A guide to Financial Supplier Qualification System (FSQS)



A guide to FSQS

FSQS-APAC is an online platform delivered by Hellios, that brings Financial Institutions and Third Parties together through a shared community model. It is designed to standardize Third Party assurance processes, improve Third Party risk visibility and provide high quality validated Third Party data at scale, while removing duplication for third party suppliers completing similar requests from multiple financial institutions.

How do you benefit from joining FSQS?

Less duplication:
FSQS-APAC saves you the hassle of completing separate control assessment questionnaires for each customer.

A painless process for all:
The process is simple, reliable and cost-effective where you complete questionnaires once for multiple clients.

Cuts the red tape for you as a supplier:
FSQS-APAC helps minimise the barrier to entry for third parties and reduces the cost of doing business for everyone.

Stay ahead of the curve:
Keep yourself informed of the latest regulatory requirements to ensure compliance and success.

Visible to more customers:
Registering as a third party makes you visible to all buyers on the platform.

Gain business insights:
Utilize FSQS-APAC to improve your business compliance.

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FSQS-APAC extends this shared community model to North America. Participating Financial Institutions define assurance questions that matter to their risk and regulatory needs, Third Parties submit their information once, and Hellios maintains and monitors the data so it can be securely reused by participating institutions.

FSQS-APAC helps us meet growing and increasingly complex regulatory expectations. By centralizing and validating third party data, the platform allows us to demonstrate to regulators and stakeholders that we work responsibly with our suppliers, manage risk effectively, and protect our customers.

FSQS-APAC also supports TD's sourcing and procurement processes by identifying pre-qualified third parties through the platform, increasing visibility across our supply chain and creating opportunities for suppliers who achieve Qualified Third-Party status.



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How FSQS-APAC Works

TD has identified your firm as a third party it wishes to monitor in FSQS-APAC, and our partners, Hellios, will be reaching out to your firm for registration and enrolment. This enrolment is at the third party's discretion. FSQS-APAC is a two-stage process designed to match the level of oversight to the nature of services supplied.

Stage 1: Profiling Questionnaire

You'll receive an email invite from Hellios to complete a short online questionnaire (around one hour). This provides basic organisational information and determines whether Stage 2 is required.

Stage 2: Detailed Questionnaire

If your services involve higher regulatory or operational risk - example, handling customer data- you will be asked to complete a more detailed questionnaire and upload evidence where needed.

Typically covers areas such as:

- Antibribery & Corruption
- Sanctions
- Remuneration & Conduct
- Customer Treatment
- Anti Money Laundering / Financial Crime
- Health & Safety
- Whistleblowing
- Business Continuity & Operational Resilience
- Information & Cyber Security
- Personal Information (PI) & Data Management
- Environment & Sustainability
- Physical Security

The process uses clear, selectable answer options and does not require proprietary, pricing, or contractual information.

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Stage 3: Additional assurance

A subset of suppliers may be asked to complete a Stage 3 assessment. This includes service specific information to address areas not covered by the standard Stage 2 questionnaire. Any additional information is based on the nature of the services and associated risk. Where required, scope, timings and expectations are communicated in advance.

Additional Assurance

Following Stage 2, TD may request further assessment - such as a Stage 3 review or an onsite audit - depending on the nature of the relationship and the associated risk.

Fees

For fee details, please refer to the FSQS-APAC Fee page.

Timelines

- Stage 1 - this typically takes no longer than a couple of hours to complete.
- Stage 2 - completion time varies depending on the time taken to collate documentation. You have up to 4 weeks to complete the questionnaire.
- New third parties / bidding activity: timelines may be shorter to align with procurement schedules.

Hellios will confirm deadlines for each stage in your FSQS-APAC communication emails.

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Frequently Asked Questions

1. **Why are we using FSQS-APAC?**
   To simplify data collection, reduce repeated requests, and demonstrate responsible supply chain management in a complex regulatory environment.
2. **Who is Hellios?**
   A specialist in third party data management, supporting multiple global organisations.
3. **What does Hellios do?**
   Hellios collects and maintains third party data for TD. They verify submissions but do not decide third party suitability - that decision remains with us.
4. **How is our data protected?** FSQS-APAC is hosted in data centres certified to SSAE18 SOC2 and ISO27001. Hellios is ISO27001 and Cyber Essentials Plus certified.
5. **Do we need to register each legal entity?**
   Yes, any entity invoicing TD must be registered.
6. **Will other third parties see our information?**
   No, your data is not shared with other third parties.
7. **Will the information be used across TD?**
   Yes, one of the benefits of FSQS-APAC is that third parties' assurance data will be available to other areas within TD.
8. **Will pricing information be requested?**
   No, your organisation will not be asked to provide any commercial pricing information.
9. **How do we pay FSQS-APAC fees (if applicable)?**
   Hellios will provide full details of the payment options available. For more information, visit the FSQS-APAC Fees page.
10. **How long is registration valid?** The renewal date is set at one year from your Stage 1 (or Stage 2, if applicable) issue date. Renewal reminders are issued by Hellios several weeks in advance of your registration expiry date.
11. **How long does registration take?**
    Most third parties complete both stages within one business day of data entry, though gathering information may take longer depending on the organisation.
12. **What if we do not complete registration?**
    You will be supported by Hellios throughout the process, but failure to qualify may result in noncompliant status in our systems.
13. **Who can we contact?**
    Hellios Support Team
    E: fsqs-apac@hellios.info
    T: +852 2319 4638
    Office hours: Mon-Fri, 09:00-17:30