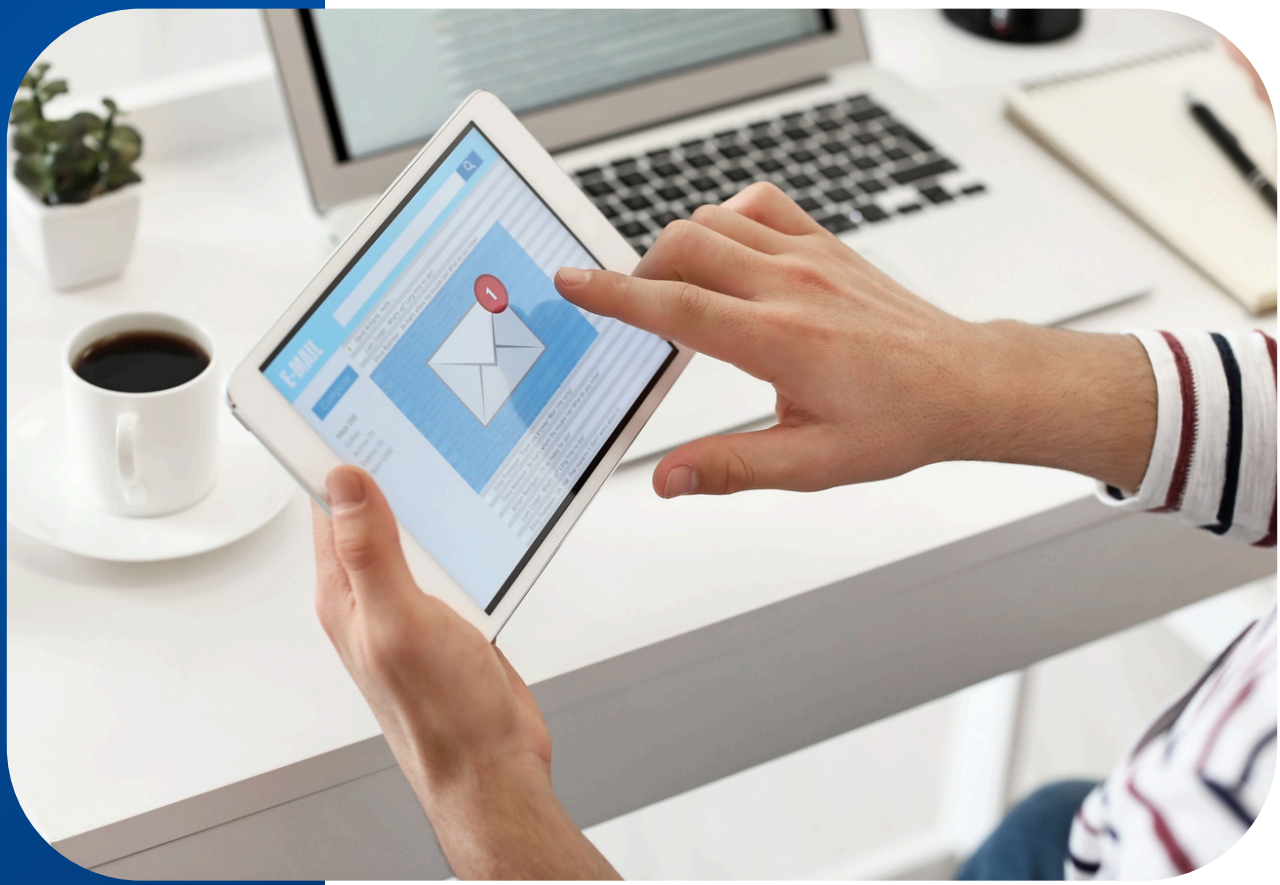
FSC Emails and Response Times



GENISTAR
Financial Freedom For All

Version Control

Version	Status	Description of Amendment	Date of Amendment	Amended By
V1	Created	N/A	22.03.2024	Tapashya Sunuwar
V2	Edited	N/A	27.03.2024	Margo Lestz / Comms

1) Emails

The FSC team is dedicated to helping you run your business as smoothly as possible.

To make sure they can do that in a timely manner, please make sure your emails are sent to the correct email address for each query.

- Please note, only EVPs should email the FSC. This is so the Field Service Team can manage the volume efficiently. However, EVPs should feel free to cc their downline where appropriate.
- The FSC will cc the EVP if any non-EVP emails them directly.
- Please provide as much information as possible when raising a ticket, including but not limited to: G-codes for reps and clients; browser and device used and clear screenshots of system issues. This will help with any investigation and allow us to escalate the ticket, if required, without having to ask for more information.
- The Field Service Team will do their best to assist with your queries. Should there be a need for further escalation, department managers will be notified as needed.

Which Email Address Should You Use?

fsc@genistar.net	**business.integrity@genistar.net**	**sa@genistar.net**
Submissions	IBA status	Servicing amendments
Genistar online system issues	IBA refunds	Client confirmations of quotes
Commissions	GDPR breach	
Request for erasure	Complaints*	
Leader boards	Exams attempt	
Promotions	ID verification	
Third-party referrals	Bank account approval queries	

**Complaints – Please note, any level of representative and any client may send an email regarding a complaint.*

The FCA has a strict timeframe within which a complaint must be reported and addressed. Therefore, it is vital that all complaints are reported immediately. Non-EVPs should always make their upline EVP aware of any complaints and report them to the FSC as soon as possible.

Thank you.

2) Expected Response Timeframes

- The FSC aims to send you an initial acknowledgement email within 24 hrs (working days).
- Please see the expected response times below for listed queries.
- Please note that some queries will require the FSC to contact our providers and will then be subject to their response times.

When Can You Expect a Response?

Query	Expected Response Time (Working Days)
Submissions	24-48 hrs from EVP approval date
Genistar online system issues	Case by case
Commissions	Case by case
Request for erasure	1 week
Leader boards	Case by case
Promotions	24-48 hrs
Third-party referrals	Case by case
Removal from mailing list (account termination)	24-48 hrs
Representative transfer	Case by case
Name change	Case by case
IBA status	24-48 hrs
IBA refunds	24-48 hrs
GDPR breach	24-48 hrs
Complaints	Case by case/FCA timeline
Exams attempt	Case by case
ID verification	24-48 hrs
Bank account approval queries	24-48 hrs

Thank you.

GENISTAR
Financial Freedom For All

FSC Emails and Response Times

GENISTAR LIMITED
Victoria House, Harestone Valley Road, Caterham CR3 6HY
Telephone: +44 (0)20 3372 5085
Authorised and Regulated by Financial Conduct Authority.