



Dear Member,

The BIBA Compliance Manual Update Service

The 2009 version of the BIBA Compliance Manual is ready. What's new? We publish the important industry guidance on commission disclosure for commercial insurance customers (with new TOBA and customer documentation templates), key changes to Systems and Controls (new sections on Governance, Conflicts and Outsourcing), Approved Persons, PI limits, TCF and a fully updated section on RMAR/GABRIEL.

The previous version was March 2008 which then included a brand new section on ICOBS, following the FSA publishing new rules for selling general insurance, as well as clear pages and templates on TCF.

You will be pleased to learn that we have now sold more than **600 copies** of the BIBA Compliance Manual and members have been fulsome in their praise.

Remember, compliance never stands still. The FSA will continue to update their rules and interpretation will inevitably change.

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 2009.

For a very cost effective price of **£350 + VAT** you will receive an up-to-date copy of one of the most comprehensive, yet easiest to understand, general insurance compliance manuals available. The 2009 version only updates the March 2008 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



Company Details

Full Name : _____

Company Name : _____

Company Address : _____

Telephone Number : _____

Email Address : _____

BIBA Membership No : _____

Payment Details

To receive the 2009 manual update:

I would like to pay by:

- Cheque made payable to 'Branko Ltd' for £350 + VAT (£411.25).
- BACS, directly into Branko Ltd's account, details are as follows,
please include remittance advice:
Account – No 00207888 sort code 20 32 06
Please provide remittance advice
- By credit card - **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 2009 version. If any further updates are made for 2009 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).***



BIBA