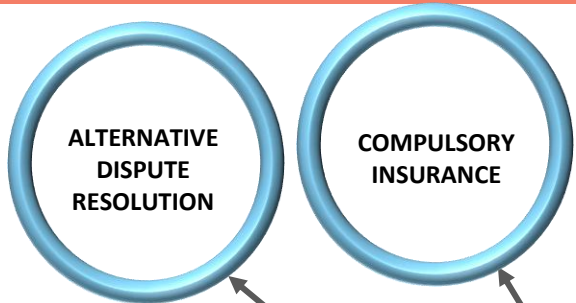


- ✓ Arbitration
- ✓ Alternative dispute resolution (ADR) and online dispute resolution (ODR)
- ✓ Mediation
- ✓ Financial Ombudsman Service (FOS)



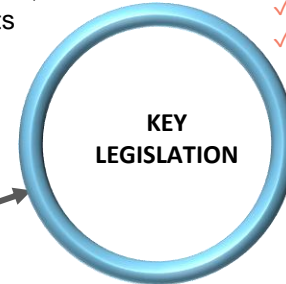
- ✓ Employers' liability insurance
- ✓ Motor insurance
- ✓ Public liability insurance: Riding Establishments Act 1970
- ✓ Liability insurance: Dangerous wild animals and/or dangerous dogs
- ✓ Professional indemnity: solicitors, insurance intermediaries and accountants



- ✓ Contracts (Rights of Third Parties) Act 1999
- ✓ Third Parties (Rights Against Insurers) Act 2010
- ✓ Consumer Rights Act 2015



- ✓ Public data
- ✓ Corporate data
- ✓ Personal data



- ✓ Association of British Insurers (ABI)
- ✓ British Insurance Brokers' Association



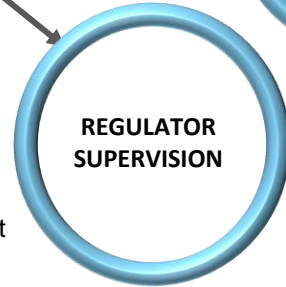
- ✓ Financial Conduct Authority (FCA)
- ✓ Prudential Regulation Authority (PRA)
- ✓ Financial Policy Committee (FPC)



- ✓ Principles for Business (PRIN)
- ✓ Fair Treatment of Customers
- ✓ Senior Management Arrangements Systems and Controls (SYSC): SM&CR
- ✓ Insurance: Conduct of Business Sourcebook (ICOBS)
- ✓ Training and Competence (TC)



- ✓ Placement
- ✓ Layering
- ✓ Integration



- ✓ Intervention
- ✓ Monitoring
- ✓ Authorisation and approvals
- ✓ Solvency margins
- ✓ Conduct of business
- ✓ Winding-up

