A guide to the Financial Supplier Qualification System (FSQS)

Improving the way we do business with our vendors

Lloyds Banking Group is committed to introducing responsible business practices that make it easier for our vendors to do business with us.

To support this commitment, we are part of the Financial Supplier Qualification System-North America (FSQS-NA) community. It is designed to standardise and manage requests from multiple Financial Services Companies for compliance and assurance data.

As the regulatory environment becomes more complex, it's important that we can demonstrate to our stakeholders that we're working responsibly with our vendors to minimise risk and protect customers. FSQS provides a standard and simple mechanism for collecting and managing vendor assurance information across the Group and across the wider Financial Services community.

The FSQS is an integral part of our sourcing process. Our Sourcing Specialists use the system to find pre-qualified vendors to be considered for new business. Qualified vendor status gives visibility across Group Sourcing and, therefore, creates potential new business opportunities.

"By **standardizing vendor information** in one **trusted data model**, we **reduce duplicate** requests, **accelerate onboarding**, and strengthen **risk management** - delivering a more efficient and **consistent experience for vendors** and our global internal teams."

Ross Houghton, Chief Financial & Operating Officer - North America

Benefits for vendors
How do you benefit from joining FSQS-NA?

Less duplicated admin: FSQS-NA saves you the hassle of completing separate compliance questionnaires for each customer.

A painless process for all: No more inefficient ways of working. The process is simple, reliable, and cost-effective.

Cuts the red tape for you as vendors: FSQS-NA helps minimise the barrier to entry for vendors and reduces the cost of doing business for everyone.

Staying ahead of the curve: Keep yourself informed of the latest regulation to ensure compliance and success.

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

Gain business insights: Use FSQS-NA to improve your businesses compliance.

How to gain qualification

FSQS-NA 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 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 services involve higher regulatory or operational risk - 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.

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

Additional assurance

Following Stage 2, Lloyds Banking Group 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-NA is jointly funded by participating buying organizations and larger vendors.

For full details, please refer to the FSQS-NA Fees page.

Timelines for qualification

- **Stage 1** – This typically takes no longer than a couple of hours to complete.
- **Stage 2** – Completion time greatly varies depending on the time taken to collate documentation.
- You have **up to 8 weeks** to complete the questionnaire, including time for validation.
- **New vendors / bidding activity:** Timelines may be shorter to align with procurement schedules.

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

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Frequently Asked Questions

1. **Why are we using FSQS-NA?**
   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 vendor data management, supporting multiple global organisations.

3. **What does Hellios do?**
   Hellios collects and maintains vendor data for Lloyds Banking Group. They verify submissions but **do not decide** vendor suitability, that decision remains with us.

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 entity invoicing Lloyds Banking Group must be registered.

6. **Will other vendors see our information?**
   No, your data is not shared with other vendors.

7. **Will the information be used across Lloyds Banking Group?**
   Yes, one of the benefits of FSQS-NA is that vendors' assurance data will be available to other areas within Lloyds Banking Group reducing duplication.

provide any commercial pricing information.

9. **How do we pay FSQS-NA 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-NA 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 vendors 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 a noncompliant status in our systems.

13. **Who can we contact?**
    Hellios Support Team:
    E: fsqs-na@hellios.com
    P: +1 (919) 321-4100
    Office hours: Mon–Fri, 09:00–17:30
    (US Eastern Time)