

GENISTAR
Financial Freedom For All

BUSINESS BASICS

PART 2: *FOLLOW THE SYSTEM*



FAST TRACK

NAME:

Workbook

CODE:



WELCOME

FROM GENISTAR CO-CEO, JEFF LESTZ

Congratulations on finishing Business Basics Part 1!

Now that you've put together your prospect list and been on a few appointments, you are ready to move into Phase 2. Your trainer will be right there beside you to help you master the skills you need. Just follow the system.

Business Basics Part 2 is designed to enhance your skills and knowledge in both recruiting and sales. In this section you will find several scripts to boost your confidence level. You'll never be at a loss for what to say after you learn these scripts.

This series of workbooks has been designed to help you learn the skills and disciplines necessary to build your Genistar Business. It's also your road map to making money, building your business and getting your promotions as quickly as you want to.

So, get ready to dive in, explore new concepts, and gain the confidence you need to succeed!

Here's a welcome video:

<https://vimeo.com/801175223>

FOLLOW THE SYSTEM

**Save Yourself Stress
Time, Energy and Money**

Yours in Success,
Jeff Lestz, Co-CEO

WORKBOOK

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PART 2:
FOLLOW THE SYSTEM

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THE FORTUNE IS IN THE FOLLOW-UP!

Do not delay! Call your guests directly after the business overview.

Do not answer questions, leave that to the trainer!

1. Did you watch the business opportunity meeting right to the end?
2. What did you like best about the business overview: making money, helping people or a bit of both?

NOW WHAT DO YOU THINK!!!

3. You probably have lots of questions and one of the top leaders in the business (TRAINER'S NAME) is going to answer them for you. (TRAINER) will show you how you get trained, paid, promoted and how we get clients.
4. At the end of that meeting if you and the trainer are happy with all the answers given:
 - » 'Which passport do you carry? Do you have a copy of your passport or driving license/visa/leave to remain?'
 - » 'Do you have the licensing fee of £140?'

If they don't have both of the above, ask when would they have them and schedule in a followup meeting within 72 hours.

Please note, we cannot work with anyone on either a work visa or international student visa.

F.O.R.M. and S.I.G.N.

WATCH THIS VIDEO: <https://youtu.be/pfoWv00eb7E>

F - FAMILY
O - OCCUPATION
R - RECREATION
M - MESSAGE

S - SKILLS
I - INTERESTS
G - GOALS
N - NEEDS

- One of the best ways to build rapport and make a friend quickly is by using F.O.R.M.
- People like to talk about the things that interest them such as their **F**amily, **K**ids, **O**ccupation and **R**ecreation; what they like to do for fun.
- It's important that you ask questions in these areas to try to find common ground before trying to communicate your **M**essage.
- When you are talking to people, you should listen for S.I.G.N. These are people's **S**kills, **I**nterests, **G**oals and **N**eeds. When you know some or all of these, then you can more effectively tailor your message.

EXAMPLES OF FORM QUESTIONS:

FAMILY Are you married? Do you have children? How old are they? Do you own your own home?

RECREATION What do you like to do for fun? Do you have any hobbies? What do you do in your free time?

OCCUPATION Where do you work? What do you do? How long have you been doing that?
What made you choose that career? What do you like about it? What don't you like?

What would you change about it if you could?

ACTIVE LISTENING

When FORMing you must be constantly listening for their 'hot buttons'. Ask yourself: Do they like helping people? Do they need more money? Are they good with people? Do they like self development? What do you have in common with them? Are they open-minded to an opportunity themselves or might they know someone who is? Are they influential? etc.

EXAMPLES OF HOW TO TAILOR YOUR MESSAGE

'You mentioned that ...' relate to something they have told you, then tailor your message accordingly.

For example:

'You mentioned that you like helping people. Our company is expanding and we specialise in helping people in the area of finance. Who do you know who might be interested in earning additional income helping families?'

RECRUITING SCRIPT

3rd Party Recruiting Script (ISTEAM Track)

I'm sure you would agree that spending approximately 14,000 hours in school and higher education and learning next to nothing about money is alarming and, quite frankly, ridiculous.

Hello (client name), (3rd party name & surname) asked me to call you. Is this a convenient time to talk? WFA (Wait for Answer)

Great! My name is I was recently with (3rd party) and they asked me to give you a call. They told me you are an ambitious and hardworking kind of person (and/or a person who likes helping people), does that sound right? WFA

They also said that you are open minded and may be open to an opportunity to earn additional income, is that the case? WFA

Well, obviously I don't know whether you would be a right fit for us, but based on (3rd party's) recommendation, I promised them that I would give you a call.

What do you do at the moment, if you don't mind me asking? WFA

(F.O.R.M. them; find common ground)

FORM Question Examples:

What made you go into that profession?

What do you like about it?

What don't you like?

What would you change if you could?

Do you like helping people?

Based on our conversation would you like me to send you a video?

We have a business overview video which will give you an opportunity to find out what we do in more detail. If you like what you see, we will arrange a follow up interview to see if we have a mutual interest. Is that OK? WFA

What is it?

We are a financial education company. We teach people how to become financially free. I'm sure you can appreciate that there is a lot of need for what we do right now, which is why we need more people.

What would I be doing?

That's a great question, and it's exactly what we cover in our Business Overview video.

What would I be doing?

We have a programme to train people to educate others on their finances as well as to own their own business with us. Watch a video or meet one to one.

Is there a cost involved?

There is no cost for the business overview at all. It is an information only event.

Is there a cost involved?

There is no cost for the business overview. If you decide that it's the right opportunity for you, then there is a small fee to cover the cost of administration as well as the various checks that we need to do to get you licensed and on the company register.

Is this a pyramid? - No

A pyramid is an illegal type of business. We are authorised and regulated by the FCA and the FCA doesn't authorise illegal business models, so I would have to say 'No'.

Do you have a website?

Yes, we have a fantastic website: genistar.online. However, in order to get the full picture, you need to watch the video. It will explain how you can earn an extra income and make an impact in your community.

I'm too busy to talk now

That's fine. When would be the best time to call you? By the way (3rd party) also said you may know some people who are looking to make additional income on a part-time basis. Our company is expanding. Who do you know who may be interested in earning an extra £1,000-£2,000 per month working around 6-8 hours a week part time?

Not interested

I totally understand that you're not interested in something you haven't had a chance to see yet, but do you know of anyone who might be interested in earning and extra 1000-2000 per month or looking for a career change?

No problem. Is it ok if I give you a call in 3-6 months' time to see if anything has changed?

If you can't get a YES for the Overview, get a YES for a Scoop. Book an online Presentation or ask who they might know who could use additional income. Use the MAGIC QUESTION script.

BOOKING SCOOP SCRIPT

(Smiley Track) 3rd party Phone Script for booking scoops - NEVER BE without this script.

<p>Hello (client name), (3rd party name & surname) asked me to call you. Did you receive my text? WFA (Wait for Answer).</p> <p>Text received Well, I'm really glad I called then. Is this a convenient time to talk? WFA. Great! My name is I'm a representative of an FCA regulated company called Genistar. I was recently with (3rd party) and they asked me to call you and see if we could arrange to show you and your husband/wife/partner the same thing I showed them.</p> <p>(F.O.R.M. them; find common ground)</p> <p>Based on our conversation let's go ahead and book an appointment with you and your husband/wife/partner. When would be a good time to come to see you? Evenings or weekends? WFA</p> <p>Offer 2 time options: Would 7pm be good or 9pm better?</p> <p>Do you prefer an online appointment or for me to come to your home?</p> <p>Online: What is your email address? In Home: What is your full postcode.</p> <p>Just in case you need to get hold of me save my name into your phone. You may want to allow us about 60-90 minutes. I look forward to meeting you and (partner) on (day) at (time)</p> <p>No text received Well, I'm really glad I called then. I met with (3rd party) and they ASKED me to share some financial concepts with you that they had never heard before. They made me promise to get together with you and (partner) and give you a brief overview.</p>	<p>What is it? It's financial education and (3rd party) said it was very beneficial to them financially and they ASKED me to simply share the same concepts with you.</p> <p>What is it? I'd be glad to explain it to you. (3rd party) ASKED me the same question. Then after I showed them what we do they were so impressed they asked me to contact you too.</p> <p>I'm sure you would agree that spending approximately 14,000 hours in school and higher education, and learning next to nothing about money is alarming and, quite frankly, ridiculous.</p> <p>What is it? We are a financial education company. We teach people how money works and how to become financially free.</p> <p>They said it was completely different from anything they had ever seen and felt that you would be interested in finding out ways to save and make more money, is that the case? WFA</p> <p>There is no cost for this information. (3rd party) ASKED me to share it with you and I promised them I would try to fit you into my schedule.</p> <p>I promise I am not coming over to sell you anything.(3rd party) simply asked me to show it to you personally.</p> <p>Not interested (3rd party) felt the same way at first, but once I showed them what we actually do they found it very beneficial and they felt that you would find it interesting and useful.</p> <p>Not interested OK, that's fine. For some people it's just not the right time. However, circumstances change. Would it be OK for me to keep your number and perhaps call you back in 3-6 months' time?</p>	<p>Still not interested Ok, that's fine (3rd party) also said you may know some people who are looking to make additional income on a part-time basis. Our company is expanding. Who do you know who may be interested in earning an extra £1,000-£2,000 per month working around 6-8 hours a week part time?</p> <p>Send me information I would be happy to, but if that method of communication worked in our business then we would just send out leaflets instead of speaking to people. It would be like trying to get a haircut by post.</p> <p>I'm too busy to meet - call back That's fine. When would be the best time to call you. By the way, (3rd party) also said you may know some people who are looking to make additional income on a part-time basis. Our company is expanding. Who do you know who may be interested in earning an extra £1,000-£2,000 per month working around 6-8 hours a week part time?</p> <p>ALWAYS - ALWAYS ALWAYS - after setting early appointment ask "What's the earliest time we can get together?" ALWAYS - after setting late appointment ask "What's the latest time we can get together?"</p> <p>REFERRAL TEXT: Hi (person's name). I hope you're doing well. I recently met with a business leader and financial coach called (person's name). He/She/They shared some Financial Concepts with us which helped us make some informed decisions that I found very helpful. He/She/They also mentioned that as part of his/her/their expansion he/she/they was looking to partner with a few ambitious people, is it okay if I pass (person's name) your number?</p>
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THE MAGIC QUESTION

'Who do you know who could use an extra £1000 - £2000 per month, if they could earn it in just 6 - 8 hours per week, part-time?'

Note: It is important to ask this in a very low key manner and don't come on strong. Don't sell! The person will normally say 'Sure, what is it?' The only answer to give is:

'TRUST ME, YOU NEED TO SEE IT'

You can say TRUST ME in different ways and some suggestions are:

'I would tell you more if I could, but I am brand new myself. As a matter of fact, I would like you to watch a short video so that I can get your opinion.'

'Look, I want you to get the whole story and all the facts. Do you have a few minutes to take a look and let me know if you like what you hear and see?'

'I want you to get all the information from one of the top people in the company. I know him/her/them personally, and he/she/they will answer all your questions **one-on-one.**'

If they say, 'Well, tell me a little bit' you can reply with:

'I can do better than that. I'll send you the video and you can hear the entire thing. It takes just a few minutes. In fact, we could watch it together if you like.'

If the people are close friends and really press, the most you should say is:

'OK I can tell you this: It's a financial education company. It's a real ground floor opportunity that you need to see to make up your own mind. Can you spare a few minutes to watch an overview of who we are, what we do, and, most importantly, what's in it for you if you were to get involved?'

If all else fails and they are cynical, say, 'Please watch the Business Overview to understand all the information. If it's not for you, that's okay, maybe you could forward it to someone else who might be interested. Does that make sense?'

If this doesn't work just say 'NEXT!'

REMEMBER:

People attend an overview for 4 main reasons:
NEED - DESIRE - CURIOSITY - FRIENDSHIP

Not because of the information!

Too much information makes people assume they know what Genistar is all about before they get all the facts and then they won't see it for themselves.

BOOKING TRAINING SCOOP SCRIPT

Use this script on your own.

This script is used by you to book yourself 2 or 3 training Scoops. If you don't feel confident in being able to use this, then speak to your trainer about getting together and using the Training Triangle Script with them.

Hello _____ (friend or family member). Chat about something unrelated for a few minutes, how are the kids etc.

Actually, the reason I am calling is that I really need a favour. You know that we've been looking for a way to help people and improve our financial situation and to reach our goals and dreams. Well, we think we've found it. (Mention the things they know you for) I am not sure if you know but I have recently started with a new company and as a part of my training I need to observe my trainer doing a presentation with some real people. I would feel really comfortable with you and _____ (partner's name).

You don't need to do anything except listen and ask questions as they come up. You don't have to buy anything and he/she/they won't try to sell you anything, you would just be doing me a big favour to help me get trained.

Is that OK? Would you be happy to help me get trained? WFA

Great, when is the best time for me and my Trainer to set up an online appointment/visit to your home to meet with you and _____(partner)? Is an evening or a weekend better? WFA

Possible Objections You Can Overcome:

What is it?

It's a financial education company. They teach families how to become financially free. Actually, I think that you and _____ (partner) will really enjoy it. It's really interesting.

Does my partner need to be there?

Yes, it doesn't really work with just one of you.

Will I have to give any financial information?

You don't have to do anything at all except look at, and listen to a presentation; this is really just to train me.

Can they help us in our financial situation?

I am sure they can, and if you like what you see then I am sure you could ask my trainer when we meet and they can tell you what the next steps would be.

TRAINING TRIANGLE SCRIPT

Use the Training Triangle script to explode your business.

You (Trainer) and your recruit (Trainee) are on a Zoom call together. Your recruit calls (Referral):

Trainer:

Hello, (Referral) my name is (your name), and I have (Trainee) here with me.

(Trainee and Referral will exchange greetings. When questions begin, turn phone back over to Trainer.)

Trainer:

So (Referral), the reason I called is that (Trainee) recently got involved in business with us, and she/he is in the process of obtaining his/her certification.

In order to finalize their requirements for the position, she/he needs to be in the field with a field trainer like myself, and witness at least two of our financial education presentations, (Trainee) said that out of all the people he/she knew, she/he felt most comfortable asking you for help.

WFA (wait for answer)

We will be together on Zoom, _____ evening... So which time would be better for you, 7pm or 9pm on (day of the week)? (Book it.)

Thanks, and your partner will be there too, right?

WFA (wait for answer)

I look forward to meeting you and (partner) on _____ (day) at _____ (time).

Training Triangle videos:

Steve Jenkins presenting: <https://youtu.be/9las6w23KuY>

Christianne Dawe presenting: <https://youtube.com/watch?v=FC7BLE3m1SE>

If you get any objections, simply say:

Don't worry (Referral), We are only asking you to listen and give your honest reaction. I promise we are not going to try to sell you anything. Even if you wanted to buy something we would have to organise another appointment.... So, which time would be better for you, 7 or 9 on _____(day).

OK, I look forward to meeting you then. Thanks for helping out.

(Learn these off by heart so you can look at the client as you say them)

AT THE DOOR/ONLINE:

So, where do you know _____ *(third party)* from?

WHEN YOU FIRST SIT DOWN:

By the way, what did _____ *(third party)* say that caused us to get together today/tonight?

WHEN READY TO START:

Did _____ *(third party)* tell you what we were able to do for them? WFA *(regardless of answer)*. They asked me to show you the very same thing I showed them, which was how to get their money working as hard for them as they work for themselves. There's no cost for this information so you can relax and take your hand off your wallet ... I won't be asking for any money today/tonight.

Maintain eye contact and say this slowly and sincerely: Well, just before we get started, let me ask you this if I may: Do you currently have some goals and dreams that would take a substantial amount of money that at the present pace is taking you too long to accumulate? WFA

Would you just share 1 or 2 or the most important ones with me? WFA *(If they give you a ridiculous one say: that would be a lot of fun but in the real world ... or as the first step ...)*

(Very slowly) Approximately, what would that one cost? WFA

(Calmly) How long at your present rate of income (plus any pay rises/ bonuses) will it take to accumulate this money? In other words, when do you think you could get at least the first dream? WFA *(If the answer seems surprisingly soon ask how much have you accumulated so far toward that goal?)*

These are important to you and your family, aren't they _____?

So if you had a choice between never having these goals, taking far too long to achieve, or having £_____ in the next few years – you'd prefer the next few years, wouldn't you? WFA

What I'm going to show you now, is how that is a good possibility of you obtaining that money within the next 2 to 3 years. So, as I show you the same thing as I showed _____ *(third party)*. I'd like you both to ask yourself 2 questions:

- 1. Do you see the value of this financial education for you and for others, and ...**
- 2. Do you see how this is easy enough to learn that you could do it too if you want to?**

START PRESENTATION

You can practice this script with friends and family before you are licensed but you MAY NOT complete the Fact Find.

Have Your Presentation Ready

Remember...you are calling a friend. Keep it simple, ask for their help, set the appointment

Hi _____ this is _____(your name)

As you probably know, I recently became involved with a financial education company, Genistar, and I need to ask for your help.

I need some practice giving my presentation to people who will give me some honest feedback and score me. Would you do that for me? WFA

Great, if I book an online meeting/pop around on _____ evening, what time would be best for you, 7pm or 9pm? WFA

And _____(partner) will be there too?

Thanks for your help, see you on _____at _____pm.

Possible Objections You Can Overcome:

What is it for?

It's really just for me to prove to my trainer that I am competent, and I know you would give me honest feedback if there are areas I need to improve on.

Do I have to give you any personal information?

All you have to do is listen and give me feedback on a form that I will bring with me.

Does it cost anything?

It doesn't cost anything at all except your time and it would really help me out.

Partner won't be there.

Oh, I really need both of you to be there. As most of our clients are couples it's important that I practice in our most common scenario. When would be a good time when both of you could help me? WFA.

CLIENT ASSESSMENT SURVEY

Please Read:

Thank you for taking the time to help one of our new associates with this assignment! At Genistar, it is our goal to provide the best trained people with the highest level of service reaching middle income families all over the United Kingdom.

This is purely a Practice Presentation.

You will be helping your friend gain confidence, skills, and valuable training. At the end you will be asked to complete this survey. The more honest your answers are, the more helpful this training experience will be.

Your friend cannot give advice.

At this time, they are unable to give you any advice on your personal finances, They can answer questions of a factual nature.

What is your relationship to this person? _____

Did they tell you this would be a training exercise for them when they asked to get together with you?

YES

NO

Did they give you a blue 'Your Family Matters' brochure near the beginning of the presentation?

YES

NO

Did they briefly review it?

YES

NO

Did they encourage you to read it more thoroughly at a later time?

YES

NO

On a scale of 1 to 10, 10 being the highest, how would you rate them in these areas?

Knowing the presentation	(Really needs work)	0	1	2	3	4	5	6	7	8	9	10	(Excellent)
Able to answer your questions	(Really needs work)	0	1	2	3	4	5	6	7	8	9	10	(Excellent)
Teaching financial concepts	(Really needs work)	0	1	2	3	4	5	6	7	8	9	10	(Excellent)
Overall performance	(Really needs work)	0	1	2	3	4	5	6	7	8	9	10	(Excellent)
Clear concepts	(Really needs work)	0	1	2	3	4	5	6	7	8	9	10	(Excellent)
Eye contact	(Really needs work)	0	1	2	3	4	5	6	7	8	9	10	(Excellent)
Smiling!	(Really needs work)	0	1	2	3	4	5	6	7	8	9	10	(Excellent)

Which areas can your friend improve upon?

What areas could their manager help them with?

What question(s) did you ask that they:

Told you that they were not allowed to answer?

None

Did not know the answer?

None

I did not have any questions.

Any other comments:

Name of the Presenter _____ Date _____

Your Name _____ Your Phone _____

Thank you again for your help in helping to train our team!

If you have any questions, problems, or concerns, and would like to contact a Genistar Supervisor, please ask the presenter for the contact details of his Executive Vice President.

F0012/0808 v2

GLOSSARY

Baseshop	EVP Team to which you belong
Blue Vase	Award for attaining Go-Getter three consecutive months
Boot Camp	Intensive Skill-Based Training
Carryback	Follow up meeting with client where you present their financial plan and review solutions if applicable
CCMP	Clear Concise Mental Picture
Compliance	Department responsible for overseeing legal aspects of Genistar's business
CTP	Coffee Table Presentation - When you sit with someone to show them the business (not a scoop)
EVP	Executive Vice President
FGP	Financial Game Plan
Fact Find	Financial Game Plan data collection
Field Training	The process of learning by observing real clients' live presentations with a licenced trainer/representative
FCA	Financial Conduct Authority
FSC	Field Support Centre
FSS	Fast Start School (periodic school for the whole company)
Go-Getter	Award for attaining 3 personal recruits and £1500 submitted life business in one month. (Maximum £650 per policy counts.)
Hierarchy	An EVPs Team
IBA	Independent Business Application
IDD	Initial Disclosure Document
KTP	Kitchen Table Presentation
NSD	National Sales Director - A level above the Senior Vice President
Power Hour	An hour focused on calling contacts
Scoop	Initial meeting with the clients
SVP	Senior Vice President - A level above Executive Vice President
SNSD	Senior National Sales Director - A level above National Sales Director
Upline	The person or people directly above you in the hierarchy
WFA	Wait for Answer
72 Hr Interview	Follow up interview for prospective recruit which ideally happens within 72-hours or less of seeing a business overview

REMEMBER: The only silly question is the one you don't ask.
If a term you are looking for isn't here then ASK your upline or check the
Resources tab on genistar.online.

GENISTAR POLICIES

At Genistar we have a duty to ensure that how we behave and what we do in our business dealings with clients, customers, third parties and each other, complies with the Equality Act 2010 at all times. Genistar has a zero tolerance approach to any acts or behaviour that breaches these policies.

Equal Opportunities

Genistar is committed to promoting equal opportunities throughout the company. You, any job applicant, contractor or client will receive equal treatment regardless of age, disability, gender reassignment, marital or civil partner status, pregnancy or maternity, race, colour, nationality, ethnic or national origin, religion or belief, sex or sexual orientation (known as: Protected Characteristics).

Harassment

Harassment occurs when unwanted behaviour relating to a protected characteristic has the purpose or effect of violating someone's dignity or creates an intimidating, hostile, degrading, humiliating or offensive environment for them.

Examples of Harassment: Teasing someone about their age, sexuality or ethnicity. Making unwanted sexual advances.

Please note: The word 'unwanted' means 'unwelcome' or 'uninvited'. It is not necessary for the individual to say that they object to the behaviour for it to be unwanted. You can complain of behaviour that you find offensive even if it is not directed at you, and the complainant need not possess the relevant characteristic themselves.

Victimisation

Treating someone unfairly because they have made (or you believe they are about to make) an allegation/complaint about discrimination or harassment or they have provided evidence in support of a complaint about discrimination or harassment.

Examples of Victimisation:

A professor shouting at a student because he thinks she has the intention to support another student's sexual harassment complaint. Your employer dismissed you because of your disability. You have started tribunal proceedings under the Equality Act and now your employer has provided you with a bad reference, and you believe it is because you have taken action about discrimination. Beginning tribunal proceedings is a protected act, so this could be victimisation.

All Genistar Representatives are required to complete mandatory training on Equal Opportunities and Harassment. For more information and to read our Company Policy Documents, please refer to the Resources tab on the website.

Recruiting code of conduct

As representatives of Genistar, we are all eager to build our teams and be successful. This is the best way of thinking, however, this comes with some boundaries. It is important to understand that there are two dynamics at play. At Genistar we want to develop a culture that has both a sense of urgency and also a spirit of cooperation and fair play.

As we grow, we will continually encounter situations where a prospective recruit is contacted by different people on various teams. We must always remember that, as leaders, how we handle such situations and our attitudes will be mimicked by our team and will be judged by the public.

At Genistar we follow guidelines that help us to build one of the best companies in the UK. If you follow these basic business principles you will build a team with integrity! For more information please read our policy online under the Resources tab.

 020 3372 5085

 <https://genistar.online/>

 <https://genistar.online/contact>

FCA - 11 PRINCIPLES

Genistar abides by the FCA's (Financial Conduct Authority) 11 principles for businesses.

1: Integrity

A firm must conduct its business with integrity.

2: Skill, care and diligence

A firm must conduct its business with due skill, care and diligence.

3: Management and control

A firm must take reasonable care to organise and control its affairs responsibly and effectively.

4: Financial prudence

A firm must maintain adequate financial resources.

5: Market conduct

A firm must observe proper standards of market conduct.

6: Customers' interests

A firm must pay due regard to the interests of its customers and treat them fairly.

7: Communications with clients

A firm must pay due regard to the information needs of its clients, and communicate information to them in a way which is clear, fair and accurate.

8: Conflicts of interest

A firm must manage conflicts of interest fairly, both between itself and its customers and between a customer and another client.

9: Customers: relationships of trust

A firm must take reasonable care to ensure the suitability of its advice and discretionary decisions for any customer who is entitled to rely upon its judgment.

10: Clients' assets

A firm must arrange adequate protection for clients' assets when it is responsible for them.

11: Relations with regulators

A firm must deal with its regulators in an open and cooperative way, and must disclose to the regulator appropriately anything relating to the firm of which that regulator would reasonably expect notice.



Write a review about Genistar on TrustPilot using the following link:
<https://uk.trustpilot.com/review/genistar.co.uk>

Note: Refrain from using your genistar.org email address as this does not work when writing about Genistar, please use a personal email address, thank you!



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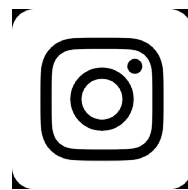
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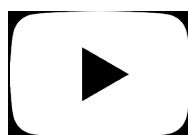
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