

<p>10d. Of the total number of completed remediation(s) during the return period, select how many were closed within each of the following timeframes?</p> <table border="1" data-bbox="120 229 463 347"> <tr><td>0 to 3 months</td></tr> <tr><td>3 to 6 months</td></tr> <tr><td>6 to 12 months</td></tr> <tr><td>Over 12 months</td></tr> </table>	0 to 3 months	3 to 6 months	6 to 12 months	Over 12 months	<p>The purpose of this question is to understand how long remediation take to be completed.</p> <p>Additional information</p> <p>If no remediations were completed during the return period, enter zero for each timeframe.</p> <p>Indicate the time taken to complete remediations. The time should be taken from the date the issue requiring remediation was identified to the date in which the remediation was completed.</p>	
0 to 3 months						
3 to 6 months						
6 to 12 months						
Over 12 months						
<p>10e. [THIS QUESTION WILL ONLY APPEAR IF YOU SELECTED ANY OF THE DISTRIBUTION METHODS IN QUESTION 6a FROM OPTION 3-5]</p> <p>Has [FI NAME] had any remediation(s) related to its intermediaries during the return period?</p> <ul style="list-style-type: none"> • Yes • No 	<p>The purpose of this question is to understand whether any remediations during the return period related to your intermediaries.</p> <p>By 'related to intermediaries' we mean remediation(s) that are directly related to the conduct of an intermediary – not those reported to you by an intermediary but related to the conduct of the FI.</p>					
<p>EMPLOYEES & AGENTS</p>						
<p>11. Is [FI NAME] adequately resourced to manage its financial institution licensee obligations?</p> <ul style="list-style-type: none"> • Yes • No 	<p>The purpose of this question is to obtain an up-to-date understanding of the FI's views on resourcing for its compliance and oversight activities. (i.e., the nature / size of the business).</p> <p>This question asks for the FI's self-assessment of the resourcing (including people, skills and systems) allocated to managing its financial institution licence obligations.</p>					
<p>12. During the return period what percentage of [FI NAME]'s employees have completed initial and/or regular ongoing training?</p> <p>Select the closest percentage that applies.</p> <table border="1" data-bbox="120 911 524 1059"> <tr><td>0%</td></tr> <tr><td>Greater than 0% to 25%</td></tr> <tr><td>Greater than 25% to 50%</td></tr> <tr><td>Greater than 50% to 75%</td></tr> <tr><td>Greater than 75% to 100%</td></tr> </table>	0%	Greater than 0% to 25%	Greater than 25% to 50%	Greater than 50% to 75%	Greater than 75% to 100%	<p>The purpose of this question is to understand the percentage of employees that have completed initial and/or regular ongoing training.</p> <p>Additional information</p> <p>The CoFI Act requires FIs to check that each employee completes initial and regular ongoing training and has a reasonable understanding of the matters covered that are relevant to their work in providing the FI's relevant services and associated products.</p> <p>The CoFI Act requires an FCP to include initial and regular ongoing training for the FI's employees, including training on:</p> <ul style="list-style-type: none"> • the relevant services or associated products that are provided to consumers. • the FCP and the processes and procedures that the employee must follow to support the institution's compliance with the fair conduct principle.
0%						
Greater than 0% to 25%						
Greater than 25% to 50%						
Greater than 50% to 75%						
Greater than 75% to 100%						
<p>OUTSOURCING</p>						
<p>13. Please select the outsourced functions provided to [FI NAME] in relation to the financial institution licence service and whether this is fully outsourced or partially outsourced.</p> <p>Select the applicable option for each function:</p>	<p>The purpose of this question is to understand the outsourced functions of your business and the level they were outsourced during in the return period.</p> <p>Additional information</p> <p>Select the applicable column to indicate the level of outsourcing for all outsourced functions listed.</p> <p>Financial institutions may enter into, and change, outsourcing arrangements. Standard condition 4 of the Standard Conditions for FI licences requires FIs to be satisfied regarding the capability of their outsource providers. This is intended to ensure that consumers are treated fairly, even when FIs outsource a system or process necessary to the provision of their financial institution service.</p>					

Outsourced functions	Fully outsourced	Partially outsourced	Not outsourced
Oversight and compliance functions			
Customer service			
Record keeping			
IT services			
Training			
Product design			
Underwriting			
Claims management			
Other			

We are only interested in outsourced providers that are relevant to your FI licence.
Outsourcing of activities unrelated to the market service of acting as a financial institution, such as office cleaning, are not covered by the outsourcing standard condition.

BUSINESS CONTINUITY PLAN AND OPERATIONAL RESILIENCE

14.	<p>Business continuity</p> <p>These questions relate to [FI NAME]'s business continuity arrangements.</p>	<p>Standard Condition 5 requires you to have and maintain a business continuity plan that is appropriate for the scale and scope of your FI service.</p> <p>If you have a business continuity plan (BCP) policy that otherwise meets the requirements of Standard Condition 5, but you refer to these plans and policies by different names then answer this question in relation to those plans and policies.</p> <p>A BCP is a detailed plan outlining the actions to take in the event of a disruption to the FI's business, to ensure it can continue to operate. This plan may include the following:</p> <ul style="list-style-type: none"> • Steps to restore operations – who does what, where to relocate to and how. • Identification of critical systems and business processes. • List of vendors that should be notified of the disruption. • Copies of licences and contracts held with third parties detailing maintenance and support. • The process to contact and advise consumers of any loss of service. • The process for providing an alternative service to consumers during any downtime.
14a.	<p>Have [FI NAME]'s business continuity arrangements been reviewed during the return period?</p> <ul style="list-style-type: none"> • Yes • No 	<p>The purpose of this question is to understand if your business continuity arrangements have been reviewed during the return period.</p> <p>Additional Information:</p> <p>It is important that your BCP is maintained, reviewed and tested regularly in proportion to the size, nature and complexity of your business.</p> <p>If you have a business continuity plan policy that otherwise meets the requirements of Standard Condition 5, but you refer to these plans and policies by different names, answer this question in relation to those plans and policies.</p>
14b.	<p>Have [FI NAME]'s business continuity arrangements been tested during the return period to ensure they remain relevant for the FI?</p>	<p>The purpose of this question is to understand if you have tested your business continuity arrangements in the return period to ensure they remain relevant.</p> <p>Additional information</p> <p>By 'test', we mean assessment of the usability and effectiveness of your BCP using a testing method of your choice to meet the requirements of an FI.</p>

		It is important that your BCP is maintained, reviewed and tested regularly in proportion to the size, nature and complexity of your business.						
14c.	<p>Have [FI NAME]'s business continuity arrangements been activated during the return period?</p> <ul style="list-style-type: none"> • Yes • No 	<p>The purpose of this question is to understand whether the business continuity arrangements were activated during the return period.</p> <p>Additional information</p> <p>Only answer “yes” to business continuity arrangements being activated during the return period if these were activated in a real environment. Do not answer yes if only activated as part of a testing environment.</p>						
14d.	<p>[THIS WILL ONLY APPEAR IF YOU SELECTED 'YES' TO QUESTION 14c]</p> <p>What were the root causes of the activation(s) of [FI NAME]'s business continuity arrangements?</p> <p>Select all that apply.</p> <table border="1"> <tr><td>Cyber incident</td></tr> <tr><td>Technology incident</td></tr> <tr><td>Infrastructure</td></tr> <tr><td>External events (like extreme weather)</td></tr> <tr><td>Prudential concerns</td></tr> <tr><td>Other</td></tr> </table>	Cyber incident	Technology incident	Infrastructure	External events (like extreme weather)	Prudential concerns	Other	<p>The purpose of this question is to understand the causes of your business continuity arrangements activating during the return period.</p>
Cyber incident								
Technology incident								
Infrastructure								
External events (like extreme weather)								
Prudential concerns								
Other								
15.	<p>Operational resilience of technology systems</p> <p>These questions relate to the operational resilience arrangements of [FI NAME]'s critical technology systems.</p>	<p>Standard Condition 5 requires that you maintain the operational resilience of your critical technology. This includes:</p> <ol style="list-style-type: none"> a. regularly identifying and reviewing your operational risks, including cyber risk and threats; and b. implementing measures that maintain the level of operational resilience necessary for your risk profile; and c. having effective processes that monitor and detect activity that impacts your operational resilience; and d. setting out in your business continuity plan your predetermined procedures for responding to, and recovering from, events that impact on your operational resilience. <p>The operational resilience of your critical technology systems should be managed within the risk tolerance set through your governance processes. We recommend that you use an appropriate, recognised framework for this purpose.</p>						
15a.	<p>During the return period, has [FI NAME] discovered any incident(s) that materially affected the operational resilience of its critical technology systems?</p> <ul style="list-style-type: none"> • Yes • No 	<p>The purpose of this question is to understand if you experienced any events that materially impacted your critical technology systems related to your financial institution service.</p> <p>Standard Condition 5 for FI licences notes that where the confidentiality, integrity, or availability of your information and/or your technology systems has been compromised it would materially affect continued provision of FI's service.</p> <p>You do not need to include minor events, such as receiving a 'phishing' email.</p>						

<p>15b. Have [FI NAME]'s arrangements to ensure the operational resilience of critical technology systems been reviewed during the return period?</p> <ul style="list-style-type: none"> • Yes • No 	<p>The purpose of this question is to understand whether your arrangements for ensuring operational resilience of critical technology systems has been reviewed during the return period.</p> <p>By 'operational resilience arrangements' we mean technology systems that you consider critical to maintaining your operational resilience.</p>				
<p>15c. Have [FI NAME]'s operational resilience arrangements changed during the return period?</p> <ul style="list-style-type: none"> • Yes • No 	<p>The purpose of this question is to understand if your operational resilience arrangements changed during the return period.</p> <p>Additional information</p> <p>By 'operational resilience arrangements' we mean technology systems that you consider critical to maintaining your operational resilience.</p>				
<p>15d. [THIS WILL ONLY APPEAR IF YOU SELECTED 'YES' TO QUESTION 15c]</p> <p>What triggered the change to [FI NAME]'s operational resilience arrangements during return period?</p> <p>Select all that apply:</p> <table border="1" data-bbox="120 676 714 805"> <tr><td>Regular/periodic review</td></tr> <tr><td>Testing by internal and/or external parties</td></tr> <tr><td>Post incident review lessons learnt</td></tr> <tr><td>Other</td></tr> </table>	Regular/periodic review	Testing by internal and/or external parties	Post incident review lessons learnt	Other	<p>The purpose of this question is to understand what triggered your operational resilience arrangements to change during the return period.</p>
Regular/periodic review					
Testing by internal and/or external parties					
Post incident review lessons learnt					
Other					
<p>15e. What statement best describes [FI NAME]'s work in relation to a system migration during the return period?</p> <p>Select all that apply:</p> <table border="1" data-bbox="120 932 728 1061"> <tr><td>Continued work on system migration</td></tr> <tr><td>Started carrying out a system migration</td></tr> <tr><td>Started planning for a system migration</td></tr> <tr><td>None of the above</td></tr> </table>	Continued work on system migration	Started carrying out a system migration	Started planning for a system migration	None of the above	<p>The purpose of this question is to understand whether you have continued, initiated or began planning a system migration in the return period. There may be increased risk of unfair treatment of consumers during periods of change.</p> <p>Select the one option that most applies.</p> <p>Additional information</p> <p>By 'system migration' we mean a process requiring significant resources in which a FI transfers data, applications, or IT resources to a newer environment. System migration can occur for various reasons, including upgrading to new hardware or software, consolidating IT resources, or moving to a cloud-based environment.</p>
Continued work on system migration					
Started carrying out a system migration					
Started planning for a system migration					
None of the above					
RECORD KEEPING					
<p>16. Does [FI NAME] have policies, processes, systems and controls to maintain relevant records in relation to your FI service?</p> <ul style="list-style-type: none"> • Yes • No 	<p>The purpose of this question is to understand whether you have agreed policies, processes, systems and controls to maintain relevant records in relation to your financial institution service.</p> <p>Additional information:</p> <p>Standard Condition 6 states that you must have systems and processes to maintain relevant records in relation to your financial institution service. You must provide us with the records we need to monitor your ongoing capability to effectively perform the financial institution service in accordance with the licensing criteria in section 396 of the FMC Act.</p> <p>Your records:</p> <ol style="list-style-type: none"> must be kept in a form (which may be electronic) and manner that ensures the integrity of the information and enables it to be conveniently inspected and reviewed by us; and 				

		<p>b. may be in any language, providing that for records kept in a language other than English, if required by us, you provide in a timely manner a full translation of the record into English by a translator approved by us.</p> <p>You need to keep records to enable an assessment of your performance in complying with the fair conduct principle. You are also required to comply with Standard Condition 6 relating to record keeping. We separately ask you about how you will comply with this condition.</p>				
17.	<p>How does [FI NAME] ensure the contact information it has on file for consumers is kept up to date?</p> <p>Select the option that applies.</p> <table border="1" data-bbox="120 480 790 703"> <tr> <td>We have processes in place to ensure consumer details are updated at least annually</td> </tr> <tr> <td>We have processes in place to ensure consumer details are updated less frequently than annually</td> </tr> <tr> <td>We rely on consumers to contact us to update their details</td> </tr> <tr> <td>None of the above</td> </tr> </table>	We have processes in place to ensure consumer details are updated at least annually	We have processes in place to ensure consumer details are updated less frequently than annually	We rely on consumers to contact us to update their details	None of the above	<p>The purpose of this question is to understand how you keep consumer contact information up to date.</p> <p>Additional information</p> <p>Your FCP must include effective policies, processes, systems, and controls for communicating with your consumers about your relevant services or associated products in a timely, clear, concise, and effective manner.</p>
We have processes in place to ensure consumer details are updated at least annually						
We have processes in place to ensure consumer details are updated less frequently than annually						
We rely on consumers to contact us to update their details						
None of the above						

DECLARATION

<p>I confirm that I have the authority to submit this report on behalf of [FI NAME].</p> <p><input type="checkbox"/> I confirm.</p> <p>I have reviewed the answers and information, and I confirm I am satisfied that, to the best of my knowledge, after undertaking all reasonable inquiries, all answers are true and correct.</p> <p><input type="checkbox"/> I confirm.</p> <p>Full name of [FI NAME]'s authorised person.</p> <input type="text"/>	
--	--