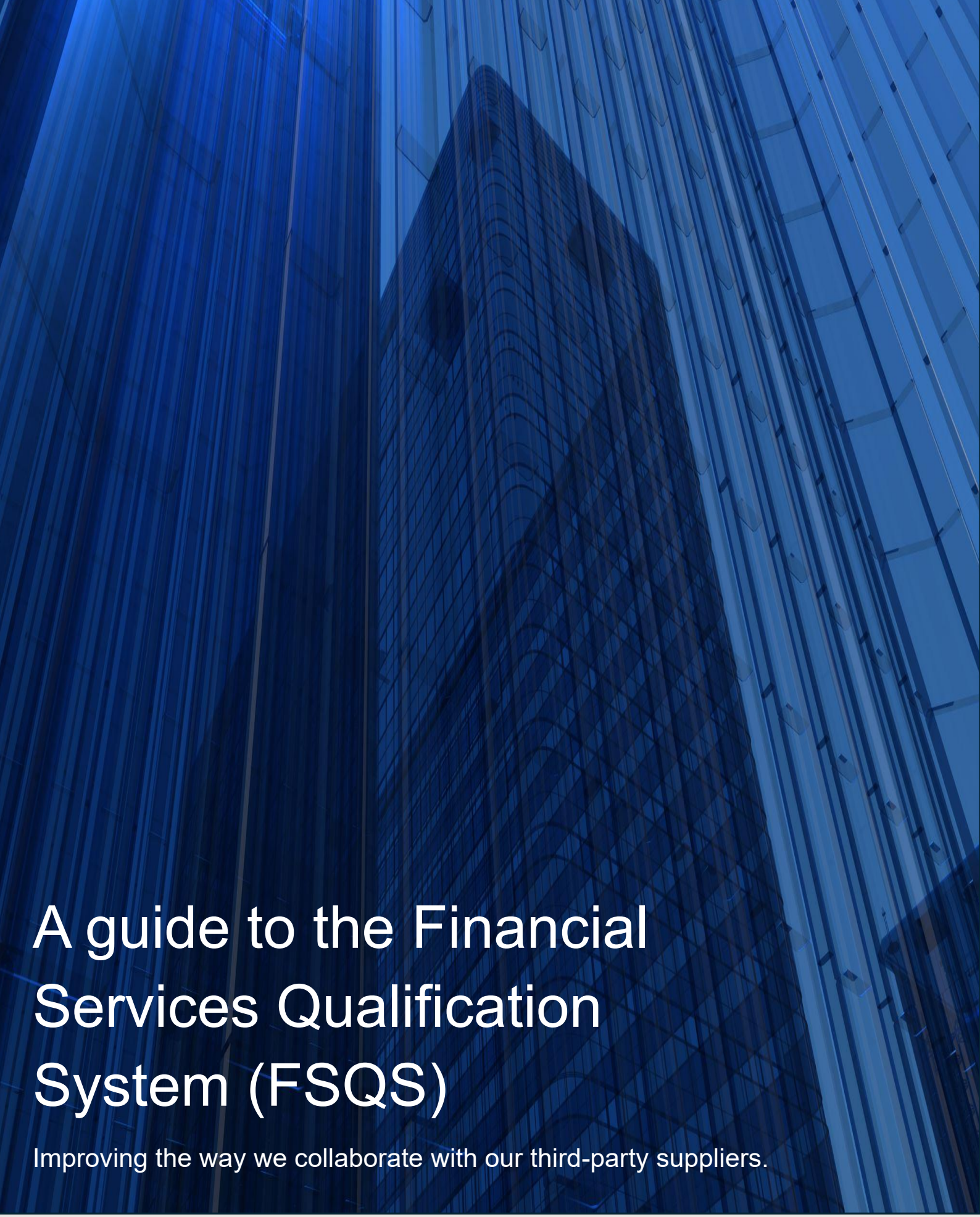

A guide to the Financial Services Qualification System (FSQS)

Improving the way we collaborate with our third-party suppliers.

HTB

At Hampshire Trust Bank we are committed to responsible, efficient, and transparent supply chain management. To support our objectives, we use the Financial Services Supplier Qualification System (FSQS), a standardised community platform that helps us and other member banks and financial institutions gather and maintain supplier data consistently. Suppliers are required to respond once rather than completing multiple questionnaires for each individual financial institution.

As regulations grow more complex, it's important that we have a robust system in place to collect and maintain data on our supplier's controls. FSQS enables us to demonstrate responsible third-party risk management, reduce risk, and protect our customers. It also saves suppliers time by reducing duplicate compliance requests and keeping us aligned with regulatory expectations.

Benefits for suppliers

One simple process: Submit assurance and compliance data once, reducing duplicate requests from Hampshire Trust Bank and other Financial Services customers who you provide services to.

Proportionate requirements: Compliance is tailored to the products and services you provide

Live supplier profiles: Keep your information up to date throughout the year to show ongoing compliance with our policies.

Less duplication in tenders: Qualification means you won't need to resubmit assurance data every time you bid for new business.

Classification: Internal

How to gain qualification

There are two levels of qualification. Stage 1 Qualification covers high level company information and Stage 2 looks in more detail at additional compliance and policy requirements.

Stage 1 Qualification

Suppliers receive an invitation email from Hellios, our external partner, to complete a short online questionnaire. This determines whether your organisation requires only Stage 1 or must progress to Stage 2.

Stage 2 Qualification

A more detailed online assessment with the option to upload supporting evidence. It typically covers policies and practices in risk areas such as:

Anti Bribery
Sanctions
Renumeration
Customer treatment
Product and Sales
Anti-Money Laundering
Whistleblowing
Business Continuity
Information Security
Cyber Security
Records Management
Diversity and Inclusion
Environmental
GDPR
Conduct Risk
Data Management
Operational Resilience
Physical Security
IT Asset Management

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

Additional Assurance

Following Stage 2, Hampshire Trust Bank 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

FSQS is jointly funded by participating buying organisations and larger suppliers. SMEs (small or micro enterprises) are fully subsidised and pay **no** registration fee.

The community principle that underpins FSQS also extends to costs. All members including Hampshire Trust Bank contribute substantially to the cost of operating the system.

- Please click here for further information for fees. The contribution by the banks and FIs that make up the buying part of the community to the cost of the system is proportionately far larger than that made by suppliers.

HTB

Classification: Internal

Frequently asked questions

Why are we using FSQS?
To simplify data collection, reduce repeated requests, and demonstrate responsible supply chain management in a complex regulatory environment.

Who is Hellios?
A UK-based specialist in supplier data management, supporting multiple global and UK organisations.

What does Hellios do?
Hellios collects and maintains supplier data for Hampshire Trust Bank. They verify submissions but **do not** decide supplier suitability, that decision remains with us.

How is our data protected?
FSQS is hosted in UK data centres certified to SSAE18 SOC2 and ISO27001. Hellios is ISO27001 and Cyber Essentials Plus certified.

Do we need to register each legal entity?
Yes, the entity invoicing Hampshire Trust Bank must be registered.

Will other suppliers see our information?
No, your data is not shared with other suppliers.

Will the information be used across HTB?
Yes, one of the benefits of FSQS is that suppliers' assurance data will be available to other areas within Hampshire Trust Bank reducing duplication.

Will pricing information be requested?
No, your organisation will not be asked to provide any commercial pricing information.

How do we pay FSQS fees (if applicable)?
Hellios will provide full details of the payment options available however if you would like more information on the payment options, visit the FSQS Fees Page.

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.

How long does registration take?
Most suppliers complete both stages within one business day of data entry, though gathering information may take longer depending on the organisations.

What if we do not complete registration?
You will be supported by Hellios throughout the process, but failure to qualify may result in a noncompliant status in our systems.

Who can we contact for assistance?
Hellios Support: **fsqs@hellios.com**

+44 (0)1865 959120 (Mon–Fri, 8:30–17:30)

HTB