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<i>*Policy Templates Included in Main Manual</i>	
Compliance Policy	Vulnerable Customers Policy & Procedures
Conduct of Business Policy	Appointed Representative Monitoring Procedures
Compliance Breach Policy & Procedure	Management Information Policy
Audit & Monitoring Policy & Procedures	Financial Difficulties Policy
Quality Assurance & Performance Policy & Procedures	Responsible Lending Policy
Risk Management Policy & Procedures	Affordability & Creditworthiness Policy & Procedures
Outsourcing & Supplier Policy & Procedures	Distance Marketing Policy
Records Management Policy	Financial Promotions & Communication Policy
Change Management Policy	Pre-Contract Disclosure Policy
Conflict of Interest Policy	CPA Policy & Procedures
Whistleblowing Policy & Procedures	Post-Contract Policy
Remuneration Policy	Cancellation & Refund Policy
Market Abuse Policy	Arrears & Default Policy & Procedures
Threshold Conditions Policy & Controls	Debt Recovery Policy & Procedures
Treating Customers Fairly Policy	Debt Advice Policy & Procedures
	Advising & Selling Policy (<i>*MCOB version only</i>)