



A guide to the Financial Supplier Qualification System – North America

(FSQS-NA)





A guide to FSQS-NA

At Intact Financial Corporation (“Intact”), we are committed to responsible and efficient supplier management.

To support this, we are part of the FSQS-NA Community, which offers an industry-recognised, standardised platform administered by Hellios on behalf of participating buying organizations. This enables us to collect, manage, and maintain supplier compliance and assurance information in a consistent way.

As regulatory requirements continue to grow more complex, FSQS-NA helps us demonstrate to our stakeholders and regulators that we work responsibly with our suppliers, minimising risk and protecting our customers.

FSQS-NA saves you time by reducing duplicate compliance requests, while helping us stay aligned with the latest regulatory expectations.

FSQS-NA also supports the sourcing process. Our Procurement team can use the platform to identify pre-qualified suppliers for new opportunities, increasing visibility across our supplier base and creating potential new business opportunities for those that achieve Qualified Supplier status.

How do you benefit from joining FSQS?

- **Less duplicated admin:** FSQS-NA saves you the hassle of completing separate compliance questionnaires for each of your customers.
- **Staying ahead of the curve:** Keep yourself informed of the latest regulations to ensure compliance and success.
- **A painless process for all:** No more inefficient ways of working. The process is simple, reliable, and cost-effective.
- **Visible to more customers:** Registering as a supplier makes you visible to all buying organizations on the platform.
- **Cuts the red tape for you as a supplier:** FSQS-NA helps minimise barriers to entry for suppliers and reduces the cost of doing business for everyone.
- **Gain business insights:** Use FSQS-NA to improve your business’s compliance.



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How FSQS-NA works

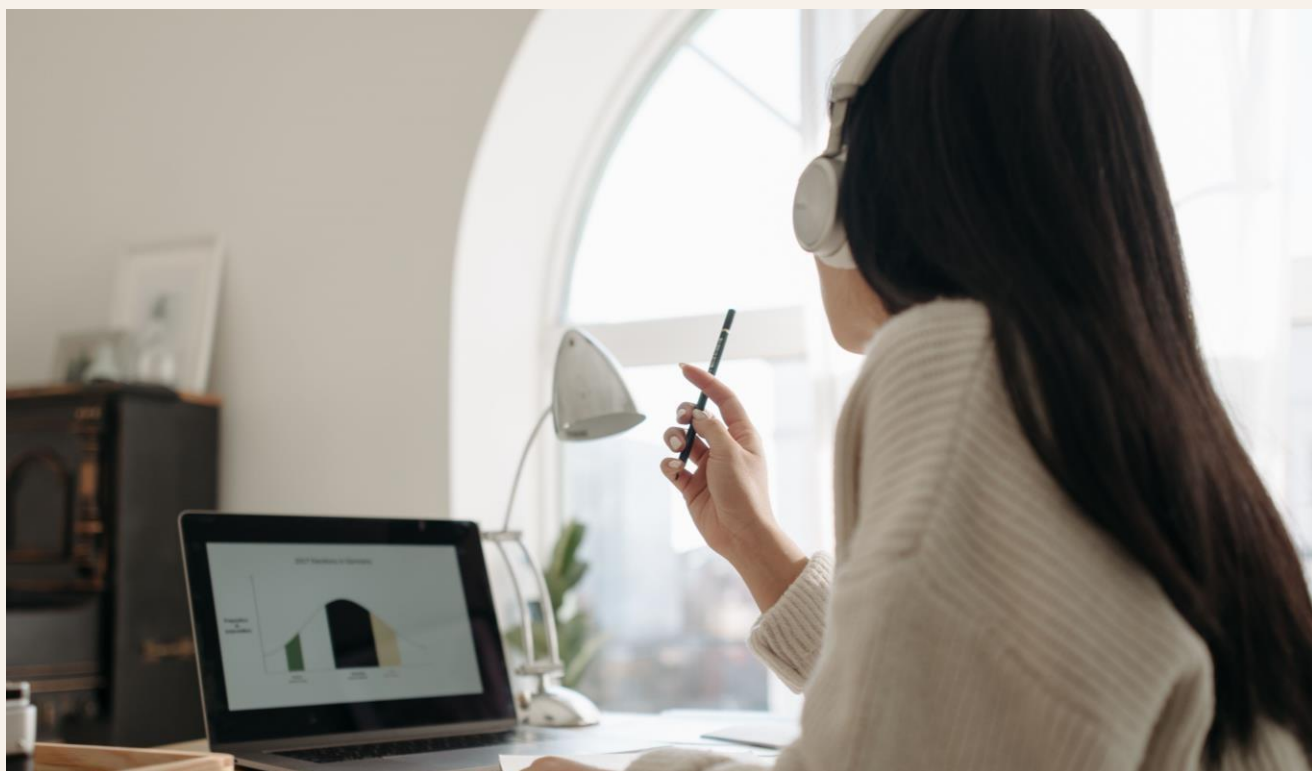
FSQS-NA is a two-stage process designed to match the level of oversight to the nature of products and services supplied.

Stage 1: Profiling questionnaire

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

Stage 2: Detailed questionnaire

If your products and services involve higher regulatory or operational risks, for example, handling customer data or supporting critical operations, you will be asked to complete a more detailed questionnaire and upload supporting evidence where needed.



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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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Additional assurance

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

Fees

FSQS-NA is jointly funded by participating buying organizations and larger suppliers. For full details, please refer to the [FSQS-NA Fees page](#).

Timelines

- **Stage 1** – This typically takes around one hour to complete.
- **Stage 2** – Completion time varies greatly depending on the time required to collate documentation.
- You have **up to 8 weeks** to complete the questionnaire, including time for validation.
- **New suppliers / bidding activity:** Timelines may be shorter to align with procurement schedules.

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



Frequently asked questions

1. Why does Intact use FSQS-NA?

To simplify data collection, reduce repeated requests for suppliers, and demonstrate responsible supplier management in a complex regulatory environment.

2. Who is Hellios?

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

3. What does Hellios do?

Intact subscribes to FSQS-NA, which Hellios administers to collect, manage and maintain supplier assurance-related data. Hellios **does not** determine supplier suitability; that decision remains with Intact.

4. How is our data protected?

FSQS-NA 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 legal entity that contracts with Intact must be registered.

6. Do I need to register on FSQS-NA if I already have an FSQS membership?

Yes, for data sovereignty reasons, FSQS communities operate as separate platforms, with each community's questionnaire tailored to regional requirements.

7. Will other suppliers see our information?

No, your data is not shared with other suppliers.

8. Will pricing information be requested?

No, your organization will not be asked to provide any commercial pricing information.

9. 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 page for the community you are invited to:
FSQS-NA: <https://hellios.com/fsqs-na-fees-page-hidden>

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 suppliers complete both stages within one business day of total data entry time, though gathering the required information typically takes longer, and the time required varies by organization.

12. Who can we contact for further information?

Hellios Support Team:

E: fsqs-na@hellios.com

P: +1 (919) 321-4100

Office hours: Mon–Fri, 09:00–17:30
(US Eastern Time)