



Dear Member,

The BIBA Compliance Manual Update Service

The 2010 version of the BIBA Compliance Manual is ready. What's new? We publish a new section on Financial Crime, notes on compliance with Threshold Condition 4 (adequate resources), a very useful template to record all your risk transfer arrangements and amend the definition for eligible complainants. Other updates have been made and in total 96 pages in the manual have been updated.

The previous version was April 2009 which then included a key section on Industry Guidance on Transparency and Conflicts of Interest as well as clear pages and templates on TCF.

You will be pleased to learn that we have now sold more than **700 copies** of the BIBA Compliance Manual and members have been fulsome in their praise.

Remember, compliance never stands still. The FSA and its eventual successor will continue to update their rules as the new regulatory regime develops.

It is therefore important that you keep your copy of the BIBA Compliance Manual up to date on an ongoing basis and this is why we are inviting you to renew for the BIBA Compliance Manual Update Service for 2010.

For a very cost effective price of **£225 + VAT** (2009 price held) you will receive an up-to-date copy of one of the most comprehensive, yet easiest to understand, general insurance compliance manuals available. The 2010 version only updates the April 2009 version – if your version is older you will need to buy a new manual.

To receive your updated BIBA Compliance Manual, please complete the form overleaf and return direct with your payment to the manual's publishers: Branko Ltd, Drenov House, 45 Stoke Road, Leighton Buzzard, Beds, LU7 2SW.

Many thanks for your continuing support.

With kind regards,

A handwritten signature in blue ink that reads "Steve White".

Steve White Head of Training and Compliance



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Payment Details

To receive the 2010 manual update (only applies if you have the April 2009 version):

I would like to pay by:

- Cheque made payable to 'Branko Ltd' for £225 + VAT (**£264.38**)

- BACS, directly into Branko Ltd's account, details are as follows,
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- By credit card (via Paypal) - **please telephone 0800 619 6619**

Please note

Payment must be included with this order form (or telephoned through if paying by credit card), before we provide you with an updated manual. When payment has been received, you will receive a copy of the 2010 version. If any further updates are made in 2010 you will receive these free of charge.

*This order form and payment should be sent to **Branko Ltd, Drenov House, 45 Stoke Road, Leighton Buzzard, LU7 2SW (and NOT BIBA).***