



[YOUR COMPANY NAME]

REGULATORY BUSINESS PLAN

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TEMPLATE

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DOCUMENT AUTHOR:	[Insert Author]
DOCUMENT OWNER:	[Insert Owner]
STATUS:	[Draft/Approved]
DATE CREATED:	[Insert Date]
VERSION:	[Insert Version]
LAST UPDATED:	[Insert Date]
SECURITY CLASSIFICATION:	[High/Medium/Low]

Document Customisation

This page (*to end of the 'disclaimer'*) provides template guidance and ***must be removed*** from the finished version. For information on customising this template, please refer to the '*Instructions*' supplied with your order.

It is important to work through the document and customise any areas to ensure that the finished template accurately reflects what your organisation does and the controls that you have in place. You should consider your regulatory and legal obligations and any standards or requirements that apply to your industry or business type when customising the content.

Template Guidance

We have provided a generic template as a starting point for you to develop your own document in this compliance area. You should review and customise the template sections thoroughly to ensure that the finished version accurately reflects your organisations' controls and responsibilities.

IMPORTANT: The completed plan forms part of your FCA authorisation application and MUST accurately reflect your business and activities. There may be extra sections you need to add to this plan to ensure you are providing all of the information required by the FCA. How much information you provide should directly relate to your size, cope, activities and the nature of your business. What is right for one company may not be right for another!

Visit the below sections of FCA Handbook for further details of the FCA expectations and guidance.

- <https://www.handbook.fca.org.uk/handbook/SYSC/3/2.html>
- <https://www.handbook.fca.org.uk/handbook/COND/2/4.html>
- FCA Sample Business Plan [sample here](#) with main areas they are expecting to be covered

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Disclaimer

Know Your Compliance Limited has created this template for you to use in developing and implementing your compliance program requirements. Whilst every reasonable care is taken to ensure that the content is relevant, compliant and up to date; it is **your responsibility** to ensure that the finished policy complies with any regulatory and/or legal requirements and standards.

It is important that you customise the content to suit your industry needs and business type. Know Your Compliance Limited makes no claims or guarantees about the compliance or adequacy of the content in this template and accepts no responsibility or liability for any loss, damage or expense incurred as a result of reliance on the content contained herein. If you are unsure of your regulatory or legal obligations, you should obtain legal or professional advice before publishing, using or relying upon your finished policy.

Revision History

VERSION	REVISION DATE	SECTION REVISED	REASON FOR REVISION	DESCRIPTION OF REVISION

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[YOUR COMPANY NAME] REGULATORY BUSINESS PLAN

1 COMPANY DETAILS

Company Name

Company Number:

Other Trading Names:

Registered Address:

Trading Address (if different from above)

Point of Contact:

Position

Email Address:

Direct Dial:

VAT Number (if applicable)

2 COMPANY STRUCTURE & FINANCIAL DETAILS

a. Provide a summary of your company strategy and background.

b. Provide details of the ownership and control structure of the company.

c. Provide capital resources and financial details about the company.

Summarise your sources of income, projected 3-year outlook, financial status and provisions for client money (if applicable). If you are already trading, also provide last 3-years accounts plus the latest P&L figures and current cash flow.

Also detail any assets and provide information on how the firm will hold sufficient capital to meet the relevant capital resource requirement.

You can use the [FCA's template](#) for providing the relevant financial data.

COMPANY FORMATION		COMPANY SIZE	
Sole Trader		1 employee/owner	
Partnership		Between 2-9 employees	
Public Limited Company (plc)		Between 11-50 employees	
Private Limited Company (Ltd)		Between 51-100 employees	
Limited Liability Company (Llp)		Between 101 – 500 employees	
Subsidiary		Over 501 employees	

3 DIRECTOR/OWNER DETAILS

3.1 DIRECTOR/OWNER 1

Title: Surname:

First Name: Middle Name(s):

Other Name/Aliases:

Home Address:

Gender: M F Date of Birth:

Home Phone: Mobile:

NI Number: Email:

3.2 DIRECTOR/OWNER 2

Title: Surname:

First Name: Middle Name(s):

Other Name/Aliases:

Home Address:

Gender: M F Date of Birth:

Home Phone: Mobile:

NI Number: Email:

3.3 DIRECTOR/OWNER 3

Title: Surname:

First Name: Middle Name(s):

Other Name/Aliases:

Home Address:

Gender: M F Date of Birth:

Home Phone: Mobile:

NI Number: Email:

3.4 KEY PERSONNEL DETAILS

Add details of all key personnel, including directors or owners and senior management. Detail any person who performs a Senior Management Function (SMF) and who has compliance oversight. Provide details of the background, experience, qualifications and employment of key personnel to demonstrate why they are suitable for the role and activities the company is applying for.

NAME	POSITION	SMF HELD	EXPERIENCE & EMPLOYMENT DETAILS
<p style="font-size: 2em; opacity: 0.5;">SAMPLE TEMPLATE</p> <p style="font-size: 3em; opacity: 0.5;">Copyright Know Your Compliance Limited</p>			

3.5 BUSINESS MODEL

Provide details of the company business model.

Provide in-depth details of the company's overall objectives, the activities you will carry out and what products and services you will provide. Explain what the company does; how it does it; what areas the company specialises in and why you require authorisation.

If the firm is already trading, provide information on the existing customer base and how any new/revised regulated activities might affect existing customers.

3.6 CUSTOMER JOURNEY

Provide details of the customer’s journey.

Describe the customers’ full journey from start to finish to provide a clear picture of where clients are coming from, how they are marketing to/obtained, who they are, what services/products are offered, the sales/service process, fee structures, after-sales care and ongoing relationships.

4 COMPLIANCE PROGRAM & POLICIES

Put an (x) in the appropriate box for each question to confirm if the company has documented and approved processes for each area:

	YES	NO	N/A
• Vulnerable Customers Policy?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Data Protection Policy?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Information Security Policy?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Anti-Money Laundering Policy?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Treating Customers Fairly Policy?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Complaint Handling Policy & Procedures?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Conflict of Interest Policy?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Employee Induction & Training Program?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Due Diligence Policy?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Business Continuity Plan?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Risk Management Policy & Procedures?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Internal Audit & Monitoring Policy & Procedures?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Compliance & Data Breach Policy & Procedures?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Risk Management Policy & Procedures?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

b. Do you have an up-to-date Compliance Monitoring Programme Document? YES/NO

c. Provide details about your Treating Customers Fairly policy, objectives, controls, and training program.

d. Provide details about your Vulnerable Customers policy, procedures, objectives, controls, and training program.

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e. Provide details of your company-wide risk assessments.

Include details of the most recent risk assessment, what gaps or vulnerabilities were identified and what mitigating actions were put into place. If you have not yet completed a risk assessment, provide details of any perceived or identified risks and how these will be controlled and monitored.

f. Provide details about your Complaint Handling procedures and monitoring program.

4.1 OUTSOURCING

Do you outsource any business functions or services?

YES/NO

If yes, provide details of: -

- *The functions or services outsourced*
- *Your supplier/service provider due diligence measures*
- *Which providers you are/will be working with*
- *If and how they are monitored and any other relevant details*

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4.2 EMPLOYEE INFORMATION

Provide details about your employee training program.

Provide details about your induction and ongoing employee training program for the key compliance and regulatory areas. Provide details on how the training and employee support ensures compliance with the mandatory requirements and regulations.

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Provide details about your employee remuneration schemes.

Include bonus and reward schemes, how employee remuneration is monitored, KPI's etc

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4.3 FURTHER INFORMATION

Provide any other details or information relevant this business plan.

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Date Completed: _____

Completed By: _____

Position: _____

Signed: _____

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