

Guidance Note	Forms and Precedents	Checklists	Other Resources
1. FINANCIAL SERVICE PROVIDERS			
1.1 Financial services in SA			
1.1.1 Defining and regulating financial services			Financial Advisory and Intermediary Services
1.1.2 Overview of the FAIS Act			The relationships between the various role-players
1.1.3 Defining advice in terms of the FAIS Act			
1.1.4 Defining intermediary services in terms of the FAIS Act			FAIS – understanding the practicalities
1.1.5 Defining a financial product in terms of the FAIS Act			
1.1.6 Ongoing regulatory obligations for a financial service provider			Guide for preparation for financial statements for sole proprietors Financial Statements and audit requirements
1.2 Registration			
1.2.1 Initial application as a financial services provider	Form FSP 4 – Key individuals or applicant sole proprietor		Registration department Profit changes – Complying to licensing conditions Contact details of the Financial Services Board
1.2.2 Licence categories	Form FSP 2 – Licence categories		
1.2.3 Application fees and annual levies			
1.3 Discretionary services			
1.3.1 What are discretionary services under FAIS?	Form FSP 10 – Nominee company of discretionary or administrative FSP	Required provisions in a discretionary mandate	
1.3.2 Requirements for a discretionary mandate		Required provisions in a discretionary mandate	
1.3.3 Accounting for clients assets and separation of assets from proprietary assets			
1.4 Application process			
1.4.1 How to submit an application			Contact details of the financial services board New licence applications FAIS online application system

Guidance Note	Forms and Precedents	Checklists	Other Resources
			User guide for the FAIS online new licence application system
1.4.2 Required forms to complete a licence application	Form FSP 1 – Business information of financial services provider Form FSP 2 – Licence categories Form FSP 3 – Directors, officers and applicable shareholders Form FSP 4 – Key individuals or sole proprietor Form FSP 5 – Representatives Form FSP 6 – Compliance officer of FSP Form FSP 7 – Operational ability Form FSP 8 – Financial soundness Form FSP 9 – External auditor Form FSP 10 – Nominee company of discretionary or administrative FSP Form FSP 11 – Clearing firm or foreign forex services providers Form FSP 12 – Application for specific exemptions Form FSP 13 – Application for approval as compliance officer Form FSP 14 – Attachments and forms completed Form FSP 15 – Application for approval as a category IIA FSP		
1.4.3 Supporting documents	Form FSP 1 – Business information of financial services provider Form FSP 2 – Licence categories Form FSP 3 – Directors, officers and applicable shareholders Form FSP 4 – Key individuals or sole proprietor		

Guidance Note	Forms and Precedents	Checklists	Other Resources
	Form FSP 5 – Representatives		
	Form FSP 6 – Compliance officer of FSP		
	Form FSP 7 – Operational ability		
	Form FSP 8 – Financial soundness		
	Form FSP 9 – External auditor		
	Form FSP 10 – Nominee company of discretionary or administrative FSP		
	Form FSP 11 – Clearing firm or foreign forex services providers		
	Form FSP 12 – Application for specific exemptions		
	Form FSP 13 – Application for approval as compliance officer		
	Form FSP 14 – Attachments and forms completed		
	Form FSP 15 – Application for approval as a category IIA FSP		
1.5 Key personnel			
1.5.1 Key individuals	Form FSP 4 – Key individuals or applicant sole proprietor		FAIS information circular 8 of 2013
1.5.2 The role and responsibilities of representatives	Form FSP 5 – Representatives		
			FAIS information circular 8 of 2013 Financial Services Board's list of recognised qualifications Level descriptors for the South African National Qualification Framework
1.5.3 The role and responsibilities of compliance officers	Form FSP 13 – Application for approval as compliance officer		
	Form FSP 6 – Compliance officer of FSP		
			Compliance software user guide Compliance reports Compliance software registration

Guidance Note	Forms and Precedents	Checklists	Other Resources
1.6 Fit and proper requirements			
1.6.1 Standards of honesty and integrity			
	Form FSP 4 – Key individuals or applicant sole proprietor		
	Form FSP 5 – Representatives		
1.6.2 Qualifications and experience	Form FSP 3 – Directors, officers and applicable shareholders		FSB Web
1.6.3 Continuous professional development			
	Form CPD 1 – Business information of applicant		
	Form CPD 2 – CPD programme		
	Form CPD 3 – Programme applicability		
	Form CPD 4 – Programme content		
	Form CPD 5 – Removal of programme		
1.6.4 Regulatory examinations			
			FAIS information circular 8 of 2013 FAIS regulatory examinations Exam resources

2. FINANCIAL INTELLIGENCE CENTRE ACT

2.1 Money laundering control obligations

Guidance Note	Forms and Precedents	Checklists	Other Resources
2.1.1 Purpose, objectives and compliance with FICA	Information and verification of identity of natural persons for customer due diligence form	Information and verification of prominent persons	FICA Guidance for accountable institutions
	Information and verification of identity of partnerships for customer due diligence form	Customer due diligence records	Online registration steps
	Information and verification of identity of a company for customer due diligence form	Information to be included for cash threshold reports	Steps for a risk management compliance programme
	Annexure A of Form CoR 14.1 – Notice of incorporation	Information to be included in the suspicious transaction report	Framework for a Risk Management and Compliance Programme
	Annexure B of Form CoR 14.1 – Notice of incorporation	Information to be included for terrorist property report	

Guidance Note	Forms and Precedents	Checklists	Other Resources
	Annexure C of Form CoR 14.1 – Notice of incorporation		
	Annexure D of Form CoR 14.1 – Notice of incorporation, Form CoR 14.1 – Notice of incorporation		
	Form CoR 21.1 – Notice of change of registered office,		
	Form CoR 39 – Notice of change of directors		
	Form CoR 15.2 – Notice of Amendment of Memorandum of Incorporation		
	Information and verification of identity of trusts for customer due diligence form		
	Form CoR 14.1 – Notice of incorporation		
	Report for suspicious or unusual transactions		
	Training attendance register		
	Appointment of compliance officer		
2.1.2 Registration process	Letter of authorisation	Documents to be submitted on registration	Online registration steps
			Online registration steps for sole proprietors
			Online steps to update user details and information
2.1.3 Defining money laundering			
2.1.4 Money laundering and countering terrorist financing			
2.2 Know your client			
2.2.1 Customer due diligence	Information and verification of identity of natural persons for customer due diligence form	Customer due diligence records	Framework for a risk management and compliance programme
	Information and verification of identity of partnerships for customer due diligence form	Information to be included in the suspicious transaction report	Steps for a risk management and compliance programme

Guidance Note	Forms and Precedents	Checklists	Other Resources
	Information and verification of identity of trusts for customer due diligence form	Information to be included for cash threshold reports	Note 7 on the implementation of various aspects of FICA
	Information and verification of identity of a company for customer due diligence form	Information and verification of prominent persons	
2.2.2 Reporting requirements and process	Report for suspicious or unusual transactions	Information to be included for cash threshold reports	FICA Guidance for accountable institutions
		Information to be included for terrorist property report	Note 4a on reporting of suspicious and unusual transactions and activities to the FIC
		Information to be included in the suspicious transaction report	

3. TREATING CUSTOMERS FAIRLY

3.1 Overview of TCF

3.1.1 The TCF framework			
3.1.2 Determining TCF readiness using the self-assessment tool			

4. INSURANCE

4.1. Long and short term insurance

4.1.1 Nature and regulation of insurance			
4.1.2 Licensing and related topics			Prudential Standard GOI 2 GN 2.1: Corporate culture
			Prudential Standard GOI 4 – Fitness and propriety of key persons and significant owners of insurers
			Communication 2 of 2018 – Process for the conversion of registration
4.1.3 Conditions of license			
4.1.4 Withdrawal or suspension of a license			
4.1.5 Unlicensed insurance business			
4.2 Insurance intermediaries			
4.2.1 Aspects of intermediaries			

Guidance Note	Forms and Precedents	Checklists	Other Resources
4.2.2 Relationships between the relevant intermediaries	Binder agreement		
4.2.3 The objective of the Retail Distribution Review			
4.3. Solvency Assessment and Management			
4.3.1 Framework for solvency assessment and management			Prudential Standard GOI 1 – Framework for governance and operational standards for insurers
			Prudential Standard GOI 2 – Governance of insurers
			Prudential Authority guidance note GOI GN 2.1 – Corporate culture
			Prudential Standard GOI 3 – Risk management and internal controls for insurers
			Prudential Standard GOI 3.1 – Own risk and solvency assessment for insurers
			Prudential Standard GOI 3.2 – Business continuity management
			Prudential Standard GOI 3.3 – Reinsurance and other forms of risk transfer by insurers
			Prudential Standard GOI 4 – Fitness and propriety of key persons and significant owners of insurers
			Prudential Standard GOI 5 – Outsourcing by insurers
			Prudential Standard GOI 6 – Transfers of business and other significant transactions by insurers
			Prudential Standard GOI 7 – Miscellaneous regulatory requirements for insurers

Guidance Note	Forms and Precedents	Checklists	Other Resources
			Prudential Standard GOM – Governance and operational standard for microinsurers
			Prudential Standard GOG – Governance and operational standard for insurance groups
			Prudential Standard GOB – Governance and operational standard for branches of foreign reinsurers
			Prudential Standard GOL – Governance and operational standard for Lloyd's
			Prudential Standard FSB1 – Framework for financial soundness for branches
			Prudential Standard FSB2 – Valuation of and limitations on assets held as security by branches
			Prudential Standard FSB3 – Valuation of technical provisions by branches
			Prudential Standard FSL1 – Framework for financial soundness of Lloyd's
			Prudential Standard FSL2 – Valuation of and limitations on assets held as security by Lloyd's
			Prudential Standard FSL3 – Valuation of technical provisions by Lloyd's
			Prudential Standard FSI 1 – Framework for financial soundness of insurers
			Prudential Standard FSI 2 – Valuation of assets, liabilities and eligible own funds

Guidance Note	Forms and Precedents	Checklists	Other Resources
			Prudential Standard FSI 2.1 – Valuation of assets and liabilities other than technical provisions
			Prudential Standard FSI 2.2 – Valuation of technical provisions
			Prudential Standard FSI 2.3 – Determination of eligible own funds
			Prudential Standard FSI 3 – Calculation of the minimum capital requirement
			Prudential Standard FSI 4 – Calculation of the SCR using the standardised formula
			Prudential Standard FSI 4.1 – Market risk capital requirement
			Prudential Standard FSI 4.2 – Life underwriting risk capital requirement
			Prudential Standard FSI 4.3 – Non-life underwriting risk capital requirement
			Prudential Standard FSI 4.4 – Operational risk capital requirement
			Prudential Standard FSI 5 – Calculation of the SCR using a full or partial internal model
			Prudential Standard FSI 6 – Liquidity risk assessment
			Prudential Authority guidance note FSI GN 2.2 – Valuation of Technical Provisions
			Prudential Authority guidance note FSI GN 5 – Calculation of the SCR using a full or partial internal model

Guidance Note	Forms and Precedents	Checklists	Other Resources
			Prudential Standard FSM 1 – Framework for financial soundness of micro-insurers
			Prudential Standard FSM 2 – Valuation of assets, liabilities and eligible own funds
			Prudential Standard FSG 1 – Framework for financial soundness of insurance groups
			Prudential Standard FSG 2 – Assessing the financial soundness of insurance groups using the deduction and aggregation method
			Prudential Standard FSG 3 – Assessing the financial soundness of insurance groups using the accounting consolidation method
4.4 Reinsurance or underwriting			
4.4.1			Characteristics of reinsurance and underwriting
4.4.2			Regulation of reinsurance
4.5 Medical schemes			
4.5.1			Initial application as a medical scheme
			Requirements and guidelines to be complied with for registration of a medical scheme in terms of the Medical Schemes Act
			Guideline for the preparation of a business plan pursuant to an application for the registration of a new medical scheme as per section 22 of the Medical Schemes Act
			Practical steps for registration as a medical scheme
4.5.2			Scope and purpose of medical scheme rules
			Model rules for medical schemes registered under the Medical Schemes Act

Guidance Note	Forms and Precedents	Checklists	Other Resources
			Explanatory memorandum to the model rules

5. FUNDS			
5.1 Hedge funds			
5.1.1 Distinguishing hedge funds from other collective investment schemes	Form MA 1 – Manager application form		
5.1.2 Initial application as a hedge fund			Information circular 22
	Form MA 1 – Manager application form		
	Form PQ – Personal questionnaire form		
	Form QCIS – Qualified investor hedge fund form for a collective investment scheme trust		
	Form QECP – Qualified investor hedge fund form for an en commandite partnership structure		
	Form RCIS – Retail hedge fund form for a collective investment scheme trust		
	Form RECP – Retail investor hedge fund form for an en commandite partnership structure		
	Form SP – Service providers form		
	Form DI – Scheme deed index		
5.1.3 Re-classification of a collective investment scheme in securities as a hedge fund			
5.1.4 Investment restrictions applicable to hedge funds			
5.2 Collective investment schemes			
5.2.1 What is a collective investment scheme?			

Guidance Note	Forms and Precedents	Checklists	Other Resources
5.2.2 Initial application as a collective investment scheme	Annexure C – Application form for the registration as a manager		
	Form C.I.S 1 (CIS for securities) – Application for a manager		
	Form C.I.S 2 – Qualifications for a trustee		
	Form C.I.S 3 – Application in terms of section 73 of the collective investment scheme		
	Pro forma deed for CIS in securities		
5.2.3 Investment limits of a collective investment scheme in securities			
5.2.4 Foreign collective investment schemes	Application for approval of a foreign collective investment scheme in terms of section 65 of the Collective Investment Schemes Control Act	Requirements for foreign collective investment scheme application	Guidance note 2 – Guidance note on applications for approval of foreign collective investment schemes in accordance with the Collective Investment Schemes Control Act.
			CISCA Circular 20 – To Managers of local and foreign Collective Investment Schemes
5.2.5 Marketing a foreign collective investment scheme			Guidance note 10 - Guidance on the submission of marketing and advertising material in respect of Board Notice 92 of 2014

6. SECURITIES SERVICES			
6.1 Securities services in SA			
6.1.1 Regulation of securities services			Structure diagram of regulations under FMA
6.1.2 The regulation of exchanges		Information for an exchange licence application	JSE equities rules
			JSE listing requirements
			Guidelines to Listing on the JSE
6.1.3 Clearing houses			

Guidance Note	Forms and Precedents	Checklists	Other Resources
6.1.4 Regulation of central securities depositories			Who and what is Strate
			The basics of the CSD industry
6.1.5 Trade repositories			
6.1.6 Market abuse			JSE booklet – Insider trading and other market abuses

7. CAPITAL MARKETS			
7.1 Equity markets			
7.1.1 JSE equity market			Guidelines to listing on the JSE Equity market Listing on AltX
7.1.2 Equity market rules and listing requirements			Table illustrating the JSE listing requirements and the purpose Table illustrating the sections of the equities rules and purpose JSE listing requirements Equities rules
7.1.3 Requirements for investing in the JSE equity market			JSE listing requirements JSE equity market rules How a company becomes an issuer on the JSE equity market? Non-controlled investing in JSE equity market flowchart Controlled investing flowchart
7.2 Debt markets			
7.2.1 JSE debt market			Government bonds Corporate bonds
7.2.2 Debt market rules and listing requirements			
7.2.3 Requirements for investing in the debt market			SE listing requirements JSE debt listing requirements Controlled trading flowchart Non-controlled trading flowchart

Guidance Note	Forms and Precedents	Checklists	Other Resources
8. DERIVATIVES			
8.1 Over the counter and derivative trading			
8.1.1 Overview to derivatives			
8.1.2 Regulation of derivative trading			Market regulation
8.1.3 Requirements for investing in the derivatives market			

9. RETIREMENT FUNDS			
9.1 Pension funds			
9.1.1 Application and cancellation as a pension fund			Types of pension funds Note 3 of 2018
9.1.2 Drafting of pension fund rules	Draft rules		
9.1.3 Investment limits applicable to pension funds			

10. BANKS			
10.1 Local and foreign banks			
10.1.1 Regulation of banks			
10.1.2 Registration procedure	Form BA 002 – Application for authorisation to establish a bank or a branch or registration as a bank or a branch		
10.1.3 Prudential requirements	BA 325 – Daily return selected risk exposure		

11. CONSUMER PROTECTION ACT			
11.1 The impact of the CPA on the financial services market			
11.1.1 How the CPA applies to the financial services market			Fundamental consumer rights derived from the CPA.

12. PROTECTION OF PERSONAL INFORMATION ACT			
12.1 The impact of POPI on the financial services market			
12.1.1 Overview and effect of POPI			

13. COMPLAINTS			
13.1 The complaints process			
13.1.1 Complaints to the Financial Services Board			Contact details of the Financial Services Board
13.1.2 Complaints to the Pension Fund Adjudicator	Example of written complaint letter in terms of section 30A of the Pension Funds Act		Lodge a complaint

Guidance Note	Forms and Precedents	Checklists	Other Resources
			Contact details of the Office of the Pension Fund Adjudicator
	PFA complaint form		
13.1.3 Complaints to the Council for Medical Schemes	Complaint lodged in terms of section 47(1) of the Medical Schemes Act	Steps in processing a complaint to the Council for Medical Schemes	
		Stages of the appeal process	
13.1.4 Complaints to the ombud for short-term insurance	Application for assistance		How to complain
			Contact details of the OLTI
			Submit a complaint
	Commercial application for assistance		
13.1.5 Complaints to the long-term insurance ombud	Example of complaints letter to OLTI		
13.1.6 Complaints to the FAIS Ombud	FAIS complaints registration form		A step-by-step guide to lodging a complaint with the office of the Ombud
13.1.7 Complaints to the National Consumer Commission			Online Consumer Goods and Services Ombud complaints form
			The process
			Credit Ombud
			The Office of the Ombud for Financial Services Providers
			Motor Industry Ombudsman of South Africa
			Ombudsman for Banking Services

Guidance Note	Forms and Precedents	Checklists	Other Resources
			Ombudsman for Long-Term Insurance
			The Ombudsman for Short-Term Insurance
			Press ombudsman
	Complaints form for the Consumer Goods and Services Ombud		
	National Consumer Commission complaints form		
13.1.8 Complaints to the National Credit Regulator			How to lodge a complaint in terms of the NCR
	NCR Form 29 – Complainant form in terms of section 136(1)		Guide for applications and referrals to the National Consumer Tribunal
	NCR Form 32 – Application to the National Consumer Tribunal in terms of section 140(4)		
	NCR Form 33 – Application to the National Consumer Tribunal in terms of section 141(2)(a)		
	NCR Form 31 – Notice of non-referral in terms of section 139(1)(a)		
13.1.9 Complaints to the Banking Ombudsman	Ombudsman for banking services application for assistance		Complaints procedures in the banking industry
			Lodge a complaint
			The Code of Banking Practice