Field Support Centre

Emails, Department Responsibilities and Escalations



GENISTAR
Financial Freedom For All

VERSION	STATUS	DESCRIPTION OF AMENDMENT	DATE OF AMENDMENT	AMENDED/COMPLETED BY
1.0	Completed	First Version	09/09/2026	Tapashya Sunuwar

1. EMAILS

The FSC team is dedicated to helping you run your business as smoothly as possible.
To make sure we 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 directly 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.
- 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	commissions@genistar.net	sa@genistar.net
Client Life applications	Persistency	Missed commission	Servicing amendment
Genistar online system issues	GDPR breach	Incorrect commission	Client confirmations of quotes
Request for erasure	Complaints*	Commission statement navigation	
Genistar online login issue	Flagged vitality applications		
Bank account, Address and ID approval	Compliance code		
Promotion issues	Regulatory queries		
IBA status and refunds	AML and financial crime concerns		
Client and Rep transfer in Vitality Hub	Whistleblowing		

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 acknowledged (5 days) and resolved (8 weeks). 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.

EMAIL TEMPLATE

- 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.
- To request a Genistar email address, please complete the template provided on the right-hand side. Once your Genistar email licence has been set up, we will provide your temporary password along with instructions for authentication and guidance on updating your email address within your Genistar Online account. We also recommend updating the email address on your Vitality Adviser Hub account to your allocated Genistar email address. This will help ensure all business-related communications are received and managed through a single inbox.

General ticket template

Hi Team,

Please assist with the following:

Client Name:
G-code:

Rep Name:
G-code:

EVP:

Problem/Query:

Summary:

Desired Resolution:

Screenshots (if applicable):

Genistar email address request template

Dear FSC,

Can I please request a Genistar email address?

- **First Name:**
- **Last Name:**
- **G-Code:**
- **Personal Email Address** *(Used to sign in to Genistar online)***:**
- **Mobile Phone Number:**
- **Position in the Company** *(Team Leader, Group Leader, etc.)***:**
- **Name of Upline:**
- **G-Code of Upline:**

Please attach a smart headshot with a plain background.

2. DEPARTMENT RESPONSIBILITIES & ESCALATION

FIELD SERVICE

Name	Title	Responsibilities
Tapashya Sunuwar	Field Service Manager	• First line support – Calls (EVPs Only) • Tickets triage and troubleshooting • Client Life applications submissions • IBAs • ID, Bank and Address approvals • First line commission queries • Servicing amendment monitoring • Vitality policy checks, client and rep panelling • Manage and maintain Company Rules and processes details in Info Hub • EVP Promotion
Adam McConnell	Field Service Team Leader	
Phillip Maloba	Field Service Associate	
Michael Musinguzi	Onboarding Administrator	
Amira Yusuf	Quality Assurance Associate	
Calvin-Thomas Agodi	Quality Assurance Associate	
Dani Connor	Customer Support Specialist	
Fatima Abukar	Field Service Associate	
Ajith Wilson	Field Service Associate	

Email Address	Escalation
fsc@genistar.net	**First escalation:** Adam McConnell **Final escalation:** Tapashya Sunuwar
commissions@genistar.net	**First point of triage:** Field Service team **Final Escalation:** Tapashya Sunuwar

COMPLIANCE

Name	Title	Responsibilities
Emily Gooday	Governance, Risk and Compliance Director	• Data Protection and Privacy • AML and financial crime concerns • Consumer Duty matters • Customer Complaint and Conduct Escalations • Vulnerable customer concerns • Risk and Integrity Matters and Business Support, Projects and Third-Party oversight • Persistency issues • Compliance codes ('Field watch'/competitions/approvals for social media), Persistency (case by case) • Escalated Fact Find Compliance reviews
Rachel Sadler	Compliance Officer	
Georgia Farrell	Junior Compliance Officer	
Tracy Goddard	Compliance & Risk Officer	

Email Address	Escalation
business.integrity@genistar.net	**First escalation:** Rachel Sadler (Policy/Procedure) / Tracy Goddard (Risk / Data) **Final escalation:** Emily Gooday

IT, BA & INFRASTRUCTURE

Name	Title	Responsibilities
Dahnish Aziz	Lead Developer	• IT Development Lead • Genistar online fixes & troubleshooting • Technical bugs • System performance concerns • Develop system features and enhancements
Aamir Jawfer	Senior Business Analyst	• Second line ticket troubleshooting • Ticket allocation and prioritisation • User stories for features and enhancements • Assess the business (IT) requirements is aligned • Ensure features and enhancements to completion
Shaista Jussab	Junior Business Analyst	
Joseph Dimba	Infrastructure Engineer	• Genistar email outlook login and authentication issues • Genistar email requests • Cloud server and security management

Email Address	Escalation
fsc@genistar.net	**First Escalation:** Field Service Team **Second escalation:** Joseph Dimba for Genistar email
	First escalation: Field Service Team **Second escalation:** Shaista Jussab will internally escalate IT tickets **Final escalation:** Aamir Jawfer and Dahnish Aziz

MEDIA & MARKETING

Name	Title	Responsibilities
Rachana Shete	Digital Marketing & Design Manager	• Marketing campaigns • Design and branding requests • Social media content • Podcasts and media support • Email marketing • InfoHub updates • Event media and communications • Companywide communications • Companywide and Leadership monthly calls • Companywide content creation support
George Jenkins	Multimedia & AV Associate	
Amalie Britton	Media Assistant	

Email Address	Escalation
rachana.shete@genistar.net **george.jenkins@genistar.net** **amalie.britton@genistar.net**	**First escalation:** Depending on the query Amalie Britton / George Jenkins **Final escalation:** Rachana Shete

EVENTS & INCENTIVES

Name	Title	Responsibilities
Juanita Holmes	Personal Assistant & Project Coordinator	• Incentive qualifications • Trips and travel • Event tickets and attendance • Qualification tracking • Venue and logistics • Leadership days and hierarchy meetings • Incentive tracking and payout queries
Steven Barclay	Events Associate	

Email Address	Escalation
juanita.holmes@genistar.net **steven.barclay@genistar.net**	**First escalation:** Juanita Holmes **Final escalation:** Jeff Lestz

HR

Name	Title	Responsibilities
Kathryn Tokarski	Head of HR	• Support FSC staff • Share job opportunities • Questions about FSC roles • HR policies • Conflict resolution support
Kellina Kelly	HR Generalist	

Email Address	Escalation
hr@genistar.net	**First escalation:** Kellina Kelly **Final escalation:** Kathryn Tokarski

3. Governance Oversight

While each department is responsible for the day-to-day management of its own activities, the Governance, Risk & Operations Director provides independent oversight across all business functions. This includes oversight of governance, risk management, regulatory compliance, operational controls, third-party suppliers, strategic projects, customer outcomes, and significant business incidents. Matters that present material regulatory, operational, financial or reputational risk may be escalated to the Governance, Risk & Operations Director for review and support.

In conclusion, this guide serves as a central reference point, helping them quickly identify the appropriate department and escalation route for any query or issue. Following the outlined processes will improve response times, reduce unnecessary escalations, and ensure matters are handled by the team's best placed to support them.
To achieve the best outcomes, representatives should always provide complete and accurate information when raising requests, use the designated team channels as the first point of contact, and follow the documented escalation routes where further support is required. Consistent use of this guide will enhance operational efficiency, maintain regulatory standards, and support professional experience for both representatives and clients.



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