LLOYDS BANKING GROUP

A Guide to the

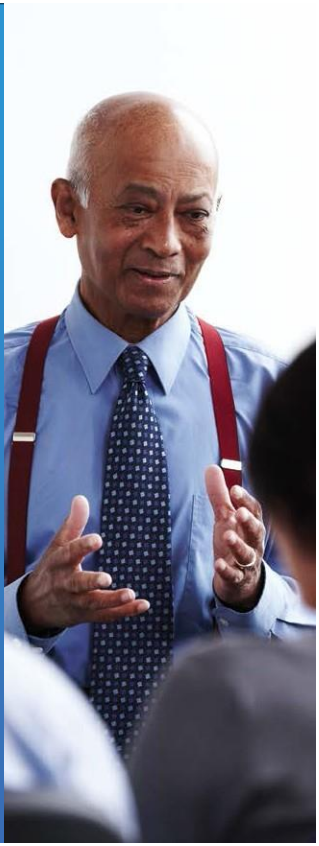
FINANCIAL SUPPLIER QUALIFICATION SYSTEM

Improving the way we do business with our suppliers

Mar 2026

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

To support this commitment, we are part of the Financial Supplier Qualification System (FSQS) 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 suppliers to minimise risk and protect customers. FSQS provides a standard and simple mechanism for collecting and managing supplier 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 suppliers to be considered for new business. Qualified supplier status gives visibility across Group Sourcing and, therefore, creates potential new business opportunities.

Benefits for suppliers

- A single online process to submit assurance and compliance data –reducing duplicate requests from the Group and other financial services companies.
- Compliance requirements which are proportionate to the products and services being provided
- An online supplier profile which can be updated throughout the year to demonstrate your ongoing compliance with key policy requirements
- Qualification means you won't have to provide assurance information each time you bid for business with the Group or other members of the FSQS Community.

HOW TO GAIN QUALIFICATION

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

A simple two-stage process

Stage 1 Qualification

Suppliers will receive an email invitation to complete an online questionnaire. The invitation will come from Hellios, an external partner, who has been appointed to collect and administer the data on behalf of the Groupand the FSQS Community. The questionnaire should take around one hour to complete. This information will allow us to determine whether your organisation only requires Stage 1 Qualification, or is required to complete the Stage 2 assessment.

Stage 2 Qualification

Stage 2 requires the completion of a more detailed online assessment andhas the options for you to upload evidence to support your application. This stage typically covers your policies and practice in areas such as:

- Anti-Bribery
- Sanctions
- Remuneration
- Customer Treatment
- Anti-Money Laundering
- Health & Safety
- Whistleblowing
- Business Continuity
- Information Security
- Cyber Security
- Records Management

For those organisations where Stage 2 of the process is required an annual fee is payable directly to our external partner Hellios. Micro and small organisations are fully subsidised by the community with no fee payable. Medium sized organisations are partially subsidised. Please click here for more information.

Following Stage 2 qualification, the Group may wish to conduct further assurance activities including an on-site audit. This will be conducted by Lloyds Banking Group and will incur no further fees.

TIMELINES FOR QUALIFICATION

Typically we find that it takes between four to six weeks to attain qualification. For exact timelines, existing suppliers should refer to the deadline dates in the Hellios email communications.

If you are being asked to apply as part of a tender process then please refer to your Lloyds Banking Group Sourcing Manager who will confirm completion deadlines.

* An SME is defined as an enterprise which has less than 250 employees and a turnover of less than £40m (including any consolidated figures should the enterprise belong to a group of companies).

FAQS

Why do Lloyds Banking Group use the Financial Supplier Qualification System?

Suppliers told us that our process for collecting compliance and assurance information was complex and time consuming.

An online system simplifies the process for suppliers to submit information and prevents suppliers receiving multiple requests from the Group, and other financial services companies, who are part of the FSQS for qualification data. It is also important that we (your organisation and the Group) can demonstrate to our stakeholders that we are working together responsibly to minimise risk across our supply chain to protect our customers.

As the regulatory environment we operate in becomes more complex, it is vital that we have a robust system in place to support the collection and maintenance of Supplier Assurance data and respond to regulatory change.

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 a number of global and UK companies.

What is the role of Hellios?

Lloyds Banking Group subscribe to the FSQS, which Hellios use to collect and administer Supplier Assurance related data. Hellios collect and check the data provided by suppliers and ensure the data is maintained on the Financial Supplier Qualification System. Hellios is an approved supplier of the Lloyds Banking Group.

Hellios does not assess a supplier's suitability for qualification. That decision rests with Lloyds Banking Group.

Do we have to register each of our legal entities separately?

Yes, your organisation is required to register any legal entity that submits an invoice to Lloyds Banking Group.

Can any supplier apply for qualification?

No, qualification is by invitation only, either by Lloyds Banking Group or one of the other companies who subscribe to the FSQS.

Will other suppliers have access to the information we provide?

No, other suppliers will not have access to the information you provide.

How does Hellios protect the data we provide?

The FSQS application, infrastructure and data storage is hosted exclusively in the UK in data centres that are SSAE18 SOC2 and ISO27001 certified. Encryption to the latest industry standards is employed, along with cyber security measures such as weekly scans and penetration testing.

Hellios ensures the limited amount of personal data collected is fully compliant with the GDPR and Data Protection Act 2018. Hellios is certified to ISO27001 and Cyber Essentials Plus, the National Cyber Security Centre standard backed by the UK Government.

Will assurance information be available across Lloyds Banking Group?

Yes, one of the benefits of the FSQS is that suppliers' assurance information will be available to other areas in Lloyds Banking Group. This will reduce requests for duplicate information from the Group.

Will I be asked to provide pricing information on my company's products and services?

No, your organisation will not be asked to provide any commercial information of this nature.

If I'm required to apply for Stage 2 Qualification, how do I pay the fee to Hellios?

Hellios will provide full details of the payment options available.

How long is qualification valid for?

The renewal date is set at one year after Stage 1 Qualification has been granted. Or in the case of Stage 2 Qualification, one year after payment has been made to apply for qualification. Hellios will issue reminders to suppliers in advance of their qualification expiry deadline.

How long does it take to complete qualification?

Typically, we find it takes less than one business day to enter the information in the system (if you're asked to complete both stages).
However, the time required to collate the information varies dependent on the size of an organisation. Larger organisations often have to source the data from a number of internal departments and therefore we're giving existing suppliers approximately six weeks to complete qualification.

Where can I find more information on the FSQS Community?

For more information about the FSQS Community please see the Hellios website:
http://www.hellios.com/

Who can I contact for further information?

Please contact Hellios Supplier Support: email: fsqs@hellios.com or telephone 01865 959120 - 9am to 5pm, Monday to Friday, except Bank Holidays.

FSQS
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