 1 to this Part also contains material on what a licensed firm may state about its exempt regulated activities in any brochure that describes its activities.

k. All communication with clients or potential clients should be clear, fair and not misleading.

Status disclosure

4.03 A licensed firm shall ensure that clients are aware of its status under the Act. This should be communicated to the client in writing and should contain the following details, which must be clear, fair and not misleading and no less prominent than any other information:

a. the name and address of the firm;

b. statement that the firm is not authorised by the Financial Conduct Authority;

c. guidance as to the nature of the exempt regulated activities carried out by the licensed firm and the fact that they are limited in scope;

d. a statement that the firm is licensed for these activities by the Institute;

e. if applicable, details of any holding that any insurance undertaking or parent of an insurance undertaking may have in the firm which amounts to more than 10% of the voting rights or of the capital of the firm;

f. if applicable, details of any holding, directly or indirectly, that the firm may have which represents more than 10% of the voting rights or of the capital in an insurance undertaking, or.

g. in relation to the conduct of insurance distribution activities, that the firm is an ancillary insurance intermediary

Where the firm is or is likely to conduct insurance distribution activities, the disclosures required under paragraphs b and d must be made using the wording contained in Schedule 1 to this Part, paragraph 4.03b.

These disclosures can be made within the terms of engagement or in other material supplied to the client. Schedule 1 of this Part includes suggested paragraphs for an engagement letter.

Where the firm is carrying out insurance distribution activities, this information needs to be provided in good time before the conclusion of any contract of insurance.
The information may be supplied in paper form or in a _durable medium_ other than paper or on a website.

There is no requirement for a _licensed firm_ to have a legend on its letterhead, but Schedule 1 to this Part includes a specimen legend for use by a _licensed firm_ if it wishes.

**Compliance**

4.04 A _licensed firm_ shall review, at least once a year, how effectively it is complying with this _Handbook_.

The annual compliance review consists of a number of parts. The first part covers a _licensed firm’s_ obligations in relation to:

a. competence;

b. professional indemnity insurance; and

c. continuing eligibility.

The second part of the review involves confirming that the requirements of Part 3 of this _Handbook_ have been complied with. The final part is to check that the work was completed in accordance with the _licensed firm’s_ procedures. _Client files_ should be selected and reviewed to make sure that the procedures had been followed.

It is relatively easy to decide on an annual basis what is necessary for the first part. The second and third parts involve judgements as to what is needed in terms of the number and frequency of reviews, particularly in relation to the number and choice of _client files_ to be reviewed. _Licensed firms_ should consider factors such as:

a. the services provided to _clients_. A pure audit _client_ is less likely to be provided with _exempt regulated activities_ than a tax _client_

b. who provides the services? If a single _principal_ or employee provides all the services to a _client_ there may be a greater risk that _exempt regulated activities_ have been carried on;

c. where there has been a change in ownership in the _client_.

Some _licensed firms_ will select files for these reasons and then a further sample.

One approach is simply to decide that the work of each _principal_ and senior employee should be reviewed each year. For many _firms_ this may be the easiest procedure to adopt. In deciding how often to review someone’s work, _licensed firms_ should consider factors similar to those used when deciding on the frequency of the _client review_.

As far as the work of those _principals_ and senior employees who only provide audit or insolvency services is concerned, the review should keep in mind the possibility that _regulated activities_ may have been undertaken.

Some _licensed firms_ have well-defined procedures to control the quality of work. This would be another factor in deciding how often the work of individual _principals_ and senior employees is reviewed. However, if the work of all _principals_ and senior employees is not reviewed each year, at the very least it should be covered over a three-year period.

Whatever approach a _licensed firm_ adopts for _client_ reviews, it should be ready to justify that approach when requested by the _Institute_.

The compliance review and _client_ reviews carried out as part of that review, are likely to vary in formality according to the size of the _licensed firm_. However, every _licensed firm_ should be able to provide written evidence of its review in sufficient detail to identify the extent of work undertaken and, where appropriate, the issues arising, any action to be taken and the outcome of that action. The written record of the review can then be used to plan future reviews and, without identifying which _clients’_ affairs were reviewed, could be used as a basis to let others in the _licensed firm_ know the results of the review.

All _principals_ and employees should be informed of the lessons to be learnt from the monitoring exercise at the earliest opportunity. If changes are necessary, they should be carried out as soon as possible.
There is no need for the licensed firm to conduct the review itself. Some licensed firms may find it more practical and cost-effective to use a service provided by, for example, the Institute, another licensed firm or training organisation. Using an external reviewer does not reduce the licensed firm’s responsibility for the review or for ensuring that any necessary action is taken.

A review could identify situations where clients need extra services, or where the current services are not provided efficiently.

Sole practitioners may also benefit if another firm carries out this exercise. This could highlight practical ways for a licensed firm to improve procedures and to deliver a better service to clients.

Competence

4.05  a) A licensed firm shall carry out work covered by the Handbook with a clear understanding of the legislative framework and must not undertake or continue such work which it is not competent to perform unless it obtains such advice and assistance as will enable it to comply with this Handbook.
     
     b) All principals and staff within a licensed firm who undertake insurance distribution activities shall comply with this Handbook.

Record keeping

4.06  A licensed firm shall ensure that it has appropriate records of work undertaken on behalf of clients.

Records should evidence the work undertaken on behalf of clients under these requirements, plus any specific instructions from the client. The papers should document matters that are important in arriving at the conclusion or output of a particular assignment, and record the reasoning on all significant matters that require the exercise of judgement. This will assist in demonstrating that the licensed firm has only provided exempt regulated activities to a client that are incidental to and arise out of or are complementary to other professional services provided to that client.

The records do not have to be on paper but could instead be held on microfilm or on computers. Whatever method of storage is used, the licensed firm must keep a mechanism for gaining access to those records.

It is likely that the Institute will only be satisfied if the licensed firm keeps records relating to work performed under these requirements for at least 6 years. Licensed firms should bear in mind that some legislation requires records to be retained for longer.

Complaints resolution

4.07  A licensed firm shall ensure that all clients are notified in writing of the name of a senior person within the firm to be contacted in the event of a complaint and of their right to complain to the Institute.

4.08  If a licensed firm receives a complaint from a client or a former client concerning services covered by this Handbook it must

   a. acknowledge receipt of the complaint and
   
   b. immediately instigate an investigation by a principal.

4.09  If following such an investigation the licensed firm is of the opinion that the complaint is justified in whole or in part it must do whatever is appropriate to resolve the complaint, whether by way of remedial work, apology, providing information, returning books or documents, reduction or repayment of fees, or otherwise.

A complaint may be a prelude to a claim that will need to be referred to professional indemnity insurers. It is essential that an assessment is made of any complaint when it is received. In the event that a complaint is considered to be a potential claim the licensed firm’s insurers/brokers should be notified at once.

A complaint may arise from different sources, such as consumer organisations and others acting on behalf of a client. Firms should ensure that their procedures can be properly applied, regardless of the source of the complaint. Whatever the circumstances, complainants should receive written replies.
Where a complaint has to be referred to insurers it will be essential, if cover is not to be affected, to act in accordance with advice offered by the insurers.

Firms should consider the use of alternative dispute resolution methods and discuss any proposals to settle complaints or claims with their professional indemnity insurers. Where the client is a consumer, a firm is required \(^1\) to signpost the client to an appropriate certified alternative dispute resolution provider, and tell the client whether or not the firm intends to use that provider. The government has issued guidance\(^2\) for businesses on alternative dispute resolution and complying with the law.

Where complaints which have not been assessed as potential insurance claims are concerned any concession made should be accompanied by a phrase such as "As a gesture of goodwill and without admission of liability we are prepared....".

Details of the complaint resolution procedure can be included within the terms of engagement or in any other material supplied to the client (see 4.02). Where the firm is carrying out insurance distribution activities, this information needs to be provided in good time before the conclusion of any contract of insurance.

If the firm and the client cannot reach a mutually acceptable solution to the problem, the firm should remind the client of their right to refer the matter to the Institute.

Further guidance can be found in the Institute of Chartered Accountants in England & Wales’ “The duty on firms to investigate complaints - guidance on how to handle or avoid them” at icaew.com/regulations.

Compensation arrangements

4.10 A licensed firm shall ensure that clients are advised in writing of the compensation arrangements.

The suggested paragraphs for an engagement letter at Schedule 1 to this Part include a paragraph providing this notification.

Best interests of the client

4.11 A licensed firm shall carry out its engagements under this Part in what it reasonably regards as the best interests of the client.

Where appropriate a licensed firm should take into account the motivation of the client who should be made aware of the consequences of the investment under discussion. A licensed firm may consider it appropriate to document this in a letter to the client or in a file note.

Disclosure of information from/to third parties

4.12 A licensed firm must ensure that any information, provided by a permitted third party for the client, or by the client for a permitted third party is passed to the appropriate party as soon as is reasonably practicable.

In particular, firms should ensure that information provided by an insurer or lender or any other permitted third party, such as key facts statements in respect of mortgages are passed promptly to the client.

Safekeeping of the client's property

4.13 If a licensed firm receives any property relating to an investment from the client, other than money (which is governed by the Institute’s Clients’ Money Regulations), details of receipt and storage location should be recorded. A licensed firm should take all reasonable steps to ensure that such property is kept safely.

4.14 Where such property is passed to a third party on the client’s instructions, such instructions should be obtained in writing and an acknowledgement of the receipt of the property should be obtained from the third party.

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\(^1\) The Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2015

\(^2\) The Alternative Dispute Resolution for Consumer Disputes(Amendment) Regulations 2015

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1 The Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2015
The Alternative Dispute Resolution for Consumer Disputes(Amendment) Regulations 2015
A licensed firm should issue a receipt for such property and also record the return of the property to the client. A licensed firm should ensure that it maintains appropriate insurance cover for any property held. Records can be maintained in any form which is appropriate and need not be consolidated into a central register.

Commission and remuneration

4.15  a) If a licensed firm receives commission (or other benefit) because of acting for or giving advice to a client, in the course of exempt regulated activities the licensed firm must account for the commission (or other benefit) to the client in writing.

b) In good time before the conclusion of a contract of insurance a licensed firm should provide the client with all details of the nature of the remuneration received by the licensed firm in relation to the contract of insurance.

Accounting to the client means remitting the commission to the client or dealing with it on the client’s instructions having informed the client that he or she has the right to require the licensed firm to remit the commission to him or her. If a client has indicated that the licensed firm may retain the commission or other benefit, the licensed firm must obtain the express written consent of the client. In securing the consent of the client, the client must also be clear as to the amount and frequency of the commission or benefit. Blanket disclosure within the terms of engagement is not sufficient to secure the informed consent of the client. Until the client’s instructions are received, any commission should be dealt with in accordance with the Institute’s Clients’ Money Regulations.

For the purposes of insurance distribution activities only, remuneration is defined widely and includes any commission, fee, charge or other payment, including an economic benefit of any kind or any other financial or non-financial advantage or incentive offered or given in respect of insurance distribution activities.

Where the firm is providing a client with details of the remuneration received, that information may be supplied in paper form or in another durable medium other than paper or on a website.

Insurance distribution activities

Note: Paragraphs 4.16, 4.17 and 4.18 apply to activities relating to contracts of insurance. A licensed firm may arrange for any type of insurance contract to be put into place, but can only recommend to a client the purchase of a contract of general insurance, or pure protection policies. The firm cannot recommend the purchase of a life contract or a pension contract but can arrange to put such a contract into place without giving advice or where a permitted third party has given the advice.

4.16 Where a licensed firm recommends a specific contract of insurance (except qualifying contracts of insurance which cannot be recommended by licensed firms) to a client, the firm must advise the client in writing whether:

a. the advice is on the basis of a fair analysis of the market; or

b. that the firm is under a contractual obligation to conduct insurance distribution activities exclusively with one or more insurance undertakings; or

c. the firm is not under a contractual obligation to conduct insurance distribution activities exclusively with a limited number of insurance undertakings and does not give advice based on a fair analysis of the market;

Where the advice is not given on the basis of a fair analysis of the market, the firm must, on the client’s request, provide the client with a list of the insurance undertakings from which the firm makes its selection. Clients must be advised in writing of their right to request this information.

Firms must also consider their obligations under the ethical guide to act with objectivity. Therefore, if advice is given which falls within b or c above, the firm should carefully consider whether the client’s needs will be met.

A fair analysis of the market requires the licensed firm to consider a sufficiently large number of contracts available in the relevant sector or sectors of the market to be able to give advice or information which is adequate to meet the client’s needs.
4.17  a) Before making a recommendation, a licensed firm must take reasonable steps to ensure that the recommendation made is consistent with the client’s demands and needs. Where the policy recommended does not meet the demands and needs because there is no such policy available in the market, this should be disclosed to the client.

The firm must:

i). consider relevant information already held;

ii). obtain appropriate information about the client, any relevant existing insurance, identify the client’s demands and needs and explain to the client what the client needs to disclose in respect of that insurance; and

iii). assess the client’s demands and needs, which should include consideration of the level of cover, the relevance of any exclusions, excesses, limitations and conditions.

b) Where no recommendation is made, the policy should be consistent with the client’s demands and needs.

Demands and needs

4.18  a) When undertaking insurance distribution activities and prior to the conclusion of a contract of insurance, the firm must provide the client with a written demands and needs statement on the basis of the information obtained from the client. This must include the following:

i). details of the demands and needs of the client;

ii). confirmation of any personal recommendation made; and

iii). the reasons for any personal recommendation, explaining why a particular product is consistent with the client’s demands and needs; or

iv). where no recommendation is made an explanation of why the product is consistent with the client’s demands and needs

b) Whether or not the firm makes a recommendation it must provide the client with objective and relevant information about the contract of insurance in a comprehensible form that allows the client to make an informed decision about the product,

c) When a firm advises on or proposes an insurance product, the firm shall have adequate arrangements in place to:

i). obtain all appropriate information on the insurance product and the approval process, including the identified target market for the insurance product, and

ii). understand the characteristics and identified target market of the insurance product.

Any information provided shall be modulated according to the complexity of the insurance product and the type of client.

The information may be supplied in paper form or in another durable medium other than paper or on a website.

Where no advice has been given but the firm is arranging a contract, the demands and needs statement need only identify the contract requested by the client, confirm that no advice has been given and state that the firm is undertaking the arrangement at the client’s specific request but still make it clear that the policy is consistent with the client’s demands and needs.

Where the firm is introducing the client to a permitted third party, but taking no further part in arranging the contract, a demands and needs statement need not be provided to the client.

Further guidance on demands and needs is at Schedule 2 to this Part.

Where the contract is a contract of general insurance, the client must also be provided with information in the form of a standardised insurance product information document (IPID), on paper or on another durable medium, drawn up by the manufacturer of the contract of general insurance. An IPID is a short summary of a policy and presents relevant information about the insurance policy in a
standardised format. The information which must be included in an IPID is listed in the FCA's Insurance Conduct of Business Sourcebook, chapter 6, Annex 3. As licensed firms will not be the manufacturers of the insurance product, the IPID will be produced by the insurance company.

Seeking advice from a permitted third party

The remaining paragraphs in this Part apply to all types of investments.

4.19 When seeking advice from a permitted third party on behalf of a client, a licensed firm should:

a. satisfy itself that the permitted third party will provide independent advice;
b. supply the permitted third party with client information it reasonably requests in order to advise the client;
c. satisfy itself that any information supplied to the permitted third party is complete and accurate;
d. ensure that any risk warnings are passed to the client as soon as is practicable; and
e. ensure that the client is aware of the respective responsibilities of the licensed firm and the permitted third party.

Not all permitted third parties provide independent financial advice - some are linked to a product provider and so only advise on a limited number of options. A client’s interests will not be best served unless independent advice is obtained.

A licensed firm may already hold information about the client, for example with regard to taxation. However, the licensed firm may need to secure further information from the client on such matters as investment objectives. It is in relation to the latter type of information that the licensed firm should be satisfied that the information is complete and accurate. This would usually be achieved by receiving the client’s corroboration of the information.

A licensed firm can comment on the advice given by a permitted third party and agree with the recommendation made. It can disagree with the recommendation but cannot make an alternative recommendation unless this Handbook allows it. See Part 3.

Arranging deals in investments

“Dealing” is used in the Regulated Activities Order to mean buying, selling, subscribing for or underwriting an investment.

See also 4.18 concerning demands and needs statements for arranging contracts of insurance.

4.20 A licensed firm arranging a deal in an investment on behalf of a client must have written instructions from the client specifying the transaction to be effected.

A licensed firm should seek written instructions from the client before it undertakes the transaction. Where these cannot reasonably be obtained, the licensed firm may decide to complete the transaction in advance of receiving written instructions if it is confident that such instructions will be received shortly.

4.21 A licensed firm should not arrange a deal in an investment on behalf of a client if it considers that the transaction would be materially detrimental to the client’s interests unless it has advised the client of its reservations and the client has confirmed in writing that it still wants the licensed firm to arrange the deal.

A licensed firm can in its absolute discretion, after considering all the implications for the client, still decline to arrange the deal.

4.22 Where the deal is arranged through a permitted third party the licensed firm should ensure that the client is aware of the respective responsibilities of the licensed firm and the permitted third party.

Dealing in investments as agent

4.23 A licensed firm who deals in investments as a client’s agent must have written instructions from the client specifying the transaction to be effected.
A *licensed firm* should seek written instructions from the *client* before it undertakes the transaction. Where these cannot reasonably be obtained before the transaction is effected, the *licensed firm* may decide to complete the transaction in advance of receiving written instructions. This is provided the *licensed firm* is confident that it will receive the written instructions in due course.

Regulation 4.23 does not apply to *regulated home finance plans*, which cannot be arranged as agent by any party.

### 4.24 A *licensed firm* should not deal in *investments* as a *client's* agent if it considers that the transaction would be materially detrimental to the *client's* interests unless it has advised the *client* of its reservations and the *client* has confirmed in writing that it still wants the *licensed firm* to deal.

A *licensed firm* can in its absolute discretion, after considering all the implications for the *client*, still decline to deal.

### 4.25 Where a *licensed firm* agrees to act as agent for a *client* it must be satisfied that it has no conflict of interest with the *client*. On the discovery of any conflict, the *firm* shall make the *client* aware of it and its nature and extent, and resolve it if possible. Otherwise the *licensed firm* should cease acting for the *client* unless the *client* instructs otherwise in writing. If disclosure of the conflict would breach the confidentiality of another *client* the *licensed firm* should cease to act without divulging the nature and extent of the conflict.

#### Managing investments

There are no specific additional requirements in respect of managing *investments* that are not already dealt with above in the sections on advising, arranging and dealing. Please also refer to item 3 in table 2A of schedule 2 to Part 3 of the *Handbook*.

#### Restriction on the use of intermediaries

4.26. When using the services of the insurance, reinsurance or ancillary insurance intermediaries, a *licensed firm* must use the insurance and reinsurance distribution services only of registered insurance and reinsurance intermediaries or ancillary insurance intermediaries.

#### Cross-selling

4.27. When a *licensed firm* sells an insurance product in connection with, or alongside, other goods or services as part of a package or the same agreement;

a) If an insurance product is offered together with an ancillary product or service (which is not insurance), the *licensed firm* must:
   i. Provide the *client* with information on whether the different components can be bought separately;
   ii. provide an adequate description of the component products;
   iii. explain any interactions between the component products; and
   iv. provide separate information on the costs and charges; or

b) If an insurance product is ancillary to a good or service (which is not insurance) the *client* must be able to buy the primary product without the insurance.

Firms are obliged to act in the best interests of the *client* (see regulation 4.11). In addition, where packaged products, which include an insurance product are provided to the client, there must be transparency so the *client* can make an informed decision about all aspects of the package. Also receiving a service cannot be conditional on purchasing insurance – for example, a *licensed firm* cannot insist a *client* purchases its fee protection insurance when providing accountancy services. The requirements of regulation 4.18 regarding demands and needs apply. *Firms* should specify the demands and needs of the *client* in relation to the insurance products that form part of the overall package or the same agreement.
Schedule 1 - Suggested paragraphs for an engagement letter and specimen letterhead legend

Some elements of the Code require specific disclosures to be made to the client. This schedule provides suitable paragraphs and a specimen letterhead legend. In the case of 4.03b below, the wording must be used in respect of insurance distribution activities.

Engagement letters

<table>
<thead>
<tr>
<th>Code</th>
<th>Suggested paragraph</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.02</td>
<td>“If for any reason, I am unable to run my practice, I have made arrangements for the continuation of services to clients. [If it wishes, a firm could include the name of the alternate.]”</td>
</tr>
<tr>
<td>4.03</td>
<td>(a) “If, during the provision of professional services to you, you need advice on investments, we may have to refer you to someone who is authorised by the Financial Conduct Authority, as we are not. However, as we are licensed by the [Institute of Chartered Accountants in England and Wales/Institute of Chartered Accountants of Scotland/Institute of Chartered Accountants in Ireland], we may be able to provide certain investment services where these are complementary to or arise out of the professional services we are providing to you. Such services may include [where known, specify the nature of any activities].”</td>
</tr>
</tbody>
</table>
| 4.03 | (b) Statement required by the FCA for insurance distribution activities.  
"[This firm is]/[We are] not authorised by the Financial Conduct Authority. However, we are included on the register maintained by the Financial Conduct Authority so that we can carry on insurance distribution activity, which is broadly the advising on, selling and administration of insurance contracts. This part of our business, including arrangements for complaints or redress if something goes wrong, is regulated by [The Institute of Chartered Accountants in England and Wales/The Institute of Chartered Accountants of Scotland/The Institute of Chartered Accountants in Ireland]. The register can be accessed via the Financial Conduct Authority website at www.fca.org.uk/register. The requirement that the statement must be in the specified terms will not prevent minor changes to the text provided this does not alter the meaning of the statement. The FCA has indicated that alterations such as including the name of the firm would be acceptable. Firms should consider carefully changes of a more substantial nature and obtain clearance from the FCA where this could affect the meaning of the statement."
| 4.07 | “If you would like to talk to us about how we could improve our service to you, or if you are unhappy with the service you are receiving, please let us know by telephoning [state name of principal]. We will carefully consider any complaint as soon as we receive it and do all we can to explain the position to you. If we do not answer your complaint to your satisfaction, you may of course take up the matter with the Institute.” |
| 4.10 | “In the unlikely event that we cannot meet our liabilities to you, you may be able to claim compensation under the Chartered Accountants’ Compensation Scheme.” |
| 4.20 | “Following our meeting on [state date] we confirm that you have asked us to [buy][sell] for you [state investment] at [state price or terms]. We are not offering and have not offered you any advice on this transaction nor exercised any judgement on your behalf.” |

Financial promotions

A licensed firm cannot make a financial promotion, i.e. an inducement to the client to take up a regulated activity unless it is either approved by an FCA authorised firm or the promotion is permitted under one of the many exemptions in the Financial Promotions Order.

For a licensed firm to provide a proper service to a client it may be necessary to call the client without specific permission to discuss an aspect of the exempt regulated activities that the firm can provide to the client. As the firm is taking the initiative, this is an “unsolicited” promotion and as it is verbal, it is a
“real time” communication. The Financial Promotions Order provides a specific exemption to allow licensed firms to make unsolicited real-time promotions to their clients, provided they have previously been engaged to provide professional services to that client and either the services being discussed are incidental to other professional services or the client requests that the firm contacts him in this way. To make it clear to the client that this may happen, a suitable paragraph for an engagement letter would be:

“To enable us to provide you with a proper service there may be occasions when we will need to contact you without your express permission concerning investment business matters. For example it may be in your interests to sell a particular investment and we would wish to inform you of this. We may therefore contact you in such circumstances. [We would however only do so in our office hours of …. ]. We shall of course comply with any restrictions you may wish to impose which you notify to us in writing.”

Letterhead legend

There is no requirement to use a letterhead legend but the following are offered as examples. Care should be taken in abbreviating the name of the Institute to just initials as this may not be understood by clients or potential clients.

“Regulated by the [Institute of Chartered Accountants in England and Wales/Institute of Chartered Accountants of Scotland/Institute of Chartered Accountants in Ireland] for a range of investment business activities.”

The combined audit and licensed firm legend would then be:

“Registered to carry on audit work in the UK and Ireland and regulated for a range of investment business activities by the [Institute of Chartered Accountants in England and Wales/Institute of Chartered Accountants of Scotland/Institute of Chartered Accountants in Ireland].”

Brochures

The Financial Promotions Order deals with the advertising of investment services and products. Any such promotion has to be either made by a person authorised by the FCA or approved by such a firm. A brochure (a ‘non-real time financial promotion’) describing a licensed firm’s regulated activities is a financial promotion.

However the Financial Promotions Order allows a licensed firm to advertise its exempt regulated services without approval from an authorised firm. This is provided the brochure includes the following statement from the Financial Promotions Order:

“This [firm/company] is not authorised under the Financial Services and Markets Act 2000 but we are able in certain circumstances to offer a limited range of investment services to clients because we are members of the [Institute of Chartered Accountants in England and Wales/Institute of Chartered Accountants of Scotland/Institute of Chartered Accountants in Ireland]. We can provide these investment services if they are an incidental part of the professional services we have been engaged to provide.”

The requirement that the statement must be in the specified terms will not prevent minor changes to the text provided this does not alter the meaning of the statement. The FCA has indicated that alterations such as replacing “we” with the name of the firm or “because” with “as” or (where relevant) “members of” with “licensed by the” would be acceptable. Firms should consider carefully changes of a more substantial nature and obtain clearance from the FCA where this could affect the meaning of the statement.

The financial promotion may also set out the exempt regulated activities which the licensed firm is able to offer its clients, provided it is clear that these are the incidental services to which the statement relates.
This exemption should enable licensed firms to issue brochures, websites and other non-real time financial promotions without any need for approval by an authorised person provided the financial promotion is only about exempt regulated activities.

It is not necessary for the description of the activities to be set out in one place or adjacent to the statement. A brochure or website, for example, may contain details of the activities in various places so long as it is made clear that they will be incidental investment activities as referred to in the statement (which, as a result, needs to be set out only once in the brochure or website).

Any marketing materials should be clear, fair and not misleading and readily identifiable as marketing materials.
Schedule 2 - Guidance on demands and needs for insurance distribution activities

A licensed firm may only carry out insurance distribution activities as an ancillary insurance intermediary.

This guidance is only applicable to contracts of insurance.

A demands and needs statement must be given to a client where a firm recommends and/or arranges a contract of insurance. Under the scope of the DPB licence, a licensed firm cannot recommend qualifying contracts of insurance (i.e. life and pensions contracts), but can arrange such contracts where no advice is given.

The information should be provided in writing. There is more detail about the format in which the information should be provided in the introduction to Part 4 of the Handbook.

The following guidance provides suggested information which may need to be provided to the client under paragraphs 4.16, 4.17, 4.18 and 4.27 of the Handbook. The headings are not an exhaustive list and the examples given under the headings merely highlight the type of information to be provided and do not cover the range of insurance contracts on which a firm may advise. This guidance does not include the disclosures on the status of the firm which are dealt with in schedule 1.

Content of demands and needs statement

When a recommendation is made

1. **Confirm whether a recommendation has been made and identify the policy and insurer recommended.**
   
   “I/We recommend that you take out [identify the type] insurance with [name] insurer, the details of which are provided in the policy summary documentation enclosed/which will be provided by the insurer.”

2. **Confirm whether a recommendation is based on a fair analysis of the market.**
   
   “I/we have reviewed the market for [identify type of insurance] and our recommendation is based on a fair analysis of the market.”

Paragraph 4.16 of Part 4 refers to the disclosures that must be made if the firm does not select a policy based on a fair analysis of the market. Although there may be situations where only a restricted sector of the market is considered, in most instances, firms will have difficulty in complying with the code of ethics and in meeting the client’s needs if a fair analysis is not undertaken.

3. **Identify the demands and needs of the client.**

The demands and needs identified must be tailored to the client, and the type and complexity of insurance recommended.

   “In providing this recommendation, I/we have considered the following demands and needs which I/we have identified in our discussions with you:”

Then list the various demands and needs that you identified, such as:

   a. why the particular type of insurance is required, for example to meet statutory obligations, to provide cover in the event of damage to a property, to mitigate the risks to the client by providing cover for loss of profits in the event of temporary closure of the business, etc.;
   
   b. the client’s personal and/or business circumstances (a copy of client details held by the firm can be provided to the client, but this is not a requirement);
   
   c. the reasons for suggested levels of cover and excess levels, including reference to estimated value of assets and affordability, etc.;
   
   d. the client’s existing insurance arrangements and insurance history;
   
   e. particular demands and needs discussed with the client, e.g. a wish to insure with a household name, particular policy terms required, particular risks identified (such as high value assets).
4. Provide a personalised explanation of why the particular contract of insurance best meets the client’s demands and needs

“The reasons for my/our recommendation are as follows:

a. This policy is consistent with your demands and needs as identified above and in particular, [provides the cover I/we have identified as being required by you] [falls within your budget.] [the limitations and conditions of the policy are acceptable to you];

b. The insurance company chosen [has a good reputation in the market place] [offers a competitive premium when compared with others offering similar cover] [has a lower excess than others] [provides an introductory no claims bonus] [offers a high standard of customer care in claims handling] [is market leader in this field] [offers the particular terms [specify] that you are seeking];

c. The policy does not meet your following needs [specify]. However, I/we still recommend the policy as [there is no policy available which currently meets all of your demands and needs, in particular, it has not been possible to identify a contract which meets your requirement for [specify]. The contract recommended meets your other requirements [specify] to a high level.]”

When an insurance contract is arranged

If the firm has not made a recommendation, but is asked by the client to arrange a contract of insurance, the following disclosures should be made to the client. The proposal form completed by the client may also give additional “generic” demands and needs information which can be drawn to the client’s attention.

“I/we confirm that I/we are arranging a [type of insurance] policy of insurance with [name] insurer at your request. I/we have not recommended this policy and are carrying out your instructions in this regard.

The policy provides [insert details of amount of cover] insurance against [insert brief details of risks insured] and the insurance company has been chosen by you.”

The disclosure should also make it clear that the policy arranged is consistent with the client’s demands and needs.
Part 5 - Regulations (investment business) governing affiliates

The Institute may grant a licence to a firm which has a principal (an individual or a corporate body) who is not a member, a member of another Designated Professional Body or a licensed firm if that individual or body corporate is granted affiliate status by the licensing Institute. That status does not confer membership of the Institute nor entitle the individual or body corporate to use the title ‘chartered accountant’. However, it does mean that an affiliate is bound by the same rules and regulations as govern a member of the Institute.

Regulations are printed in bold type. Guidance to assist licensed firms is printed in light type.

5.01 Words in italics used in these affiliate regulations are defined in Part 9 of the Handbook.

5.02 Affiliate status does not give the affiliate any rights other than those contained in these affiliate Regulations. Neither the affiliate nor his licensed firm shall make any public representation that the affiliate has any rights other than those contained in these affiliate regulations.

5.03 A person must apply for affiliate status in the manner decided by the Institute. To carry out its responsibilities under these affiliate regulations, the Institute may make any enquiries necessary to assess the eligibility of the applicant.

5.04 The Institute may grant affiliate status if it is satisfied that the applicant:
   a. is a fit and proper person to be granted affiliate status;
   b. has agreed to comply with these affiliate regulations and the Handbook;
   c. has agreed to comply with the obligations and liabilities of a member and to be bound by the Charter, the Bye-laws and Regulations issued by the Institute as in force from time to time;
   d. has agreed to observe and uphold any guidance issued by the Institute, including any ethical guidance; and
   e. has agreed to provide the Institute with all the information it needs.

5.05 The Institute may, on receiving an application for affiliate status:
   a. grant affiliate status;
   b. reject the application;
   c. grant affiliate status with restrictions or conditions; or
   d. postpone consideration of the application.

Withdrawal of affiliate status

5.06 The Institute may in its sole discretion withdraw affiliate status if the affiliate:
   a. is in the opinion of the Institute no longer a fit and proper person;
   b. fails to pay on time any fines or costs ordered by any Committee, panel or tribunal of the Institute or the Disciplinary Scheme;
   c. has a disciplinary order made against him by any Committee, panel or tribunal of the Institute or the Disciplinary Scheme;
   d. fails to pay the annual subscription within 30 days of the date of a notice to renew affiliate status; or
   e. fails or ceases to comply with any of the Regulations contained in this Part of the Handbook and, in the circumstances, the Institute considers that withdrawal is justified.

Cessation of affiliate status

5.07 Affiliate status will cease if:
   a. subject to regulation 5.08, the licensed firm in which the affiliate is a principal ceases to hold a licence;
b. subject to regulation 5.08, the affiliate ceases to be a principal in the licensed firm to which the grant of affiliate status related;

c. the affiliate is an individual and has a bankruptcy order made against him;

d. the affiliate is a body corporate incorporated in the United Kingdom and one of the following occurs in relation to it:

i. a voluntary arrangement under Part I of the Insolvency Act 1986 or the Insolvency (Northern Ireland) Order 1989 is approved;

ii. an Administration Order under Part II of the Insolvency Act 1986 or the Insolvency (Northern Ireland) Order 1989 is made;

iii. an administrative receiver is appointed;

iv. a winding-up order is made;

v. a resolution is passed for a creditors’ voluntary winding-up;

vi. a resolution is passed for a members’ voluntary winding-up;

vii. a creditors’ meeting under Section 95 of the Insolvency Act 1986 or Article 81 of the Insolvency (Northern Ireland) Order 1989 is held;

a. the affiliate is a limited liability partnership incorporated in the United Kingdom and an event occurs which appears to the Institute to have the same effect as one of the events in regulation 5.07d; or

b. the affiliate is a body corporate (including a limited liability partnership) from outside the United Kingdom and an event occurs which appears to the Institute to have the same effect as one of the events in regulation 5.07d.

5.08 Affiliate status will not cease under regulation 5.07a or 5.07b if:

a. the licensed firm in which the affiliate is a principal merges with or is acquired by another licensed firm with a licence from the Institute; or

b. the affiliate leaves the licensed firm in which he is a principal and immediately becomes a principal in another licensed firm with a licence from the Institute;

provided that the Institute is informed within ten business days of the event. Otherwise, disciplinary action may be taken and affiliate status withdrawn.

Changes in circumstances

5.09 An affiliate must inform the Institute in writing within ten business days of any changes relevant to matters considered by the Institute under regulation 5.04.

Review of regulatory decisions

5.10 An affiliate may apply for a review of a decision made under regulation 5.06 in accordance with the procedures set out in Part 7 of the Handbook.

Implementing decisions

5.11 Any decision made under regulation 5.05 will come into effect as soon as notice of it is served on the applicant for affiliate status. Any decision made under regulation 5.06 will come into effect ten business days after notice of it is served on the affiliate, except if the affiliate has applied for a review in accordance with the procedures set out in Part 7 of the Handbook, in which case the decision will be postponed until a decision made by the Panel has been put into effect.

Serving notice

5.12 A notice or other document to be served on an affiliate under these affiliate regulations will be delivered by hand, sent by fax or posted:

a. if delivered by hand, it must be handed to the affiliate and service will take effect immediately;
b. if sent by fax, it must be sent to the latest fax number given by the **affiliate** to the **Institute** and service will take effect on sending;

c. if sent by post, it must be sent to the latest address given by the **affiliate** to the **Institute** and service will take effect two **business days** after posting;

d. if sent by email, it must be sent to the latest email address notified by the addressee and service will take effect immediately.

**Fees**

5.13 **Affiliates** must pay a fee each year in addition to the **licensed firm’s** annual fee. The first annual fee for **affiliate** status is due when an application is made for such status, together with an application fee.

5.14 The amount of the fees for **affiliate** status will be determined by the **Institute** from time to time.

**Disciplinary arrangements**

5.15 The disciplinary provisions of the **Institute** that apply to a **member** also apply to an **affiliate**.

5.16 An **affiliate** shall be liable to disciplinary action for any failure to observe and uphold any guidance issued by the **Institute**, including any ethical guidance.

5.17 An **affiliate** will remain liable to disciplinary action under these **affiliate** regulations for any acts or omissions relating to the obligations in this *Handbook* during the period in which **affiliate** status was held, regardless of any subsequent cessation of such status.
6.01 Words in italics used in this Part of the Handbook are defined in Part 9 of the Handbook.

6.02 A charge is payable on submission of an application for a licence by a firm. If the application is not accepted, the charge may be returned, less an element deducted to cover administration costs.

6.03 A charge is payable each year by a licensed firm.

6.04 A charge is payable by a licensed firm where the Institute has performed additional work, for example in:
   - obtaining information for or about the licensed firm;
   - collecting any charges due under this Part;
   - responding to enquiries or complaints regarding the firm;
   - reviewing the continuation of the licensed firm’s licence; or
   - visiting the firm where the Institute’s agent has had to make a second or subsequent visit to the firm as a result of an earlier visit.
   The scale will be at a fixed level.

6.05 Charges may be raised where the licensed firm agrees that it has breached any provision of the Handbook.

6.06 A charge made under 6.03, 6.04 or 6.05 may be levied at any time, including after the termination of the licence provided it relates to the period before the date of termination.

6.07 A Chartered Accountants’ Compensation Scheme levy is payable as a periodic or special levy.

6.08 Levies may be raised after a firm’s licence has ceased provided they relate to claims for services provided by any licensed firm wholly before the date of cessation.

6.09 Charges and levies are reviewed periodically by the Institute and details of current charges and levies are available from the Institute.

6.10 The Institute can, in its absolute discretion, order a firm to contribute to the costs of a review requested under clause 2.10, 5.10 or 5.27 of the Handbook or an appeal requested under paragraph 7.04.
Part 7 - Review and appeal process
At the request of a firm or a licensed firm a decision to refuse an application, grant it with conditions, withdraw a licence or only allow it to continue with conditions or restrictions may be reviewed by the Institute using the following process.

The same process may be used against a decision to reject an application for affiliate status, to grant the application with restrictions or conditions or to withdraw affiliate status.

7.01 Words in italics used in this Part of the Handbook are defined in Part 9 of the Handbook.

Review

7.02 A firm may apply to the Institute in writing for a review of a decision to:
   a. reject an application for a licence;
   b. grant an application for a licence with conditions or restrictions;
   c. impose restrictions or conditions on a firm that already has a licence; or
   d. withdraw a licence;
   within ten business days of the service of notice of the Institute's decision.

7.03 As soon as possible after the firm applies for a review a Panel must meet and consider the matter afresh. The Panel can consider any new material put forward by the firm and may make any order the Institute could have made under this Handbook. The Panel may, in addition, order a firm to contribute to the costs of the review.

Costs are likely to be awarded if, for example, the firm fails to attend when it said it would, does not send in further material it has promised, or the application for review has no merit and/or is frivolous or vexatious.

Appeal

7.04 A firm may appeal against a decision of the Panel on the grounds that it:
   a. was wrong in law, specifically that it incorrectly interpreted the Act or any other relevant statute;
   b. wrongly interpreted any relevant Part of this Handbook or Bye-law;
   c. did not comply with its procedures;
   d. made a decision which no tribunal, correctly applying the law to the facts before it and acting reasonably, would have made;
   e. had not considered available evidence which could reasonably have led the Panel to make a different decision; or
   f. had exceeded its powers or failed to exercise them properly.

7.05 A firm wishing to appeal shall give notice in writing to the Institute within ten days of service of the Panel’s decision, giving details of its grounds for appeal. On receiving this notice of appeal, the matter will be referred to the Appeal Committee.

7.06 On an appeal under regulation 7.05, the Appeal Committee will, as soon as practicable, consider the evidence that was before the Panel and may in its discretion receive fresh evidence under regulation 7.04(e).

7.07 On any appeal the Appeal Committee may:
   a. confirm, alter or overturn any decision of the Panel, either in whole or in part;
   b. order that the Institute reconsider the matter;
   c. dismiss the appeal; or
   d. make any other decision it considers appropriate.
7.08 The Appeal Committee may also order a firm to contribute to the costs of the appeal. Costs are likely to be awarded if, for example, the firm fails to attend when it said it would, does not send in further material it has promised, or the application for appeal has no merit and/or is frivolous or vexatious.
Part 8 - Guidance on passporting for insurance distribution activities

Where a licensed firm wishes to conduct insurance distribution activities or establish a branch conducting insurance distribution activities in another EEA State it must give notice to the FCA of its intention to conduct such activities in the format specified by the FCA. The information to be given to the FCA includes details about the activities to be provided in the EEA State.

The FCA's Supervision Manual, chapter 13, “Exercise of passport rights by UK firms”, contains details of the process to be followed.

The Supervision Manual also specifies the timescales in which the FCA must deal with the notice and notify the EEA state.

Licensed firms cannot make use of the passporting arrangements for insurance distribution activities without following this procedure. Similar provisions are not available to licensed firms for other types of investment business.

Branch in this context means an agency or a branch of an intermediary which is located in the territory of a Member State other than the home Member State.

Guidance on the distance marketing directive

The Treasury has implemented the EU's Distance Marketing Directive through the Financial Services (Distance Marketing) Regulations 2004 (DM Regulations), which is a statutory instrument, 2004 number 2095.

The DM Regulations apply to contracts made exclusively through distance communication, i.e. where contact with the client is only by letter, telephone, email or any other communication which is not face to face, until after the point at which the contract is concluded. The contract must concern a financial service and be with a private client (an individual who is not acting for the purposes of his/her trade, business or profession).

The term financial service is any service of a banking, credit, insurance, personal pension, investment or payment nature. If the activity is a regulated activity and concerns the provision of a specific contract by the licensed firm, it will be a financial service under the DM Regulations. An introduction to an independent financial adviser or insurance broker is not subject to these regulations.

The Institutes have chosen not to make their own distance marketing regulations and therefore the DM Regulations apply directly to licensed firms (see following chart). The DM Regulations require firms to provide pre-contract information and cancellation rights.

Copies of the DM Regulations are available on the legislation.gov.uk website,

Licensed firms should refer to the full text of the DM Regulations for details of their obligations (if appropriate).
Flowchart to determine whether the distance marketing regulations apply

- Is the contract a financial service, i.e. a banking, credit, insurance, personal pension, investment or payment service (and not simply an introduction)?
  - No: Not subject to the DM Regulations.
  - Yes: Is the contract being arranged without personal contact with the client?
    - No: Not subject to the DM Regulations.
    - Yes: Is the client a private individual (who is not acting on behalf of his/her trade, business or profession)?
      - No: Not subject to the DM Regulations.
      - Yes: The arrangement is subject to the DM Regulations.
Part 9 - Interpretation and definitions

Interpretation

Words and expressions have the meanings given by the Act and the Interpretation Act 1978 unless defined below.

In each Part words importing the singular include the plural and vice versa. Words importing the masculine gender include the feminine and neuter. Words importing the neuter gender include both the masculine and feminine genders. Headings do not affect the interpretation of these Regulations or Handbook. These Regulations and Handbook will be governed by, and interpreted in accordance with, the law of the country of the licensing Institute.

Any references to legislation, regulations, requirements, bye-laws, rules, Handbook or other documents, will apply to any re-enactment, re-issued or amendment.

Any notice or document may be served on the licensing Institute by sending it to the appropriate address as follows:

| The Institute of Chartered Accountants in England and Wales | Professional Conduct Department, Metropolitan House, 321 Avebury Boulevard, Milton Keynes, MK9 2FZ |
| The Institute of Chartered Accountants of Scotland | CA House, 21 Haymarket Yards, Edinburgh, EH12 5BH |
| The Institute of Chartered Accountants in Ireland | The Linenhall, 32-38 Linenhall Street, Belfast, BT1 8BG |

or as otherwise notified to licensed firms.

Definitions

In each Part of this Handbook, unless the context otherwise requires, the following words and phrases have the meaning shown next to them whenever they appear in italics.

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Act</td>
<td>The Financial Services and Markets Act 2000</td>
</tr>
<tr>
<td>Affiliate</td>
<td>A person granted affiliate status by the Institute of Chartered Accountants in England and Wales for the purpose of these Designated Professional Body arrangements</td>
</tr>
<tr>
<td></td>
<td>A person granted affiliate status by the Institute of Chartered Accountants in Ireland for the purpose of these Designated Professional Body arrangements</td>
</tr>
<tr>
<td></td>
<td>An individual granted Affiliate status by the Institute of Chartered Accountants of Scotland under Rule 2.2.1 or a Firm under Rule 2.2.2 of the ICAS Rules for the purposes of these Designated Professional Body arrangements</td>
</tr>
<tr>
<td>Appeal Committee</td>
<td>The Appeal Committee appointed under the Bye-laws of the Institute of Chartered Accountants in England and Wales</td>
</tr>
<tr>
<td></td>
<td>The Appeal Tribunal of the Institute of Chartered Accountants of Scotland appointed under the Discipline and Appeal Tribunals Regulations</td>
</tr>
<tr>
<td></td>
<td>The Quality Assurance Appeal Committee appointed under the Public Practice Regulations issued under the Bye-laws of the Institute of Chartered Accountants in Ireland</td>
</tr>
<tr>
<td>Appointed representative</td>
<td>A person or firm appointed in accordance with section 39 of the Act</td>
</tr>
</tbody>
</table>
Ancillary insurance intermediary

A licensed firm which for remuneration, takes up or pursues *insurance distribution activity* on an ancillary basis, provided that all the following conditions are met:

(a) the principal professional activity of the firm is other than insurance distribution;

(b) firm only distributes certain insurance products that are complementary to a good or service;

(c) the insurance products concerned do not cover life assurance or liability risks, unless that cover complements the good or service which the intermediary provides as its principal professional activity.

*Ancillary insurance intermediaries* may not distribute *insurance based investment products* or undertake *reinsurance distribution*.

Business day

A day when banks are generally open for business (excluding weekends) in England, Wales, Scotland or Northern Ireland (as appropriate)

Bye-laws

The Bye-laws of the particular *Institute*. (The *Bye-laws* of the Institute of Chartered Accountants in England and Wales and the Institute of Chartered Accountants in Ireland include their Principal and their Disciplinary Bye-laws)

Charter

- The Royal Charter of 11 May 1880 and the Supplemental Royal Charter of 21 December 1948 granted to the Institute of Chartered Accountants in England and Wales

- The Royal Charter of 23 October 1854 and the Supplementary Royal Charters of 28 May 1951 with amendments incorporated into it, which were made in 1992, 2006 and 2012 granted to the Institute of Chartered Accountants of Scotland

- The Royal Charter of 14 May 1888 and the Charter Amendment Acts 1966 granted to the Institute of Chartered Accountants in Ireland

Chartered Accountants’ Compensation Scheme

The scheme established and maintained by the *Institutes* for paying compensation for loss suffered in the circumstances set out in the scheme

Client

Any person a *firm* provides services to under these *Designated Professional Body arrangements*

In relation to a deceased client, the personal representatives of the estate are regarded as clients as are the trustees of a trust or pension scheme. However, this definition of a client does not include:

- any shareholder in, or officer of, a body corporate which is a client unless he or she is, separately, a client of the *firm*;

- where services are provided for an estate, trust or pension scheme, any person interested or potentially interested in that estate, trust or pension scheme unless that person is, separately, a client of the *firm*.

Clients’ Money Regulations

- The *Clients’ Money Regulations* of the Institute of Chartered Accountants in England and Wales

- The *Clients’ Money Regulations* of the Institute of Chartered Accountants of Scotland

- The *Public Practice Regulations*, Chapter 9, issued under the Bye-laws of the Institute of Chartered Accountants in Ireland
Contact partner

An individual appointed by a firm to ensure that the firm has procedures and practices that enable it to comply with its obligations under this Handbook.

The role of the contact partner is to be responsible for ensuring that the firm complies with the Handbook. The contact partner should be of sufficient seniority and influence within the firm to ensure that others will act on their instructions.

Where one or more of the principals of the firm is an individual, one of those individuals should be the contact partner.

Contract of general insurance

Any contract of insurance which falls within Part I of Schedule 1 to the Regulated Activities Order.

a. Accident;
b. Sickness;
c. Land vehicles;
d. Railway rolling stock;
e. Aircraft;
f. Ships;
g. Goods in transit;
h. Fire and natural forces;
i. Damage to property;
j. Motor vehicle liability;
k. Aircraft liability;
l. Liability of ships;
m. General liability;
n. Credit;
o. Suretyship;
p. Miscellaneous financial loss;
q. Legal expenses;
r. Assistance (for persons in difficulty while away from home).

Contract of insurance

Any contract of insurance which is a contract of long-term insurance or a contract of general insurance and includes:

a. fidelity bonds, performance bonds, administration bonds, bail bonds, customs bonds or similar contracts of guarantee, where these are:
   i. effected or carried out by a person not carrying on a banking business;
   ii. not effected merely incidentally to some other business carried on by the person effecting them; and
   iii. effected in return for the payment of one or more premiums;

b. tontines;

c. capital redemption contracts or pension fund management contracts, where these are effected or carried out by a person who:
   i. does not carry on a banking business; and
   ii. otherwise carries on a regulated activity of the kind specified by Article 10(1) or (2) of the Regulated Activities Order;
d. contracts to pay annuities on human life;

e. contracts of a kind referred to in article 1(2)(e) of the Consolidated Life Directive (collective insurance, etc.); and

f. contracts of a kind referred to in article 1(3) of the Consolidated Life Directive (social insurance);

but does not include a funeral plan contract (or a contract which would be a funeral plan contract but for the exclusion in Article 60 of the Regulated Activities Order).

| **Contract of long term insurance** | Any contract of insurance which falls within Part II of Schedule 1 to the Regulated Activities Order and includes specified types of contract under the following headings:
<table>
<thead>
<tr>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td>a. life and annuity contracts;</td>
<td>----------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>b. marriage and birth contracts;</td>
<td>----------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>c. linked long-term contracts;</td>
<td>----------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>d. permanent health contracts;</td>
<td>----------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>e. tontines;</td>
<td>----------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>f. capital redemption contracts;</td>
<td>----------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>g. pension fund management;</td>
<td>----------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>h. collective insurance;</td>
<td>----------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>i. social insurance.</td>
<td>----------------------------------------------------------------------------------</td>
</tr>
</tbody>
</table>

| **Contractually based investment** | A qualifying contract of insurance (i.e. a long term insurance contract other than a pure protection policy, but including a pension policy)
<table>
<thead>
<tr>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td>a. An option, future or contract for differences</td>
<td>----------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>b. Funeral plan contracts</td>
<td>----------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>c. Rights to or interests in any of the above</td>
<td>----------------------------------------------------------------------------------</td>
</tr>
</tbody>
</table>

| **Council** | a. The Council of the Institute of Chartered Accountants in England and Wales under Clause 2 of the Supplemental Charter of that Institute  
<table>
<thead>
<tr>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td>b. The Council of the Institute of Chartered Accountants of Scotland under Rule 11 of that Institute</td>
<td>----------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>c. The Council of the Institute of Chartered Accountants in Ireland under paragraph 3 of the Charter Amendment Acts 1966 of Ireland</td>
<td>----------------------------------------------------------------------------------</td>
</tr>
</tbody>
</table>

| **Close links** | A situation in which two or more natural or legal persons are linked by control or participation, or a situation in which two or more natural or legal persons are permanently linked to one and the same person by a control relationship.
|-----------------|----------------------------------------------------------------------------------|

| **Designated Professional Body (DPB)** | A body designated by HM Treasury under section 326 of the Act
|---------------------------------------|----------------------------------------------------------------------------------|

| **Disciplinary Scheme** | Any investigation and discipline scheme in which the Institute participates which is established for the purposes of the independent investigation of matters concerning members and firms
|------------------------|----------------------------------------------------------------------------------|

| **Durable medium** | Any instrument which:
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>(a) enables a customer to store information addressed personally to that customer in a way accessible for future reference and for a period of time adequate for the purposes of the information; and</td>
<td>----------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>(b) allows the unchanged reproduction of the information stored.</td>
<td>----------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Exempt regulated activities</td>
<td>The <em>regulated activities a licensed firm</em> is allowed to conduct under these <em>Designated Professional Body</em> arrangements</td>
</tr>
<tr>
<td>----------------------------</td>
<td>----------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Firm</td>
<td>a. A partnership;</td>
</tr>
<tr>
<td></td>
<td>b. A limited liability partnership;</td>
</tr>
<tr>
<td></td>
<td>c. A <em>member</em> who is a sole practitioner; or</td>
</tr>
<tr>
<td></td>
<td>d. A body corporate;</td>
</tr>
<tr>
<td></td>
<td>carrying on the profession of accountancy.</td>
</tr>
</tbody>
</table>

**FCA**  
Financial Conduct Authority

**Financial Services Register**  
The record maintained by the FCA of those persons that carry on, or are proposing to carry on, *insurance distribution activities*. This can be found at [www.fca.org.uk/register](http://www.fca.org.uk/register)

**Handbook**  
All or any Part of the *Designated Professional Body* Handbook as amended from time to time

**IDD**  
The Insurance Distribution Directive

**Insurance based investment product**  
A *contract of insurance* which offers a maturity or surrender value and where that maturity or surrender value is wholly or partially exposed, directly or indirectly, to market fluctuations, and does not include:

| a. | non-life insurance products as listed in Annex I to Directive 2009/138/EC (Classes of non-life insurance); |
| b. | life insurance contracts where the benefits under the contract are payable only on death or in respect of incapacity due to injury, sickness or disability; |
| c. | pension products which, under national law, are recognised as having the primary purpose of providing the investor with an income in retirement, and which entitle the investor to certain benefits; |
| d. | officially recognised occupational pension schemes falling under the scope of Directive 2003/41/EC or Directive 2009/138/EC; |
| e. | individual pension products for which a financial contribution from the employer is required by national law and where the employer or the employee has no choice as to the pension product or provider. |

**Insurance distribution activity**  
Any of the following activities, specified in the *Regulated Activities Order* which is carried on in relation to a *contract of insurance*:

| a. | dealing in *investments* as agent (Article 21); |
| b. | arranging (arranging deals in *investments*) (Article 25(1)); |
| c. | making arrangements with a view to transactions in *investments* (Article 25(2)); |
| d. | assisting in the administration and performance of a *contract of insurance* (Article 39A); |
| e. | advising on *investments* (Article 53); or |
| f. | agreeing to carry on a *regulated activity* in (a) to (e) above (Article 64). |

The activities listed above exclude the distribution of *insurance based investment products* and the distribution of products relating to *large risks*.

**Institute**

- The Institute of Chartered Accountants in England and Wales
- The Institute of Chartered Accountants of Scotland
• The Institute of Chartered Accountants in Ireland,

The term Institutes means all or any of them

Investment
An asset, right or interest falling within the Regulated Activities Order

Investment exchange
An investment exchange which is declared by a recognition order for the time being in force to be a recognised investment market

Ireland
For the avoidance of any doubt a reference to Ireland in this Handbook a reference to Ireland does not include Northern Ireland

Large risks
Risks within the following categories, in accordance with article 13(27) of the Solvency II Directive:

(a) railway rolling stock, aircraft, ships (sea, lake, river and canal vessels), goods in transit, aircraft liability and liability of ships (sea, lake, river and canal vessels);

(b) credit and suretyship, where the policyholder is engaged professionally in an industrial or commercial activity or in one of the liberal professions, and the risks relate to such activity;

(c) land vehicles (other than railway rolling stock), fire and natural forces, other damage to property, motor vehicle liability, general liability, and miscellaneous financial loss, in so far as the policyholder exceeds the limits of at least two of the following three criteria:

(i) balance sheet total: €6.2 million;

(ii) net turnover: €12.8 million;

(iii) average number of employees during the financial year: 250

Licence
A licence granted under Part 2 of this Handbook and licensed and licensing should be construed accordingly

Licensed firm
A firm licensed under Part 2 of this Handbook that by agreeing to the terms of the licence is a member of the Institute for the purposes of section 325(2) of the Act

Member
A member of an Institute but not including an affiliate

Panel
• A panel of the Review Committee of the Institute of Chartered Accountants in England and Wales

• The review panel consisting of both accountants and non-accountants drawn from members of the Public Practice Committee of the Institute of Chartered Accountants of Scotland

• The review panel consisting of both accountants and non-accountants drawn from members of the Quality Assurance Review Committee appointed under the Public Practice Regulations issued under the Bye-laws of the Institute of Chartered Accountants in Ireland

Permitted third party
A third party who is:

• a person authorised by the Financial Conduct Authority to carry out regulated activities under the Act; or

• an appointed representative acting in the course of a business for which he is exempt

Personal pension scheme
A scheme or arrangement which is not an occupational pension scheme or a stakeholder pension scheme and which is comprised in one or more instruments or agreements, having or capable of having effect so as to provide benefits to, or in respect of, people:
a. on retirement;
b. on having reached a particular age; or
c. on termination of service in an employment

“Rights under a personal pension scheme” are regulated as “securities”. This is in addition to the regulation of any underlying life assurance contract which is a “qualifying contract of insurance” and which forms the basis of many personal pension schemes.

However, “rights under a personal pension scheme” is a wider concept. A personal pension scheme now describes the vehicle in which the investment sits and includes Self-Invested Personal Pension schemes (SIPPs). The rights include some or all of the rights to:

- make payments to the scheme;
- withdraw sums from the scheme in certain circumstances;
- transfer value to another scheme;
- place property into the scheme;
- receive benefits from the capital or income of the assets in the scheme;
- instruct the scheme operator on the assets to buy or sell for the scheme;
- instruct the scheme operator to switch funds;
- appoint a manager; and
- instruct the scheme operator to borrow money to purchase assets.

PII Regulations
- The Professional Indemnity Insurance Regulations of the Institute of Chartered Accountants in England and Wales
- The Public Practice Regulations, Part 4, of the Institute of Chartered Accountants of Scotland
- The Public Practice Regulations, Chapter 7, of the Institute of Chartered Accountants in Ireland

Principal
A sole practitioner, a partner (including a salaried partner), member of a limited liability partnership or director in a firm. A director includes a shadow director under relevant company legislation.

Professional services
Services provided by a firm that are subject to the rules of the Institute through the operation of the Charter, Bye-laws, Rules, ethical guidance, training requirements, disciplinary codes and other regulations.

Public market
An investment exchange or any other market to which an investment is admitted for dealing. (Please note that OFEX would be regarded as a public market)

Qualifying contract of insurance
A life policy other than a pure protection policy and including a pension contract. It is a contract of long-term insurance but excludes:

a. a reinsurance contract; or
b. a contract in respect of which the following conditions are met:
   i. The benefits under the contract are payable only on death or in respect of incapacity due to injury, sickness or infirmity;
   ii. The contract has no surrender value, or the consideration consists of a single premium and the surrender value does not exceed that premium; and
iii. The contract makes no provision for its conversion or extension in a manner which could result in it ceasing to comply with any of the above conditions.

Registered address

The address of a firm registered with the Institute as the principal place of business.

Regulated activity

An activity that falls within the specified activities of the Regulated Activities Order.

Regulated Activities Order

Statutory Instrument 2001 No 544, as amended.

Regulated home finance plan

- Regulated home purchase plan
- Regulated home reversion plan
- Regulated mortgage contract
- Regulated sale and rent back agreement

The term ‘regulated home finance plan’ means all or any of the above. References to a lender in the Handbook also include, where appropriate, a “home purchase provider”, “plan provider” and “agreement provider” as set out in the definitions of regulated home purchase plan, regulated home reversion plan and regulated sale and rent back agreement respectively.

Regulated home purchase plan

A home purchase plan is a regulated home purchase plan if, at the time it is entered into, the following apply:

a. the plan is one under which a person (the “home purchase provider”) buys an interest or an undivided share of an interest in land (other than timeshare accommodation) in the United Kingdom;

b. where an undivided share of an interest in land is bought, the interest is held on trust for the home purchase provider and the individual or trustees mentioned in paragraph (c) as beneficial tenants in common;

c. the plan provides for the obligation of an individual or trustees (the “home purchaser”) to buy the interest of the home purchase provider over the course of, or at the end of, a specified period; and

d. the home purchaser (if he is an individual) or an individual who is a beneficiary of the trust (if the home purchaser is a trustee), or a related person, is entitled under the arrangement to occupy at least 40% of the land in question as, or in connection with, a dwelling during that period, and intends to do so.

Note: a home purchase plan entered into before 6 April 2007 is not a regulated home purchase plan unless it is varied after that date to such an extent that a new plan is created to which the above criteria apply.

Regulated home reversion plan

A home reversion plan is a regulated home reversion plan if, at the time it is entered into, the following apply:
a. the plan is one under which a person (the “plan provider”) buys all or part of an interest in land (other than timeshare accommodation) in the United Kingdom from an individual or trustee (the “reversion seller”);

b. the reversion seller (if he is an individual) or an individual who is a beneficiary of the trust (if the reversion seller is a trustee), or a related person, is entitled under the plan to occupy at least 40% of the land in question as, or in connection with, a dwelling, and intends to do so; and

c. the plan specifies one or more qualifying termination events, on the occurrence of which that entitlement to occupy will end

A qualifying termination event means:

• the person becomes a resident of a care home;
• the person dies; or
• the end of a specified period of at least twenty years beginning with the day on which the reversion seller entered into the arrangement

Note: a home reversion plan entered into before 6 April 2007 is not a regulated home reversion plan unless it is varied after that date to such an extent that a new plan is created to which the above criteria apply

Regulated mortgage contract

A mortgage contract is a regulated mortgage contract if, at the time it is entered into, the following apply:

a. the contract is one under which a person (“the lender”) provides credit to an individual or to trustees (“the borrower”);

b. the contract provides for the obligation of the borrower to repay to be secured by a first legal mortgage on land (other than timeshare accommodation) in the United Kingdom; and

c. at least 40% of that land is used, or is intended to be used as, or in connection with, a dwelling by the borrower or (in the case of credit provided to trustees) by an individual who is a beneficiary of the trust or a related person

Note: a mortgage contract entered into before 31 October 2004 is not a regulated mortgage contract unless it is varied after that date to such an extent that a new contract is created, to which the above criteria apply

Regulated sale and rent back agreement

A sale and rent back agreement is a regulated sale and rent back agreement if at the time it is entered into the following apply:

a. the arrangement is one under which a person (the “agreement provider”) buys all or part of the qualifying interest in land (other than timeshare accommodation) in the United Kingdom from an individual or trustees (the “agreement seller”); and

b. the agreement seller (if the agreement seller is an individual) or an individual who is the beneficiary of the trust (if the agreement seller is a trustee), or a related person, is entitled under the arrangement to occupy at least 40% of the land in question as or in connection with a dwelling and intends to do so;

but such an arrangement is not a regulated sale and rent back agreement if it is a regulated home reversion plan

Note: a sale and rent back agreement entered into before 1 July 2009 is not a regulated sale and rent back agreement unless it is varied after that date to such an extent that a new plan is created to which the above criteria apply

Reinsurance distribution

The activities of advising on, proposing, or carrying out other work preparatory to the conclusion of contracts of reinsurance, of concluding
such contracts, or of assisting in the administration and performance of such contracts, in particular in the event of a claim, including when carried out by a reinsurance undertaking without the intervention of a reinsurance intermediary.

Related person

- A person’s spouse or civil partner;
- A person (whether or not of the opposite sex) whose relationship with another person has the characteristics of the relationship between husband and wife; or
- A person’s parent, brother, sister, child, grandparent or grandchild.

In the case of a person who is a trustee, a related person is a beneficiary of the trust.

Note: this definition is only used in the definitions of regulated home purchase plan, regulated home reversion plan, regulated mortgage contract and regulated sale and rent back agreement.

Remuneration

Any commission, fee, charge or other payment, including an economic benefit of any kind or any other financial or non-financial advantage or incentive offered or given in respect of insurance distribution activities.

Rules

The Rules of the Institute of Chartered Accountants of Scotland.

Security

- Shares;
- Debentures;
- Government and public securities;
- Warrants;
- Certificates representing certain securities;
- Units in collective investment schemes;
- Rights under a personal pension scheme; or
- Rights to or interests in any of the above.