

List of Controlled Functions – December 2023

Controlled Functions (CFs) for regulated financial service providers other than credit unions	
CF-1	Ability to exercise a significant influence on the conduct of the affairs of a regulated financial service provider
CF-2	Ensuring, controlling or monitoring compliance by a regulated financial service provider with its relevant obligations
CF-3	Giving of advice to a customer of the regulated financial service provider
CF-4	Arranging a financial service for a customer of the regulated financial service provider
CF-5	Assisting a customer in the making of a claim under a contract of insurance or reinsurance
CF-6	Determining the outcome of a claim arising under a contract of insurance or reinsurance
CF-7	Management or supervision of those persons undertaking CF-3 to CF-6 roles
CF-8	Adjudicating on any complaint communicated to a regulated financial service provider by a customer
CF-9	Insurance and reinsurance intermediaries who direct and manage the undertaking or are directly involved in insurance or reinsurance mediation
CF-10	Dealing in or having control over property of a customer of the regulated financial service provider
CF-11	Dealing in or with property on behalf of the regulated financial service provider
Controlled Functions for holding companies	
HCCF-1	Ability to exercise a significant influence on the conduct of the affairs of a holding company
HCCF-2	Ensuring, controlling or monitoring compliance by a holding company with its relevant obligations