Atom bank

PARTNERING WITH ATOM BANK

A simple guide to FSQS

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WORKING TOGETHER RESPONSIBLY

At Atom bank, we want working with us to be as simple and straightforward as possible. That's why we use the Financial Supplier Qualification System (FSQS), managed by our partner Hellios.

As financial rules become more detailed, FSQS helps us manage risk, protect customers and keep compliance data consistent across Atom bank and other major UK and Ireland organisations.

Our procurement team also uses FSQS to find pre-qualified partners. Getting qualified puts your business on our radar for future opportunities.

WHAT THIS MEANS FOR YOU

Here is how qualifying through FSQS makes working with us faster and easier:

- Fill in your compliance data once to share across Atom bank and other participating organisations.
- Spend less time on paperwork with a single, central profile you can update anytime.
- Clear compliance expectations that match the exact services you provide.
- Save time on future tenders by skipping repetitive questionnaires.



HOW THE QUALIFICATION PROCESS WORKS

We keep the qualification process lean and practical. There are two qualification levels, depending on the products or services you supply.

STAGE 1 QUALIFICATION

In Stage 1, you'll share basic information about your organisation through a short online questionnaire (taking around one hour).

You will receive an email invitation directly from Hellios to complete the assessment.

We use your details to decide if you need to complete Stage 2 qualification.

STAGE 2 QUALIFICATION

If Stage 2 is required, you'll complete a more detailed online questionnaire and, in some areas, provide supporting evidence. For example, if you handle customer data directly, you'll need to show how you meet key regulatory rules.

To keep the process efficient for you, most questions feature simple selectable answer options rather than long written responses. We will never ask you for proprietary, contractual or pricing details.

Stage 2 looks at your policies and practices across key operational areas, including:

- Cyber security, IT asset management and information security
- Data management, records management and GDPR
- Anti-money laundering, anti-bribery, sanctions and whistleblowing
- Conduct risk, products and sales, remuneration and customer treatment
- Business continuity, operational resiliency, physical security and health and safety
- Diversity and inclusion and environmental commitments

Following Stage 2, we may occasionally ask you for further assurance, such as a further assessment or on-site audit.

DEADLINES AND TIMELINES

Existing partners

If you are an existing partner, you have up to eight weeks to finish your initial qualification so you can get familiar with the questionnaire and process. However, we expect that most suppliers will be able to complete the qualification in significantly less time.

New partners

If you're bidding for new business with Atom bank, procurement timelines might require you to complete qualification faster. Hellios will confirm your target completion dates by email.

UNDERSTANDING FEES

Funding for FSQS is shared by Atom bank, participating financial organisations and larger suppliers. If your organisation is an autonomous small or micro-sized enterprise (SME)*, your registration is 100% subsidised, meaning you pay no fee. Check the FSQS Fees Page for full details on fees.

*An SME is an enterprise with fewer than 250 employees and an annual turnover under £40m (including consolidated group figures).



GOT QUESTIONS? WE'VE GOT ANSWERS

Why have we adopted FSQS?

Introducing FSQS streamlines how you submit data, stopping our teams from asking you for duplicate information. Operating in a tighter regulatory environment means we must prove to our stakeholders that we manage supply chain risk responsibly to protect our customers. FSQS gives us a reliable way to collect assurance data and adapt as financial regulations evolve.

Who is Hellios?

Hellios Information Management Ltd is an approved UK partner. They bring extensive experience gathering and managing supplier assurance records for major UK and global companies across the financial sector.

What is the role of Hellios?

Hellios manages the admin side, gathering and verifying your information in FSQS. They don't evaluate or decide whether your business meets Atom bank's requirements; that evaluation stays entirely with Atom.

How does Hellios protect your data?

Your information is completely secure. Hellios keeps all data stored locally in UK-based facilities with ISO27001 and SSAE18 SOC2 security standards. Continuous vulnerability scans, encryption and full compliance with UK GDPR ensure your data remains protected.

Do you need to register each legal entity separately?

Yes. You must set up a separate registration for every legal entity in your organisation that submits an invoice to Atom bank.

Can any supplier apply for qualification?

Yes. Any supplier can self-nominate and apply for qualification on the Hellios website via FSQS-UK Self Nomination.

Will other suppliers have access to your information?

No, other suppliers cannot view your submission.

Is assurance information shared across Atom bank?

Yes. Sharing your details across different Atom bank teams means we won't need to send you repeated requests for the same information.

Will we ask you for pricing information on your products or services?

No. We will never ask you to submit commercial or pricing information through FSQS.

How do you pay the fee for Stage 2 qualification?

Hellios will email you complete details on available payment methods. However, if you would like more information on the payment options, visit FSQS Fees Page.

How long does the qualification remain valid for?

Your renewal date starts one year after Stage 1 qualification. If you also complete Stage 2, the date begins one year after Hellios issues your Stage 2 questionnaire. Hellios will email you reminders several weeks before your expiry deadline.

How long does it take to complete qualification?

Entering your data takes less than one business day once you gather everything, even if you complete both stages. Collation time varies depending on your organisation's size, as larger businesses often need to pull details from several departments. That's why we give existing partners up to eight weeks to complete the process.

What happens if you miss your deadline as an existing supplier?

Hellios supports you throughout the qualification journey. However, failing to complete qualification within your assigned timeframe will mark your business as non-compliant in our internal systems.

Who can you contact for further information?

Contact the Hellios Supplier team by emailing fsqs@hellios.com or calling 01865 959120 between 8.30am and 5.30pm, Monday to Friday.


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