**CRIB NOTES – CODE OF CONDUCT – NEW CLIENT**

**TELEPHONIC CANVASSING:**

INTRODUCE YOURSELF

EXPLAIN WHICH FSP YOU WORK FOR

EXPLAIN REASON FOR CALL

MAKE APPOINTMENT AT CLIENT CONVENIENCE

**FIRST APPOINTMENT**

LETTER OF INTRODUCTION MUST BE HANDED TO CLIENT

LETTER MUST INCLUDE…………

* YOUR NAME, ID, CELL NUMBER & EMAIL
* FSP YOU WORK FOR
* KI RESPONSIBLE FOR YOUR ACTIONS
* YEARS OF EXPERIENCE
* UNDER SUPERVISION OR NOT
* TYPES OF PRODUCTS YOU MAY SELL
* PI (PROFESSION INDEMNITY) COVER IN PLACE
* IGF (INCOME GUARRANTEE FUND) COVER IN PLACE
* FIDELITY COVER IN PLACE
* FEES CHARGED
* DECLARATION IF COMM FROM 1 COMPANY EXCEEDS 30% OF TOTAL COMM EARNED IN YEAR
* CONFIRMATION OF CONFLICTS OF INTEREST POLICY AND REGISTER
* CONTACT DETAILS OF OUR COMPLIANCE DEPT, PERSON , ADDRESS, TEL & EMAIL
* COMPLAINTS POLICY AND PROCEDURE
* DISCLOSURES/ CONSENT
  + STATUTORY NOTICES
  + POPI (PROTECTION OF

NNB – OBTAIN CLIENT SIGNATURE, POST COPY TO HIM WITH NEXT CORRESPONDENCE.