NFU MUTUAL SUPPLIER QUALIFICATION SYSTEM GUIDE

NFU Mutual is committed to introducing responsible business practices that make it easier for our suppliers to do business with us.

To support this commitment, we’ve introduced the Financial Services Supplier Qualification System (FSQS). It is designed to standardise and manage NFU Mutual’s request for assurance and compliance data along with other major financial services organisations that have also adopted FSQS.

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. The introduction of FSQS provides a standard and simple mechanism for collecting and managing assurance and compliance data across NFU Mutual. FSQS is also integral to sourcing. Our Procurement Team will use the system to find pre-qualified suppliers to be considered for new business.

To find out more about how we use your personal information and your rights, please go to nfumutual.co.uk/privacy.

To stop us contacting you for marketing write to Marketing Department (Do Not Contact Me), NFU Mutual, Tiddington Road, Stratford-upon-Avon, Warwickshire CV37 7BJ or contact your local agency.


* For security and training purposes, telephone calls may be recorded and monitored.
HOW TO GAIN QUALIFICATION

Stage 1 – Qualification

Suppliers need to complete a more detailed online assessment and the preparation of evidence to support their application. This stage typically takes eight weeks to complete. For each stage, existing suppliers should refer and adhere to the deadline dates for submission. Supplier Qualification System (FSQS) communications issued by Hellios will be sent to suppliers as part of the pre-selection process. Suppliers will then need to visit the FSQS website to submit the required assurance data.

Stage 2 Qualification

For larger organisations, a more detailed online assessment and a full on-site audit will be conducted. This will involve checking all the evidence and ensuring it is up to date. If any evidence has not been supplied, it will be the responsibility of the supplier to supply all missing evidence within the agreed timescales.

Timeline for Qualification

Based on the thousands of suppliers that have already completed the FSQS process, it typically takes between four to eight weeks to complete the qualification process for the first time. For repeat submissions, existing suppliers should refer and adhere to the deadline dates for submission. FSQS communications issued by Hellios will be sent to suppliers as part of the pre-selection process and they will then need to visit the FSQS website to submit the required assurance data.

Frequently Asked Questions

Who is Hellios?

Hellios is an approved supplier of NFU Mutual and the FSQS system has been subjected to due diligence controls. Hellios does not share data with any other party or use your information for any other purpose.

What is the role of Hellios?

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