

- 1      ICOB 1 covers what part of the financial Services industry?
  - A. Marketing
  - B. Sales
  - C. Insurance
  - D. Complaints
  
- 2      Even though much more regulation has been applied to the financial services industry, in which two organisations has been much deregulated?
  - A. Insurance and Credit Card companies
  - B. Credit card companies and Shares
  - C. Banks and Building Societies
  - D. Insurance and Central banks
  
- 3      The Variable rate of a CAT standard mortgage can be no more than how many percent above the Base rate?
  - A. 0.25%
  - B. 0.5%
  - C. 1.5%
  - D. 2%
  
- 4      What proportion of shares can be found in a stakeholder unit linked and with profits products?
  - A. 50%
  - B. 60%
  - C. 70%
  - D. 80%
  
- 5      \_\_\_\_\_ stages of the selling process must have TCF in mind?
  - A. Most
  - B. Only the initial meeting
  - C. None
  - D. All
  
- 6      When a complaint is received what time period would the complaint be acknowledged in writing?
  - A. 2 days
  - B. 3 days
  - C. 4 days
  - D. 5 days
  
- 7      The Advertising code states that adverts should be legal, decent, honest and \_\_\_\_\_?
  - A. Law abiding
  - B. Truthful
  - C. Real
  - D. Trustworthy

- 8 How often must a Money Laundering Reporting Officer submit a total report regarding the Money Laundering incidents submitted by staff during the financial year?
- A. Every month
  - B. Every six months
  - C. Once a year
  - D. Twice a year
- 9 If I were an appointed Actuary would I have a \_\_\_\_\_ function?
- A. Governing
  - B. Required
  - C. Systems
  - D. Guaranteed
- 10 What are the three areas of Money laundering offences?
- A. Concealing, Arranging and Removing
  - B. Concealing, Moving and Acquiring, Using or Possession
  - C. Stealing, Arranging and Acquiring, Using or Possession
  - D. Concealing, Arranging and Acquiring, Using or Possession
- 11 What is the cooling off period from the date of the contract of an insurance policy in the EU but not in the UK? Between 14 days and ????
- A. 30 days
  - B. 14 days
  - C. 7 days
  - D. 3 days
- 12 Does the ASA cover the internet for Advertising?
- A. Passive adverts only
  - B. Live Adverts only
  - C. Yes
  - D. No
- 13 Are private Pensions and Occupational Pensions managed by the same regulations?
- A. No
  - B. Yes OPRA
  - C. Yes slight variation but the same
  - D. FSA have merged the two
- 14 What is the most important way of prevention for money laundering?
- A. FSA
  - B. Nationality
  - C. Checking Passports
  - D. Client Identification

- 15 What was the name given to extending the type of financial advisors from two to three?
- A. CML
  - B. Vivo
  - C. Polarisation
  - D. Depolarisation
- 16 The FSA would investigate under a specific investigation for an authorised person who was believed to be \_\_\_\_\_?
- A. Helping with a Money laundering probe
  - B. Falsifying documents
  - C. Selling high quantities of products
  - D. Returning high quantities of products
- 17 The FSA \_\_\_\_\_ the scope for financial crime?
- A. Reduces
  - B. Increases
  - C. Has no effect on
  - D. Monitors
- 18 I am an Investment advisor is that a \_\_\_\_\_ Function?
- A. Customer function
  - B. Significant Management
  - C. Management
  - D. Marketing
- 19 What are the to two main areas of money laundering activities that are important to financial advisors?
- A. Market manipulation and Data Protection
  - B. Tipping off and Failure to disclose
  - C. Tipping off and Market manipulation
  - D. Commercial and Personal
- 20 If trying to sell a stakeholder product at what percentage debt for the customer should you make a stronger warning of addressing the debt?
- A. 20%
  - B. 30%
  - C. 40%
  - D. 50%

- 21 If I create an advert on my companies past performance for an investment product what is the period of time I must show of past years?
- A. 4 years or the max number of years if a new product
  - B. 5 years or the max number of years if a new product
  - C. 6 years or the max number of years if a new product
  - D. 7 years or the max number of years if a new product
- 22 The \_\_\_\_\_ And Competence Sourcebook deals with controlled persons knowledge levels?
- A. Education
  - B. Training
  - C. Marketing
  - D. Sales
- 23 In the terms of business letter is there normally details of the summary of the \_\_\_\_\_ responsibilities?
- A. Advisors
  - B. Client
  - C. FSA
  - D. Banks or Building Societies
- 24 Before a sale is completed the client must receive the \_\_\_\_\_ Features of the product?
- A. Standard
  - B. Complete
  - C. Mortgage
  - D. Key
- 25 Which act's in 1986 and in 1987 was a key pivot point of deregulating some of the financial services industry?
- A. Building Societies Act and Banking Act
  - B. Mortgage Act
  - C. Sales and Marketing Act
  - D. The Finance Act
- 26 Which Bank collapsed and played a part in the new Single Financial Regulator?
- A. Barings bank
  - B. NatWest
  - C. Lloyds of London
  - D. Barclays
- 27 What is the sentence for Arranging?
- A. 10 years
  - B. 11 years
  - C. 14 years
  - D. 15 years

- 28 If I give out wrong information so I can benefit from a movement in a share price what market abuse activity is it?
- A. Money Laundering
  - B. Concealing
  - C. Arranging
  - D. Market manipulation
- 29 What does CAT stand for?
- A. Call After Terms
  - B. Charges Access and Terms
  - C. Charges Accounts and Terms
  - D. Con Adeial Teifi
- 30 The Key facts document holds details of who pays the commission?
- A. It is not necessary
  - B. Only if no fee is charged by the advisor
  - C. It must detail the source
  - D. From a building society not a bank
- 31 Advising and selling standards is covered by which ICOB?
- A. ICOB 1
  - B. ICOB 2
  - C. ICOB 3
  - D. ICOB 4
- 32 Which organisation deals with complaints from customers regards financial companies?
- A. OPRA
  - B. Banking Code
  - C. FSA
  - D. F.O.S
- 33 If I am a Loans company which organisation will I be authorised by?
- A. OPRA
  - B. F.O.S
  - C. Office of Fair Trading and FSA
  - D. FSA
- 34 The Data Protection Act covers ?
- A. Fraud, Criminal Market conduct and Phishing
  - B. Paperwork in filing cabinets
  - C. Credit Cards
  - D. ISA

- 35 What percentage financial capacity of premiums received should insurance intermediaries have subject to a minimum of 15,000 Euros?
- A. 2%
  - B. 3%
  - C. 4%
  - D. 5%
- 36 Is it important for me to keep a record of why a recommendation meets the FSA requirements?
- A. Only for second mortgages
  - B. Yes
  - C. Not always
  - D. Only for training purposes
- 37 What is a prudential risk?
- A. Property Risk
  - B. Financial Risks
  - C. Market Risk
  - D. A firm collapsing because of management
- 38 What is the sentence for tipping off?
- A. 3 years and an unlimited fine or both
  - B. 4 years and an unlimited fine or both
  - C. 5 years and an unlimited fine or both
  - D. 6 years and an unlimited fine or both
- 39 Do I need to inform my customer which type of Financial Advisor I am?
- A. If you are a tied
  - B. If you are a independent
  - C. It is not necessary
  - D. Yes always
- 40 A director of a Financial institution would have a \_\_\_\_\_ function?
- A. Control
  - B. Governing
  - C. Management
  - D. Required
- 41 Innovation has be a key area in bringing \_\_\_\_\_ Legislation of the Financial Services Industry?
- A. European
  - B. Complicated
  - C. More
  - D. Less

- 42 Can an Insurance company be authorised for more than one class of insurance?
- A. Three maximum
  - B. Two maximum
  - C. No
  - D. Yes
- 43 What is a 'Data Subject'?
- A. Individual whose data it is
  - B. Data on a property
  - C. Data held in history
  - D. Fraud claim
- 44 When you have requested details of data being held about you what is the longest time it should take?
- A. 40 Days
  - B. 51 Days
  - C. 62 Days
  - D. 90 Days
- 45 Is attitude to risk part of the rules of The \_\_\_\_\_ rules?
- A. Treating Customers Fairly
  - B. Know your customer
  - C. IDD
  - D. Key Facts Illustration
- 46 What is the maximum arrangement fee of a CAT standard mortgage?
- A. £150
  - B. £100
  - C. £50
  - D. £0
- 47 What is commission bias?
- A. Charging too much for your service
  - B. Giving the customer the wrong product
  - C. Giving the customer the commission
  - D. Recommending a product to the customer with the highest commission for yourself
- 48 Is Money market Instruments covered by the \_\_\_\_\_?
- A. ISD
  - B. TCF
  - C. Banking Code
  - D. The Financial Advisor

49      What are the times I can make unsolicited calls or visits to potential customers during the week?

- A. 9am to 5pm any day
- B. Anytime
- C. 9am to 9pm Mon to Sat
- D. 10am to 10am any day

50      What is a performance risk?

- A. An investment not delivering
- B. Personal neglect
- C. Personal error
- D. Personal gain