

- 1 What is the time period for a firm to aim resolve any complaints?
  - A. 6 weeks
  - B. 7 weeks
  - C. 8 weeks
  - D. 9 weeks
- 2 Legislation of the financial services industry has often come from a need to change for\_\_\_\_\_?
  - A. Pensions
  - B. Lifestyles
  - C. European Law
  - D. The Bank of England
- 3 What is the Examination that will further demonstrate the principles of TCF?
  - A. CeMAP IV
  - B. CeRCC
  - C. CeTTI
  - D. CePHI
- 4 Within which period can complaints be made regarding a financial event?
  - A. 3 years from the event or 3 years from customer knowing there was a problem
  - B. 4 years from the event or 3 years from customer knowing there was a problem
  - C. 5 years from the event or 3 years from customer knowing there was a problem
  - D. 6 years from the event or 3 years from customer knowing there was a problem
- 5 When a mortgage advisor calls a potential customer what must they do before we start the main conversation?
  - A. Get there bank account details
  - B. Advise them about what status The Advisor is
  - C. Check if caller is happy to proceed
  - D. Ask questions
- 6 Is charging excessive fees a common practice?
  - A. Yes
  - B. No
  - C. This is why the FSA check pricing every year
  - D. It is tending to decrease since the new Pricing Act

- 7 I have just started a financial company how is it possible to be authorised by the FSA in 6 months after working with financial clients?
- A. It is not possible
  - B. I would be in training
  - C. I would get a form from the FSA
  - D. The firm will register me as a Trainee
- 8 What is the time period a bank should acknowledge a complaint under the Banking Code?
- A. 2 days
  - B. 3 days
  - C. 4 days
  - D. 5 days
- 9 Basel II introduced \_\_\_\_\_ to ascertain enough capital for adverse economic conditions ?
- A. The Money Laundering committee
  - B. The FSA
  - C. Stress tests
  - D. Stair casing'
- 10 If I wanted to tell my customer how I would contact them in the future by phone which document should I write it in?
- A. Client Agreement
  - B. IDD
  - C. CIDD
  - D. Key Facts Illustration
- 11 If a unapproved person works in authorised role the FSA\_\_\_\_\_?
- A. Do nothing as they can claim financial immunity through the Public Disclosure ACT
  - B. Will discipline
  - C. File a record on the worker
  - D. Leave proceeding for 6 months until confirmation is received
- 12 Workers are protected by which ACT? If they report their company as not complying with the legislation?
- A. The Finance and Markets Act
  - B. Public Interest Disclosure Act
  - C. Rights and Employer Act
  - D. Public Rights Act

13 What does the NCIS stand for?

- A. National Criminal Insurance Service
- B. National Credit Intelligence Service
- C. National Criminal Intelligence Support
- D. National Criminal Intelligence Service

14 What is the directive that allows Countries to do investment business in other EU countries?

- A. Investment States Directive
- B. European Law Directive
- C. Investment Trust Directive
- D. Investment Services Directive

Which is not a valid form of identification?

- 15
- A. Mobile Phone Bill
  - B. Electricity Bill
  - C. Passport
  - D. Driving License

The FSA must secure a level of \_\_\_\_\_ for Consumers?

- 16
- A. Free tax
  - B. Protection
  - C. Choice
  - D. Freedom

17 The solvency ratio of a bank = Own funds as a percentage of the \_\_\_\_\_ Value of its assets?

- A. Total
- B. Risk-adjusted
- C. Mortgage
- D. Loan

18 What is the level of Indemnity insurance an insurance intermediary should hold?

- A. E1,000,000 euros per case and E2,500,000 in total
- B. E1,000,000 euros per case and E1, 500,000 in total
- C. E100,000 euros per case and E1,500,000 in total
- D. E500,000 euros per case and E1,500,000 in total

19 What does ICOB 2 Cover?

- A. Customer Services
- B. Sales
- C. Marketing
- D. General rules

- 20 Re mortgages regulated by the Unfair Terms in Consumer Regulations 1999 or just The FSA?
- A. Both
  - B. Unfair Terms
  - C. The FSA
  - D. Neither
- 21 What is a market counterparty?
- A. A customer
  - B. Another bank
  - C. Someone in the financial services industry
  - D. Friend in the business
- 22 What is the timescale a bank should aim to start to deal with complaints?
- A. 2 weeks
  - B. 3 weeks
  - C. 4 weeks
  - D. 8 weeks
- 23 Of the three Life Directives which one covers the freedom to provide services abroad?
- A. Number Two
  - B. Number Three
  - C. Number Four
  - D. Number Five
- 24 Does the Investment Services Directive cover money market instruments?
- A. No
  - B. Some of them
  - C. Just one of them
  - D. Yes
- 25 If a firm goes bust what is the maximum I can receive in compensation?
- A. £38,000
  - B. £42,000
  - C. £48,000
  - D. £50,000
- 26 What are the three main types of status for Financial advisors?
- A. Tied, Independent and multi-tie
  - B. Single, Independent and multi
  - C. Tied, Standard and Company
  - D. Financial, Independent and multi-tie

- 27 Does the Investment Services Directive apply to Employee share schemes?
- A. No
  - B. Just Insurance companies
  - C. Just Central banks
  - D. Insurance and Central banks
- 28 \_\_\_\_\_ is an enforcement power of the FSA?
- A. The law
  - B. Sourcebooks
  - C. Closing an office
  - D. Withdrawal of Approval
- 29 What is the minimum solvency margin of the mathematical provisions of a Life Insurance Company?
- A. 4%
  - B. 5%
  - C. 6%
  - D. 7%
- 30 Evidence of identification is needed when entering in to \_\_\_\_\_ Business relationship?
- A. Any
  - B. A new
  - C. Large
  - D. Small
- 31 What replaced the ISD?
- A. TH5
  - B. Bancassurance
  - C. ISDT
  - D. ISD2
- 32 What is the personal Test for individuals who want to go into the Approved positions in the Financial Services Industry?
- A. Financial credit test
  - B. Fit and Proper
  - C. Good and Able
  - D. Regulation
- 33 What is the approx amount where an ID is needed to obtain satisfactory evidence of identity?
- A. £10,000
  - B. £1000
  - C. £100,000
  - D. £100

- 34 How much regulation does the Banking code have on mortgages?
- A. A very high level
  - B. A small level
  - C. None
  - D. The banking code is now finished
- 35 I am not an authorised person how do I get my Advert verified safe to go out?
- A. Send it to the FSA
  - B. Get a witness to verify it
  - C. You can send it out and get approval afterwards
  - D. If its written or approved by an authorised person
- 36 As I financial advisor can I charge what I like?
- A. Yes, as long as the price compares with other services
  - B. No you must adhere to the costs structure
  - C. Not on mortgage charges
  - D. Only on your personal fee
- 37 What product does the 'savings gap' have direct effect on?
- A. ISA
  - B. PEPs
  - C. Pensions
  - D. Banks
- 38 Record keeping requirements can be found in the Conduct of \_\_\_\_\_ Sourcebook?
- A. Records
  - B. Marketing
  - C. Sales
  - D. Business
- 39 What is the task force called to combat money laundering in the EU?
- A. FSA
  - B. FATF
  - C. OPRA
  - D. CI5
- 40 \_\_\_\_\_ is one of the principles for firms and approved persons whilst carrying out controlled functions?
- A. Act with integrity
  - B. Act with the goal in mind
  - C. Act honorably
  - D. Act with stealth

- 41 To stop firms hiding behind the rulebooks and sourcebooks what rule was invented to make sure clients always cared for properly?
- A. The customer is always right
  - B. Customer Rule No 5
  - C. Treating Customers Fairly
  - D. The customer comes first
- 42 \_\_\_\_\_ come under the Banking Code?
- A. Businesses over £1million turnover
  - B. Mortgages
  - C. Foreign exchange Transactions
  - D. Individuals
- 43 Are advisor commission detailed to the customer in the \_\_\_\_\_?
- A. Key features
  - B. My own letter
  - C. Company letter
  - D. IDD
- 44 What type of insurance is Suretyship Insurance?
- A. Property
  - B. General
  - C. Personal
  - D. Commercial
- 45 What type of product is a Child Trust Fund?
- A. Bank
  - B. Building Society
  - C. Share
  - D. Stakeholder
- 46 What is the term used to describe a way of maintaining competence within the Financial Services Industry?
- A. Up to Date Training
  - B. Continuing Professional Development
  - C. Continuing Proper Development
  - D. Training through knowledge
- 47 John wants to start a firm that deals in financial instruments for their own account and underwrite issues of financial instruments what is the minimum capital I must start with?
- A. E730, 000 Euros
  - B. E500, 000 Euros
  - C. £730, 000 Pounds
  - D. £230, 000 Pounds

- 48 Are card services included in the Banking code rules?
- A. Yes
  - B. Only Visa
  - C. Only Visa and Mastercard
  - D. No
- 49 If told that when a customer complains that they have the right to approach the Financial Ombudsman Service at what time period is the complaint?
- A. The complaint is over 14 days old
  - B. The complaint is over 30 days old
  - C. The complaint is over 90 days old
  - D. Standard practice
- 50 Who is responsible for EU Insurance company's financial supervision?
- A. FSA
  - B. Home State
  - C. Bank of Europe
  - D. Themselves