

Working with us

A guide to becoming one of our suppliers

M  **ONEY**



Looking after both of us

Our Financial Services Supplier Qualification System (FSQS) makes it easier than ever for suppliers to work with us.

It's one questionnaire that helps us to simplify and keep track of every request for compliance and assurance information. That means you'll only have one questionnaire to fill out – even if you're working with other banks.

It's easier for you and us, makes things less risky, and it protects our customers.

What's in it for you?



A single online process to send us your assurance and compliance information.



Tailored requirements to fit the products and services you're offering.



An online profile you can update easily to show your ongoing compliance with our policies.



Qualifying means you won't have to share assurance information every time you bid for business with us.

Qualifying in a few easy steps

There are two stages of qualification. Stage 1 covers most suppliers, but some products and services have extra compliance and policy requirements – like dealing with customer data. In that case, you'll have to show how you comply with relevant data protection acts and policy.

Stage 1

You'll get an email invitation to complete an online questionnaire from Hellios, who collect and manage your data for us. It'll only take around an hour and it'll help us decide whether you just need Stage 1 or if you need Stage 2 too.

Stage 2

This is more in-depth, so you might need to send us evidence. It covers things like your policies and practice for:

Anti-bribery	Sanctions	Remuneration	Customer treatment	Products and sales
Whistleblowing	Business continuity	Environmental	Cyber security	Records management
Information security	Health and safety	Diversity and inclusion	Anti-money laundering	

A few important things

If your company is a standalone small, medium, or micro-sized enterprise (SME) then there is no charge to complete the questionnaire. Non-SMEs (those companies or parent whose annual revenue is greater than £40M or who employ more than 250 people) are asked to pay £1,650 (plus VAT) to apply for Stage 2, which goes to Hellios to cover their costs.

If you qualify for Stage 2, we might need to come for an on-site audit. Don't worry, this won't cost anything.

How long does it take?

Qualifying for the first time usually takes around four to eight weeks – as long as you check and keep to Hellios' deadline dates.

Frequently asked questions

Why have you introduced a Supplier Qualification system?

It makes the whole process simpler, faster and easier. It also means you won't be bombarded with requests for information. Plus, it reduces risks across our supply chain and helps to protect our customers.

Regulations are complicated and they change all the time. Our FSQS means we can adapt quickly if rules change and it keeps things simple.

Will other suppliers see our information?

No, don't worry. They can't see anything you share with us.

Will our information be available to anyone else?

Other banks will be able to see your assurance information, so you won't be asked to share the same things if you become a supplier for another bank. Hellios won't share your information with anyone else beyond that.

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

No, you won't be asked to share commercial information.

How do I pay a Stage 2 fee to Hellios?

The fastest way is to pay Hellios online, but they'll tell you all your options.

How long is qualification valid for?

One year. For Stage 1, the renewal date will be a year after you qualify. For Stage 2, it's one year after your Stage 2 questionnaire is sent. Hellios will send you reminders before it expires.

How long does it take to complete qualification?

It usually takes less than a working day to fill everything in, but that depends on the size of your organisation. If your organisation is bigger, we'll usually give around eight weeks to do it.

As an existing supplier, what happens if I don't complete FSQS within the given timelines?

If you miss a deadline, you'll show up as non-compliant, which makes it harder to do business with us. Don't worry, Hellios will help every step of the way.

What if I need more information?

Get in touch with the Hellios Supplier Support team on **01865 959120**. They're open 8.30am–5.30pm from Monday to Friday (excluding public holidays).

Or send them an email at **fsqs@hellios.com**.



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