



For Immediate release: Monday 14<sup>th</sup> April 2014

#### Debt Resolution Forum Offers Free Software Package

- DRF offers members free support to assist members with the move to FCA
- Software provided by HiTec
- Saves members up to £20k

Fee charging debt companies' training, monitoring and representational body Debt Resolution Forum (DRF) today, Monday 14 April 2014, announced that it will be providing a free package of compliance services to assist members to move to full FCA Authorisation.

Commenting, DRF Chairman David Mond said: "We've been working hard to put this package together which we believe would cost members between £15,000 and £20,000 to source in the open market.

"We are particularly pleased to have the help of Hitec – which means members can be assured that all their staff will have secure access to the latest policies and that they have the evidence they need to show the FCA that this is the case."

DRF's compliance package includes the following benefits, all of which are designed to help members with the process of achieving FCA authorisation later this year:

DRF's PolicyHub, provided by Hitec - a web based secure system which ensures all employees receive, understand and sign up to compliance policies. In a fully audited process, PolicyHub delivers policies to every employee, making them accountable for reading and understanding what they have read. PolicyHub also keeps all employees up-to-date by distributing the most recent version of any policy. PolicyHub enables organisations to demonstrate to the FCA that they have all the policies and processes required to meet high level principles and TCF. Built-in tests ensure they can evidence that their staff fully understand what they have read.

DRF members will also receive a full Compliance Manual (in two versions, for larger and smaller businesses) updated as required throughout the year; "Gap Pack" Risk Assessments to help evaluate their business's readiness for authorisation; An Application Guide to assist them through the FCA authorisation process; the twelve key policies which they will need for FCA authorisation; Access to an FCA Compliance "hotline" and a Policy Review and Recommendation service (R&R) to assist members who choose to develop DRF standard policies for their own use.

The Debt Resolution Forum promotes professional standards for resolving debtors' financial problems, focussed on the quality of advice provided to consumer debtors by all DRF members.

For further information please contact

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Notes for Editors:

1. Debt Resolution Forum (DRF) is a trade association based in Timperley for fee-charging debt resolution providers and lead introduces. It operates the leading qualification in the sector, the BTEC accredited by Edexcel Certificate in Debt Resolution, which has around 800 students and qualified individuals.
2. DRF launched DRF compliance group on LinkedIn for questions and answers.
3. DRF will host a series of workshops and surrounding compliant issues.