

## News Release

Corporate Information Systems Limited, the business process specialists, has announced the launch of a Compliance Manual for Insurance Intermediaries. Developed in collaboration with The Insurance Centre in Lancaster, the manual uses a web browser-viewable CD- ROM and shows how to deliver the core processes of an insurance intermediary. It allows for easy navigation from high level concepts into procedural detail while referring to the Financial Services Authority (FSA) regulations.

The Compliance Manual for Insurance Intermediaries is relevant, informative and easy to use. It supports three sections from the FSA's handbook of rules and guidance: Insurance Conduct of Business (ICOB), Client Assets (CASS) and Dispute Resolution Complaints (DISP). Business processes are displayed graphically with descriptions of and instructions for every activity. Users can easily navigate the manual to see what must be done, how, when and by whom. The manual may be installed on a corporate network for access by all employees.

"Thousands of general insurance intermediaries are facing a deadline in January 2005 for compliance with the FSA. The FSA principles state that firms must take reasonable care to establish systems and controls for compliance with requirements and standards. In effect, this means creating a detailed procedures or compliance manual," said Peter Carter, Director, Corporate Information Systems Limited. "The Compliance Manual for Insurance Intermediaries provides instant compliance with the FSA principles. You can see which business processes satisfy which regulation, and ensure that all regulations are being met within the business."

"Up to now, insurance intermediaries have faced a difficult choice. They can spend weeks writing a complex procedures manual in-house or they can pay consultants hundreds of pounds per month for providing a cumbersome written document," said John Regan, General Manager, The Insurance Centre. "The Compliance Manual for Insurance Intermediaries is a more cost-effective approach for easy deployment to all staff. Not only does it provide instant compliance for January 2005 but it can be customised to your business by Corporate Information Systems or maintained in- house. It even offers the basis for ISO 9001:2000 accreditation. The manual is a brilliantly practical answer to a tough regulatory problem faced by over 4,000 insurance intermediaries."

The Compliance Manual for Insurance Intermediaries was developed by Corporate Information Systems and The Insurance Centre using PROTOS, a business process modelling tool. The entry-level price for the Compliance Manual for Insurance Intermediaries, including printable copies of the FSA regulations, is £1,250. As an extra consultancy service, the

business processes may be personalised with company documents and roles. Alternatively, the manual can be purchased with PROTOS for in-house maintenance and development. An online demonstration of the manual is available at [www.cisystems-ltd.co.uk](http://www.cisystems-ltd.co.uk)

### **About The Insurance Centre**

Founded in 1996, The Insurance Centre has offices in Lancaster, Manchester, Chorley and Knott End-on-Sea. Employing 35 staff with a premium income of £7 million, it offers a wide range of services including travel, commercial, motor, residential lets, and household insurance. The company is a member of the General Insurance Standards Council and is accredited with Investors In People.

### **The Insurance Centre**

### **About Corporate Information Systems Limited**

Corporate Information Systems Limited specialise in providing software solutions, consultancy and training to organisations intending to review their business processes. Activities include process mapping, modelling and measurement, team building and development, process control and automation with workflow software, and process compliance to standards, and regulatory requirements. Corporate Information Systems Limited is an authorised reseller of Wave Front International BV and can provide PROTOS, a process definition, analysis and communication tool.

### **About PROTOS**

PROTOS is a powerful software tool for describing, designing and maintaining business processes. Running on Windows platforms, it integrates with industry standard relational databases and fully supports paper based or web publishing. Applications include Business Process Re engineering, ISO certification, quality manuals, workflow management and simulation studies.

### **All Enquiries:**

Peter Carter Director Corporate Information Systems Limited, PO Box 118 WIRRAL CH61 4WZ

Tel:0151 648 8116 Mobile: 07990 511871 Fax:0151 648 8116 E-mail: [Info@cisystems-ltd.co.uk](mailto:Info@cisystems-ltd.co.uk)