

Liverpool Victoria Financial Services Limited

Frizzell House  
County Gates  
Poole  
BH2 1NF

Phone: 01202 542392  
Email: [Sourcing@LV.com](mailto:Sourcing@LV.com)

# Supplier Qualification System Guide

Liverpool Victoria Financial Services Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority, registered company number 12383237



## Supply Chain Assurance

As the Financial Services regulatory environment becomes more complex, it is important that we can demonstrate to our members that we're working responsibly with our suppliers to minimise risk and protect our customers. With that goal in mind, LV= is a member of the community based Financial Services Supplier Qualification System (FSQS). It is designed to standardise and manage LV='s requests for compliance and assurance data along with other major financial services organisations that have also adopted FSQS.

As part of our standard assurance activities we ask suppliers, both current and potential, to complete the FSQS qualification and compliance process. It's simple, straightforward and designed to help your organisation submit information annually, via one online system shared by members of the FSQS community. The system is used by LV= and many other financial services organisations.

### The advantages for you:

- A single online process to submit assurance and compliance data with the objective of reducing duplicate requests from LV= and other financial services customers who you provide services to.
- Compliance requirements which are proportionate to the products and services being provided.
- An online supplier profile which can be updated throughout the year to demonstrate your on-going compliance with LV= policies.
- Qualification means you won't have to provide assurance infor-

### How long is qualification valid for?

One year and then renewed annually. The renewal date is set at one year after Stage 1 Qualification has been granted. Or in the case of Stage 2 Qualification, one year after your Stage 2 questionnaire has been issued. Hellios will issue reminders to suppliers well in advance of their qualification expiry deadline.

### How long does it take to complete qualification?

Once you have compiled the data required for the submission, completion of the questionnaires will take less than a business day. For exact timelines, existing suppliers should refer and adhere to the deadline dates in the FSQS communications issued by Hellios.

### As an existing supplier, what happens if I fail to complete FSQS within the assigned timelines?

Suppliers will be fully supported by Hellios throughout the qualification process. However, failure to complete FSQS will result in a supplier being class as non-compliant against our internal Risk profile. This will affect future business with LV= since FSQS is now our standard qualification and compliance process for suppliers.



## Frequently Asked Questions (continued)

### Do we have to register each of our legal entities separately?

Yes, your organisation is required to register any legal entity that submits, or will submit an invoice to LV=.

### Will other suppliers have access to the information we provide?

No, other suppliers will not have access to the information you provide.

### Can any supplier apply for qualification?

No, qualification is by invitation only.

### Will assurance information be available to anyone else?

Yes, one of the benefits of FSQS is that suppliers' assurance information will be available to other financial services organisations that are members of FSQS. This will reduce requests for duplicate information from the different customers you may provide services to. Hellios will not share any information you provide them with any other party out side of the FSQS Community or use your information for any other purpose.

### Will I be asked to provide pricing information on my company's products and services?

No, your organisation will not be asked to provide any pricing Information.

### If I'm required to apply for Stage 2 Qualification, how do I pay the fee to Hellios?

Hellios will provide full details of the payment options available; however, we recommend suppliers make an online payment to Hellios for the fastest access to the Stage 2 Qualification process.

FSQS is an integral part of our sourcing process. Our Procurement and Supplier Risk Team will use the system to find pre-qualified suppliers to be considered for new business. Qualified supplier status increases visibility across all of our procurement activities creating new potential business opportunities.

## Achieving FSQS Qualification

LV= has partnered with an external company, Hellios Information Limited, who manage FSQS on behalf of LV= and other members of the community. Hellios is a UK-based company and will support you in the journey to completing the qualification process. There are two stages to qualification:

### Stage 1 Qualification

If your company doesn't already have an active profile on FSQS, Hellios will send you an email with a link to the Stage 1 online questionnaire which should take around one hour to complete. Depending on the products and services you provide to us, you will be granted Stage 1 Qualification. If however the products or services you provide trigger certain risk criteria, you will be required to complete the Stage 2 qualification.



## Stage 2 Qualification

Stage 2 Qualification requires the completion of a more detailed compliance questionnaire aligned with our key policies and controls. In response to some questions you may be asked to upload supporting evidential documents, which will then be assessed by Hellios.

Funding of FSQS is shared by LV=, all other Financial Services organisations that will use the system, and larger suppliers.

For those organisations where Stage 2 of the process is required an annual fee of £1650 (plus VAT) is payable directly to our external partner Hellios. Micro, and small organisations are fully subsidised by the community with no fee payable and medium sized organisations are 50% subsidised.

### Stage 2 covers (where relevant):

✓ Anti-Bribery	✓ Whistleblowing
✓ Sanctions	✓ Business Continuity
✓ Remuneration	✓ Information Security
✓ Customer Treatment	✓ Cyber Security
✓ Products and Sales	✓ Records Management
✓ Anti-Money Laundering	✓ Diversity and Inclusion
✓ Health and Safety	✓ Environmental
✓ HR Referencing & Vetting	

## Timing

Once you have compiled the data required for the submission, completion of the questionnaires will take less than a business day. For exact timelines, existing suppliers should refer and adhere to the deadline dates in the FSQS communications issued by Hellios.

## Frequently Asked Questions

### Why has LV= introduced a Supplier Qualification System?

The current processes for collecting compliance and assurance information is time-consuming and complex. The introduction of an online system simplifies the process for suppliers to submit information and prevents suppliers receiving multiple requests from LV= for qualification data. It is also important that we (your organisation and ourselves) can demonstrate to our members and Regulators that we are working together responsibly to minimise risk across our supply chain to protect our customers. As the regulatory environment we operate in becomes more complex, it is vital that we have a robust system in place to support the collection and maintenance of supplier assurance data and respond to regulatory changes.

### Who are Hellios?

Hellios Information Ltd is a UK-based company. The team has extensive experience in collecting and maintaining supplier data on behalf of a number of global and UK companies.

### What is the role of Hellios?

In joining the FSQS, LV= has appointed Hellios to collect and administer supplier assurance related data. Hellios will collect and check the data provided by suppliers and ensure the data is maintained on FSQS. Hellios is an approved supplier of LV= and both they and the FSQS system have been subjected to our due diligence controls. The information obtained and qualified by Hellios is used by LV= as part of our due diligence obligations in relation to suppliers.