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OUR RETAINED SERVICES OFFERINGS

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Our FCA/PRA Compliance Retained Services are designed to provide you with ongoing peace of mind, and to help you meet your obligations under the SM&CR.

On a regular basis we provide our clients with a pre-determined level of support, for a monthly fee, to meet their ongoing compliance requirements. We provide regular on-site visits and access to telephone and email support, to assist with any compliance issues and queries that may arise.

We also facilitate pay-as-you-go services, enabling you to contact us when assistance is required with a set project or piece of work, or an ad hoc query.

Our service is tailored to suit your requirements and those of your business. We typically offer the following services, which can be either a package or on a standalone basis, and at a frequency to match your regulatory deadlines and needs.

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OUR CORE SUPPORT BUNDLES

Name	Service Components	Frequency of Compliance Monitoring
Example 1	<ul style="list-style-type: none"> ▶ Healthcheck ▶ Quarterly Thematic Review visits ▶ Compliance Monitoring Programme ▶ Flexible Support Hours ▶ Horizon Scanning ▶ Training module (1 per year) 	Monthly
Example 2	<ul style="list-style-type: none"> ▶ Healthcheck ▶ Half Yearly Thematic Review visits ▶ Compliance Monitoring Programme ▶ Flexible Support Hours ▶ Horizon Scanning ▶ Training module (1 per year) 	Quarterly
Example 3	<ul style="list-style-type: none"> ▶ Healthcheck ▶ Compliance Monitoring Programme ▶ Flexible Support Hours ▶ Horizon Scanning ▶ Training module (1 per year) 	Semi-Annual or Annual

Flexible Support is provided at an indicative rate of 7.5 hours per quarter, i.e.1 working day of support from your dedicated consultant. This level can be adjusted as required. Your flexible hours entitlement can be carried across two quarters should you not need to utilise all of your hours in one particular quarter, i.e. any Q1 hours not used by the end of Q1 can be carried over into Q2, and will cease will cease to be valid at the end of Q2.

Training modules

The following modules are available within our core support bundles:

UK Regulatory Framework | Introduction to Compliance | Anti-Money Laundering & Market Abuse | Data Protection & Data Security | Responsibilities of Senior Management

The following optional modules are also available and would be in addition to any retainer fee for the core support bundles:

Anti-Bribery & Corruption | Complaints | Conduct Risk | Financial Risk Management | Fraud | Risk Management | Senior Managers & Certification Regime | Treating Customers Fairly | CASS

OTHER COMPONENTS OF OUR RETAINED SERVICE

Healthcheck

Our Regulatory Healthcheck is a diagnostic review of the levels of compliance and FCA regulatory standards across your business and is designed to provide you with a holistic view of where to focus attention and apply additional resources. This will help you to prioritise our support and enable us to tailor our services to your needs throughout the year ahead.

Our Healthcheck can be provided on either a full onsite FCA compliance regulatory basis or at a more focussed subject matter level. A Healthcheck is recommended in all cases to ensure a full understanding of your FCA regulatory compliance is achieved and your regulatory needs and requirements are outlined. A full Healthcheck covers the key FCA regulatory policies and procedures you have in place to mitigate FCA regulatory risk. We can also carry out a Healthcheck Lite, which can concentrate on areas you select as your current priority. We recognise that each business is different, so we offer a tailored approach and can take into account the nature, scale and complexity of your business.

Compliance Monitoring Programme ("CMP")

All firms are required to have and implement a CMP; we can perform monthly, quarterly, semi-annual or annual visits to your office to complete the Compliance Monitoring Programme, as required under your compliance plan, with the optional provision of a report for senior management.

Thematic reviews

These are intended to be focussed reviews of a specific area or topic of concern to the business on a hot topic with the Regulator. This time can be used at any time throughout the calendar year, subject to resource availability for the particular project that you wish to undertake. Thematic reviews can also be combined to offset the cost of a more detailed project or deep dive review, should that be desired.

WHY CHOOSE US

Above are some of our model retained services that have been developed based upon what our clients have told us that they need. However, we are also able to provide bespoke support and arrangements to suit your needs.

Compliance is a necessary cost of running a regulated firm but, through using our retained support service, you not only have flexible tailored regulatory input based upon a detailed knowledge of your business, you also gain the specialist skills unique to full-service professional firms.

OPTIONAL EXTRAS

Levels, scope and costings for each element of support will be discussed and agreed with you before any chargeable work is undertaken.

Face to face visits

Undertaking monthly, quarterly, semi-annual annual visits, agreed with you at the outset, we will (typically):

- ▶ Revisit actions arising from a Regulatory Healthcheck; or
- ▶ Revisit actions arising from an Internal Audit review.

These visits could also be for a review in a specific regulatory area, the scope and approach to be discussed and agreed with you, to cover the compliance or embeddedness of a given area of regulatory concern.

Compliance manual and policies

As part of the service, we can assist with:

- ▶ Drafting or reviewing your compliance manual and supporting compliance policies and procedures
- ▶ Drafting or reviewing other regulatory policies, procedures and appropriate documentation
- ▶ Drafting or reviewing your training & competence manual, policies and procedures.

Senior Managers & Certification Regime ("SM&CR")

We offer a range of services to help firms implement the SM&CR that are tailored to your SM&CR category, business model, governance structure and operations, such as:

- ▶ assistance with project management and work streams;
- ▶ governance framework reviews;
- ▶ training for Senior Managers, Certification and Conduct staff; and
- ▶ an implementation Healthcheck.

Regulatory reporting

One of the key areas to get right in any regulated business is regulatory returns. We offer:

- ▶ Assistance with regulatory returns, financial and non-financial, via Gabriel
- ▶ Assistance with notifications and submissions via Connect
- ▶ Assistance with reporting around Changes in Control.

You can rely on a level of flexibility when it comes to the support we provide, and we will be happy to consider further revisions to this level of support should your business needs change in the future.

RHIZA IT SOLUTIONS

Rhiza Compliance

We have developed our online, customisable and cost-effective software service, Rhiza Compliance.

Rhiza Compliance provides a full annual cycle of FCA regulated monitoring, designed to consider your firm's governance, compliance risk management, compliance and business activities. Monitoring dates are allocated and automatically generated within the system based on your selected risk appetite and monitoring frequencies, notifying you when best to initiate planning for assessment. Corrective actions can be managed throughout the CMP process, and the system provides a clear audit trail of your monitoring process from start to finish.

As well as being used by BDO for compliance monitoring, the software is also available on a licensed self-use basis.

Rhiza Risk

This is a unique software service aimed at delivering an effective enterprise risk management programme, and helps overcome the most common challenges firms face when trying to create an effective and sustainable risk management programme.

ADDITIONAL SERVICES

If you ask us to undertake an additional piece of advisory or assurance work outside of the scope of a retained services arrangement, such as requiring a significant amount of additional time and cost, we will agree with you an appropriate action plan beforehand, including an estimate of costs and the project scope. The cost of these services will be charged at our hourly rates (which are available on request), depending on the nature of the skills that you require.

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