Powers exercised

A. The Financial Conduct Authority (“the FCA”) makes this instrument in the exercise of the following powers and related provisions in the Financial Services and Markets Act 2000 (“the Act”):

(1) section 137A (The FCA’s general rule-making power);
(2) section 137T (General supplementary powers); and
(3) section 139A (Guidance).

B. The rule-making powers listed above are specified for the purpose of section 138G (Rule-making instruments) of the Act.

Commencement

C. This instrument comes into force on 1 October 2021.

Amendments to the Handbook

D. The Glossary of definitions is amended in accordance with Annex A to this instrument.

E. The Supervision manual (SUP) is amended in accordance with Annex B to this instrument.

Citation

F. This instrument may be cited as the Handbook Administration (No 57) Instrument 2021.

By order of the Board
30 September 2021
Annex A

Amendments to the Glossary of definitions

In this Annex, underlining indicates new text and striking through indicates deleted text.

<table>
<thead>
<tr>
<th><strong>execution-only transaction</strong></th>
<th>a transaction executed by a firm upon the specific instructions of a client where the firm does not give advice on investments relating to the merits of the transaction and in relation to which the rules on assessment of appropriateness (COBS 10 and 10A) do not apply.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>higher paid material risk taker</strong></td>
<td>means a dual-regulated firms Remuneration Code staff member whose total remuneration exceeds £500,000 and or whose variable remuneration exceeds 33% of that total remuneration.</td>
</tr>
</tbody>
</table>
Annex B

Amendments to the Supervision manual (SUP)

In this Annex, underlining indicates new text and striking through indicates deleted text.

1A The FCA’s approach to supervision

...

1A.3 The FCA’s approach to supervision

...

Supervisory principles

1A.3.2A  G ...

(5) ...

(b) systematically use intelligence to target its engagement from a broad set of sources. This includes complaints data, whistleblowers, the FCA’s contact centre Supervision Hub, regulatory returns, other regulators and competitor firms.

...

The nature of the FCA’s relationship with firms

1A.3.7 G As many firms will not have dedicated, fixed portfolio resource, the first point of contact for many issues for such firms will be handled by the FCA’s contact centre Supervision Hub, with the aim being that fewer issues and queries will need to be referred to the supervisors. To support all firms the FCA will also provide regional workshops and road shows to clarify its expectations on these risks and issues that are particularly important to the FCA.

...

6 Applications to vary and cancel Part 4A permission and to impose, vary or cancel requirements

...

6.4 Applications for cancellation of permission

...

The application for cancellation of permission
6.4.6 G (1) In addition to applying for cancellation of Part 4A permission in accordance with SUP 6.4.5D, a firm may discuss prospective cancellations with its supervisory contact at the appropriate regulator. Alternatively a firm can contact the Contact Centre Supervision Hub on 0300 500 0597.

10A FCA Approved Persons in Appointed Representatives

10A.12 Procedures relating to FCA approved persons

10A.12.6 G Copies of Forms A, B, C, D and E may be obtained from the FCA website. Credit unions can obtain copies from the FCA’s Contact Centre Supervision Hub. To contact the FCA’s Contact Centre Supervision Hub for approved persons enquiries:

(1) telephone 0300 500 0597; or
(2) e-mail firm.queries@fca.org.uk; or
(3) fax 020 7066 0017; or
(4) write to:

Customer Contact Centre Supervision Hub
The Financial Conduct Authority
12 Endeavour Square
London
E20 1JN.

10C FCA senior managers regime for approved persons in SMCR firms

10C.15 Forms and other documents and how to submit them to the FCA

10C.15.5 G Copies of the forms in SUP 10C.15.3G and of the statement of responsibilities may be obtained from the FCA website. Credit unions
can obtain copies from the FCA’s Firm Contact Centre Supervision Hub.

10C.15.6 G To contact the FCA’s Customer Contact Centre Supervision Hub for approved persons enquiries:
(1) telephone: 0300 500 0597;
(2) email: firm.queries@fca.org.uk; or
(4) write to:
Customer Contact Centre Supervision Hub
The Financial Conduct Authority
12 Endeavour Square
London, E20 1JN.

…

12 Appointed representatives

…

12.7 Notification requirements

Notification of appointment of an appointed representative

…

12.7.5 G To contact the FCA’s Customer Contact Centre Supervision Hub with appointed representatives enquiries:
(1) telephone 0300 500 0597; fax 020 7066 0017; or
(2) write to: Customer Contact Centre Supervision Hub, The Financial Conduct Authority, 12 Endeavour Square, London, E20 1JN; or
(3) email firm.queries@fca.org.uk.

…

15 Notifications to the FCA

…

15.13 Notification by CBTL firms

…

Method, form and timing of notifications

15.13.5 G …
(3) given to or addressed for the attention of the CBTL firm's usual supervisory contact at the FCA (where the CBTL firm does not have an identified supervisory contact this will be the FCA’s
16  Reporting requirements

... 

16.10  Verification of firm details

... 

Requirement to check the accuracy of firm details and to report changes to the FCA

... 

16.10.4A  R  ... 

(2)  ... 

(a)  to firm.details@fca.org.uk or via post or hand delivery to the FCA marked for the attention of the ‘Customer Contact Centre Supervision Hub’; or 

... 

... 

Contact Centre Supervision Hub) ;