



Chartered  
Insurance  
Institute

# LF1

## Award in Life and Pensions

### Life and pensions foundations

Based on the 2020/2021 syllabus  
examined until 31 August 2021

# Life and pensions foundations

**Based on the 2020/2021 syllabus examined until 31 August 2021**

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# Life and pensions foundations

**Based on the 2020/2021 syllabus examined from 1 September 2020 until 31 August 2021**

## Introduction

This examination guide has been produced by the Examinations Department at the Chartered Insurance Institute to assist students in their preparation for the LF1 examination. It contains a specimen examination with answer key.

Ideally, students should have completed the majority of their studies before attempting the specimen examination. Students should allow themselves one hour to complete the examination. They should then review their performance to identify areas of weakness on which to concentrate the remainder of their study time.

Although the specimen examination in this guide is typical of an LF1 examination, it should be noted that it is not possible to test every single aspect of the syllabus in any one particular examination. To prepare properly for the examination, candidates should make full use of the tuition options available and read as widely as possible to ensure that the whole syllabus has been covered. They should also endeavour to keep as up-to-date as possible with developments in the industry by reading the periodicals listed in the LF1 reading list, which is located on the syllabus in this examination guide and on the CII website at [www.cii.co.uk](http://www.cii.co.uk).

## Background Information

CII examination questions undergo a rigorous writing and editing process before reaching an examination. The questions are written to strict guidelines by practitioners with relevant technical knowledge and experience. Questions are very carefully worded to ensure that all the information required to answer the question is provided in a clear and concise manner. They are then edited by an independent panel of experienced practitioners who have been specifically trained to ensure that questions are technically correct, clear and unambiguous. As a final check, each examination is scrutinised by the Senior Examiner and a CII assessment expert.

Occasionally a question will require amendment after the examination guide is first published. In such an event, the revised question will be published on the CII website:

- 1) Visit [www.cii.co.uk/learning/qualifications/unit-life-and-pensions-foundations-lf1/](http://www.cii.co.uk/learning/qualifications/unit-life-and-pensions-foundations-lf1/)
- 2) Select 'exam guide update' on the right hand side of the page

Candidates should also refer here for the latest information on changes to law and practice and when they will be examined.

## Syllabus

The LF1 syllabus is published on the CII website at [www.cii.co.uk](http://www.cii.co.uk). **Candidates should note that the examination is based on the syllabus, rather than on any particular tuition material.** Of course, the CII tuition material will provide the vast majority of the information required to perform well in the examination, but the CII recommends that students consult other reference materials to supplement their studies.

## Skill Specification

The skill level tested in each examination question is determined by the syllabus. Each learning outcome specifies the level of skill required of candidates and thus the level at which candidates may be tested. Learning outcomes for LF1 encompass the skill levels of *know* or *understand*. Different skill levels lead to different types of question, examples of which follow.

*Know* - Knowledge-based questions require the candidate to recall factual information. Typically questions may ask 'What', 'When' or 'Who'. Questions set on a *know* learning outcome can only test knowledge.

*Understand* - To answer questions based on understanding, the candidate must be able to link pieces of information together in cause-and-effect relationships. Typically questions may ask 'Why'. Questions set on an *understand* learning outcome can test either knowledge or understanding or both.

## Examination Information

The method of assessment for the LF1 examination is 50 multiple choice questions (MCQs). 1 hour is allowed for this examination.

The LF1 syllabus provided in this examination guide will be examined from 1 September 2020 to 31 August 2021.

Candidates will be examined on the basis of English law and practice in the tax year 2020/2021 unless otherwise stated.

The general rule is that legislative and industry changes will not be examined earlier than 3 months after they come into effect.

A multiple choice question consists of a problem followed by four options, labelled A, B, C and D, from which the candidate is asked to choose the correct response. Each question will contain only one correct or best response to the problem posed.

One mark is awarded for each correct response identified by the candidate. No mark is awarded if the candidate either chooses an incorrect response, chooses more than one response or fails to choose any response. No marks are deducted for candidates choosing an incorrect response.

If you bring a calculator into the examination room, it must be a silent battery or solar-powered non-programmable calculator. The use of electronic equipment capable of being programmed to hold alphabetic or numerical data and/or formulae is prohibited. You may use a financial or scientific calculator, provided it meets these requirements.

Candidates are permitted to make rough notes. Candidates are **not** permitted, under any circumstances, to remove any papers relating to the examination from the examination room.

## Examination Technique: Multiple Choice Questions

The best approach to multiple choice examinations is to work methodically through the questions.

The questions are worded very carefully to ensure that all the information required is presented in a concise and clear manner. It cannot be emphasised too strongly that understanding the precise meaning of the question is vital. If candidates miss a crucial point when reading the question it could result in choosing the wrong option. Candidates should read carefully through the question and all the options before attempting to answer.

Candidates should pay particular attention to any words in the question which are emphasised in bold type, for example, **maximum**, **minimum**, **main**, **most**, **normally** and **usually**. Negative wording is further emphasised by the use of capital letters, for example **NOT**, **CANNOT**.

Candidates should not spend too much time on any one question. If they cannot make up their mind, they should leave the question and come back to it later.

When all of the questions have been answered, it is prudent to use any remaining time to go through each question again, carefully, to double-check that nothing has been missed. Altering just one incorrect response to a correct response could make the difference between passing and failing.

## After the Examination

Rigorous checks are made to ensure the correctness of the results issued. A pre-defined quota of passes to be awarded does not exist. If all candidates achieve a score of at least the pass mark, then all candidates will be awarded a pass grade. Individual feedback on the candidate's examination performance is automatically provided and will indicate the result achieved and, for each syllabus learning outcome, the percentage of questions in the examination that were answered correctly.

# Life and pensions foundations

## Objective

At the end of this unit, candidates should be able to demonstrate knowledge and understanding of:

- the value of the Life and Pensions sector to society and the economy;
- key customer needs relating to pensions, protection, investments and savings;
- a range of potential solutions available to meet customer needs; and
- how individuals and organisations work as a profession to treat customers fairly and meet their needs effectively.

Summary of learning outcomes	Number of questions in the examination*
1. Understand the role and value of financial services, including the Life and Pensions sector.	5
2. Understand typical customer financial needs and expectations.	3
3. Understand financial protection products and their role in customer solutions.	7
4. Understand savings and investment products and their role in customer solutions.	7
5. Understand pensions and their role in customer solutions.	7
6. Know the main retirement income options.	3
7. Understand how Life and Pensions firms operate.	4
8. Understand key principles of delivering good customer service.	8
9. Understand ethical, legal and regulatory principles and duties in the context of life insurance and pensions.	6

\* The test specification has an in-built element of flexibility. It is designed to be used as a guide for study and is not a statement of actual number of questions that will appear in every exam. However, the number of questions testing each learning outcome will generally be within the range plus or minus 2 of the number indicated.

## Important notes

- Method of assessment: 50 multiple choice questions (MCQs). 1 hour is allowed for this exam.
- This syllabus will be examined from 1 September 2020 until 31 August 2021.
- Candidates will be examined on the basis of English law and practice in the tax year 2020/2021 unless otherwise stated.
- Candidates should refer to the CII website for the latest information on changes to law and practice and when they will be examined:
  1. Visit [www.cii.co.uk/qualifications](http://www.cii.co.uk/qualifications)
  2. Select the appropriate qualification
  3. Select your unit from the list provided
  4. Select qualification update on the right hand side of the page

**1. Understand the role and value of financial services, including the Life and Pensions sector.**

- 1.1 Identify the key features of the financial services sector and its role in the economy.
- 1.2 Outline key concepts of risk and the social value of insurance.
- 1.3 Outline the UK pensions system.

**2. Understand typical customer financial needs and expectations.**

- 2.1 Outline the stages of the typical customer lifecycle (the personal financial lifecycle) and associated financial needs.
- 2.2 Identify what key information is gathered from a customer to establish their financial needs.

**3. Understand financial protection products and their role in customer solutions.**

- 3.1 Outline the main types of life assurance and their uses.
- 3.2 Outline the main types of health and income protection products and their uses.

**4. Understand savings and investment products and their role in customer solutions.**

- 4.1 Identify the functions served by savings and investment products.
- 4.2 Outline the main types of savings and investment products and their tax treatment.
- 4.3 Identify fund types and uses.

**5. Understand pensions and their role in customer solutions.**

- 5.1 Outline the main types of pension and their benefits.

**6. Know the main retirement income options.**

- 6.1 Outline the main retirement income options.

**7. Understand how Life and Pensions firms operate.**

- 7.1 Identify definitions and features of different life and pensions distribution and advisory models.
- 7.2 Outline how Life and Pensions firms gain income and maintain financial stability.

**8. Understand key principles of delivering good customer service.**

- 8.1 Outline the main customer service functions and procedures.
- 8.2 Identify the main communications approaches and their key advantages.
- 8.3 Outline the main customer service techniques for – Eliciting information; Rapport and empathy; Clear communication; Recognising vulnerable customers; Dealing with challenging situations; Recognising and responding fairly to diversity of backgrounds, characteristics and levels of understanding.

- 8.4 Outline the role and stages of the complaints process.

**9. Understand ethical, legal and regulatory principles and duties in the context of life insurance and pensions.**

- 9.1 Identify key aspects of legislation – Insurance law; Data protection; Anti-money laundering; Equality Act.
- 9.2 Outline the UK regulators and their role in protecting customers and industry standards.
- 9.3 Identify the features of professional, ethical and inclusive conduct and the consequences of different standards of conduct.



## Reading list

The following list provides details of further reading which may assist you with your studies.

### **Note: The examination will test the syllabus alone.**

The reading list is provided for guidance only and is not in itself the subject of the examination.

The resources listed here will help you keep up-to-date with developments and provide a wider coverage of syllabus topics.

CII/PFS members can access most of the additional study materials below via the Knowledge Services webpage at <https://www.cii.co.uk/knowledge-services/>.

New resources are added frequently - for information about obtaining a copy of an article or book chapter, book loans, or help finding resources, please go to <https://www.cii.co.uk/knowledge-services/> or email [knowledge@cii.co.uk](mailto:knowledge@cii.co.uk).

### **CII study texts**

Life and pensions foundations. London: CII. Study text LF1.

### **Books (and ebooks)**

Financial services marketing: an international guide to principles and practice. 2nd ed. Christine T Ennew, Nigel Waite. Oxford: Routledge, 2013. Also available as an ebook via [www.cii.co.uk/discovery](http://www.cii.co.uk/discovery) (CII/PFS members only).

Introduction to risk management and insurance. 10th ed. Mark S Dorfman, David A Cather. Upper Saddle River, New Jersey: Pearson Prentice Hall, 2013.

Investments: principles and concepts. Charles P Jones. Wiley, 2014.

Pensions law handbook. 13th ed. Haywards Heath, West Sussex: Bloomsbury Professional Ltd., 2017.

The Financial Times guide to investing. 3rd edition. Glen Arnold. FT Prentice Hall, 2014.

Winning client trust: the retail distribution review and the UK financial services industry's battle for their clients' hearts and minds. Chris Davies. London: Ecademy Press, 2011.\*

### **Journals and magazines**

Financial adviser. London: FT Business. Weekly. Available online at [www.ftadviser.com](http://www.ftadviser.com).

Personal finance professional (previously Financial solutions). London: CII. Six issues a year. Available online at [www.thepfs.org/financial-solutions-archive](http://www.thepfs.org/financial-solutions-archive) (CII/PFS members only).

Pensions age. London: Perspective. Monthly. Available at [www.pensionsage.com](http://www.pensionsage.com).

Pensions insight. Newsquest Specialist Media. Monthly. Available at [www.pensions-insight.co.uk](http://www.pensions-insight.co.uk).

Retirement strategy. Supplement to Money marketing. London: Centaur Communications. Monthly. Also available at [www.moneymarketing.co.uk](http://www.moneymarketing.co.uk).

### **Reference materials**

Dictionary of insurance. C Bennett. 2nd ed. London: Pearson Education, 2004.

International dictionary of banking and finance. John Clark. Hoboken, New Jersey: Routledge, 2005.\*

Harriman's financial dictionary: over 2,600 essential financial terms. Edited by Simon Briscoe and Jane Fuller. Petersfield: Harriman House, 2007.\*

"Life, pensions & protection". Chapter: The insurance manual. Stourbridge, West Midlands: Insurance Publishing & Printing Co. Looseleaf, updated.

"Life, pensions, and protection: Medical expenses insurances". Chapter 7.49 in The insurance manual. Sadler, John. Stourbridge, Worcs: Insurance publishing & printing co. Looseleaf, updated annually.

Lamont's financial glossary: the definitive plain English money and investment dictionary. Barclay W Lamont. 10th ed. London: Taxbriefs, 2009.

Pensions pocket book. London: Economic and Financial Publishing Ltd in association with Aon Hewitt. Annual.

The Financial Conduct Handbook and Prudential Handbook, London: Financial Conduct Authority and Prudential Regulatory Authority respectively. Both available online at [www.fshandbook.info/FS](http://www.fshandbook.info/FS).

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\* Also available as an ebook through Discovery via [www.cii.co.uk/discovery](http://www.cii.co.uk/discovery) (CII/PFS members only).

## Examination guide

If you have a current study text enrolment, the current examination guide is included and is accessible via Revisionmate ( [www.revisionmate.com](http://www.revisionmate.com)). Details of how to access Revisionmate are on the first page of your study text.

It is recommended that you only study from the most recent version of the examination guide.

## Exam technique/study skills

There are many modestly priced guides available in bookshops. You should choose one which suits your requirements.

The Insurance Institute of London holds a lecture on revision techniques for CII exams approximately three times a year. The slides from their most recent lectures can be found at [www.cii.co.uk/iilrevision](http://www.cii.co.uk/iilrevision) (CII/PFS members only).

1. Which financial market is used for buying and selling currencies?
  - A. The capital market.
  - B. The foreign exchange market.
  - C. The insurance market.
  - D. The money market.
  
2. Nigel is in excellent health and is concerned that he may run out of money if he lives significantly longer than most people his age. Which type of financial services solution would be the **most appropriate** for Nigel?
  - A. A general insurance solution.
  - B. An income protection solution.
  - C. A life cover solution.
  - D. A pension solution.
  
3. For what **minimum** number of years **must** National Insurance contributions be paid for an individual to receive a full New State Pension?
  - A. 10 years.
  - B. 20 years.
  - C. 25 years.
  - D. 35 years.
  
4. A personal pension can be taken out by anyone under the age of
  - A. 75 years old.
  - B. 80 years old.
  - C. 85 years old.
  - D. 90 years old.
  
5. Key person insurance is a financial solution arranged by
  - A. employed individuals.
  - B. employers.
  - C. the Government.
  - D. retired individuals.
  
6. Which type of fund is a sum of money that is **most commonly** used to pay for unexpected bills such as a broken down boiler?
  - A. Bond.
  - B. Emergency.
  - C. Social.
  - D. Unit trust.

7. At which stage(s) in the personal financial lifecycle is a customer **most likely** to contact a pension provider to take the tax-free cash from his personal pension?
- A. The anxious years only.
  - B. The relaxed years only.
  - C. The vulnerable years only.
  - D. The anxious years and the vulnerable years.
8. For which type of financial product will applicants **most commonly** be required to provide information about their state of health?
- A. Insurance.
  - B. Investments.
  - C. Pensions.
  - D. Savings.
9. Which tax, if any, applies to the benefits paid from a family income benefit policy?
- A. None.
  - B. Capital Gains Tax.
  - C. Income Tax.
  - D. Inheritance Tax.
10. Which type of life cover **usually** pays out a lump sum at the end of its term?
- A. An endowment assurance policy.
  - B. A group life assurance policy.
  - C. An income protection insurance policy.
  - D. A level term assurance policy.
11. Allan, aged 40, would like to take out life cover to protect his family if he dies in the next 20 years and wants a policy which will cease cover on his 60th birthday. Which type of policy should he take out?
- A. A group life assurance policy.
  - B. An income protection insurance policy.
  - C. A term life assurance policy.
  - D. A whole of life assurance policy.
12. Juliana has a critical illness insurance policy. In the event of a successful claim, what type(s) of benefit could she be entitled to receive?
- A. A lump sum only.
  - B. A regular income only.
  - C. A lump sum and a further payment on death only.
  - D. Either a lump sum or a regular income, and a further payment on death.

13. Mary has an insurance policy which will **only** pay out if she is unable to perform a number of activities of daily living unaided. Which type of insurance does Mary have?
- A. Accidental injury insurance.
  - B. Critical illness insurance.
  - C. Long-term care insurance.
  - D. Private medical insurance.
14. What is the **most common maximum** term for a personal accident and sickness insurance policy?
- A. 30 days.
  - B. 6 months.
  - C. 1 year.
  - D. 5 years.
15. In order to mitigate a tax liability, a married couple have taken out whole of life assurance, under trust, on a joint-life second death basis. What tax are they **most likely** to be seeking to mitigate?
- A. Capital Gains Tax.
  - B. Corporation Tax.
  - C. Income Tax.
  - D. Inheritance Tax.
16. When a company distributes some of its profits to shareholders, this payment is known as
- A. an annuity.
  - B. a dividend.
  - C. a payment of interest.
  - D. a return of capital.
17. A building society has launched a fixed-term account for customers to use for their savings. If the term of the account is three years, **typically** how many withdrawals, if any, may be made from it during the three-year term?
- A. Withdrawals are not permitted.
  - B. One withdrawal per annum.
  - C. Three withdrawals at any time.
  - D. An unlimited amount.
18. Which type of collective investment scheme is set up under a trust?
- A. Open-ended investment companies.
  - B. Onshore bonds.
  - C. Offshore bonds.
  - D. Unit trusts.

19. Who is responsible for the day-to-day management of an open-ended investment company?
- A. An authorised corporate director.
  - B. A depository.
  - C. A manager.
  - D. A trustee.
20. Which type of tax, if any, may be payable where the ownership of an onshore investment bond passes from one person to another?
- A. None.
  - B. Capital Gains Tax.
  - C. Income Tax.
  - D. Insurance Premium Tax.
21. Which body promotes high standards in the fund management industry and categorises funds into different market sectors?
- A. The Competition and Markets Authority.
  - B. The Financial Conduct Authority.
  - C. The Investment Association.
  - D. The Prudential Regulation Authority.
22. Which type of bond provides the investor with a fixed rate of interest throughout the life of the bond, and returns the investor's original capital at maturity?
- A. Guaranteed growth bond.
  - B. Guaranteed equity bond.
  - C. Guaranteed income bond.
  - D. High income bond.
23. By what **most common** method can an employee obtain added years in respect of a workplace defined benefit pension scheme membership?
- A. By paying additional voluntary contributions.
  - B. By paying additional National Insurance contributions.
  - C. By using a salary sacrifice arrangement.
  - D. Only by obtaining a pay rise.
24. Laura, age 23, currently receives an annual salary of £8,000. What **minimum** level of additional earnings, if any, **must** she receive to qualify as an eligible jobholder for her employer's auto enrolment pension?
- A. Nil.
  - B. £1,000
  - C. £2,000
  - D. £10,000

25. Harry is a basic-rate taxpayer. If he contributes £800 to his personal pension, how much, if anything will the Government add to his plan?
- A. Nil.
  - B. £200
  - C. £400
  - D. £800
26. What **maximum** percentage of an individual's personal pension fund can be used to provide income benefits on retirement?
- A. 25%
  - B. 50%
  - C. 75%
  - D. 100%
27. Executive pension plans are **typically** arranged by
- A. accountants.
  - B. employees.
  - C. employers.
  - D. trustees.
28. A small self-administered pension scheme has eight members. How many of them, if any, **must** be trustees of the scheme?
- A. None.
  - B. Four members.
  - C. Six members.
  - D. Eight members.
29. Katie, aged 49, has a personal pension. What **minimum** age **must** she attain before she can take a tax-free lump sum?
- A. 50 years old.
  - B. 55 years old.
  - C. 60 years old.
  - D. Her State Pension age.
30. Lucy, age 60, has a pension fund valued at £100,000. She now wishes to take her pension benefits using flexi-access drawdown. What **maximum** amount can she take that will **NOT** be assessed for Income Tax?
- A. Nil.
  - B. £10,000
  - C. £25,000
  - D. £100,000

31. Colleen is taking an uncrystallised funds pension lump sum (UFPLS) of £10,000 from her personal pension. How much of the lump sum, if any, may be subject to Income Tax?
- A. Nil.
  - B. £2,500
  - C. £7,500
  - D. £10,000
32. Peter is a member of a defined contribution pension scheme and wishes to take some, but **NOT** all, of his pension benefits. He can achieve this objective by using
- A. an enhanced annuity.
  - B. phased retirement.
  - C. a short-term annuity.
  - D. trivial commutation.
33. George wishes to receive financial advice from a source which has access to the whole market. George should approach
- A. an aggregator.
  - B. an independent financial adviser.
  - C. an insurance company.
  - D. a restricted adviser.
34. Pension Wise is a service set up by the Government to provide guidance to consumers specifically on
- A. annuities.
  - B. equity release arrangements.
  - C. pension freedoms.
  - D. State pension benefits.
35. What is a potential drawback to a consumer of paying a fixed fee to an independent financial adviser?
- A. The fee will always reduce the amount invested.
  - B. The fee may be excessive.
  - C. The fee will always be subject to Value Added Tax.
  - D. The adviser could increase the fee without seeking permission from the consumer.
36. Keira has invested £5,000 in a unit trust. So that she understands the overall cost of the charges, she should refer to the fund's
- A. annual management charge.
  - B. audit fee.
  - C. initial charge.
  - D. ongoing charges figure.



37. John became ill and made a claim under his income protection policy. What is the **most likely** reason that the claim would **NOT** be paid by the insurer?
- A. John had not been unwell before this occurrence of illness.
  - B. John recovered before the end of the deferred period.
  - C. John was self-employed.
  - D. John had two sources of income.
38. Freddie has telephoned a call centre and he needs to be referred to a specialist department. It is important that the first person he speaks with
- A. asks him to call the specialist department directly.
  - B. makes notes on the call centre IT system.
  - C. outlines the complaints procedures.
  - D. transfers his call within five minutes.
39. Jamil needs to find out whether his customer is a smoker. The **best** type of question for Jamil to ask is
- A. a closed-ended question.
  - B. an open-ended question.
  - C. a reflective question.
  - D. a security question.
40. Kym takes a call from a customer who seems very distressed and confused. Which procedure is Kym **likely** to use in these circumstances?
- A. Complaints procedures.
  - B. Marketing procedures.
  - C. Money laundering procedures.
  - D. Vulnerable customer procedures.
41. Melissa is surrendering her investment bond. Which document **must** the product provider give to Melissa for her to be able to show the gain to HM Revenue & Customs?
- A. A chargeable event certificate.
  - B. A key features document.
  - C. A policy document.
  - D. A surrender claim form.
42. Georgina has complained to her financial services provider, who has rejected her complaint. If she is unhappy with the decision, to whom should she refer the matter next?
- A. The Bank of England.
  - B. The Financial Conduct Authority.
  - C. The Financial Ombudsman Service.
  - D. The Financial Services Compensation Scheme.

43. Maria has complained to her financial services provider as she feels she was sold an inappropriate product. Following receipt of the complaint, within what **maximum** time period should the financial services provider send a final response to Maria?
- A. Four weeks.
  - B. Eight weeks.
  - C. Three months.
  - D. Six months.
44. A **key** drawback of a customer contacting a call centre by telephone is that the
- A. customer is unlikely to speak with an appropriately-qualified person.
  - B. customer will have no record of the conversation.
  - C. customer will not receive a prompt response.
  - D. provider has no means of checking the customer's understanding.
45. Unlimited insurable interest exists between
- A. a bank and its client.
  - B. an employer and employee.
  - C. a husband and wife.
  - D. a parent and child.
46. Under data protection legislation, what type of data would be classified as being sensitive data?
- A. Religious beliefs.
  - B. Occupation.
  - C. Usage level of tobacco or alcohol.
  - D. Income or salary.
47. In the UK, it is illegal to discriminate against anyone because of
- A. disability or being pregnant only.
  - B. disability or having a child only.
  - C. being pregnant or having a child only.
  - D. disability, being pregnant or having a child.
48. The Financial Conduct Authority's operational objectives relate to
- A. competition and consumer protection only.
  - B. competition, consumer protection and integrity.
  - C. competition and integrity only.
  - D. consumer protection and integrity only.

49. Where in the Financial Conduct Authority's rules or guidance for firms can a generic statement of **minimum** standards expected of all financial services providers be found?
- A. Approved persons rules.
  - B. Complaint-handling rules.
  - C. Principles for Businesses.
  - D. Prudential Sourcebook.
50. Terry is a restricted adviser. What document **must** he hold to show that he subscribes to a code of ethics and keeps his knowledge up to date?
- A. A Statement of Professional Standing.
  - B. A continuing professional development log.
  - C. A customer credit license.
  - D. A professional indemnity insurance certificate.

## Specimen Examination Answers and Learning Outcomes Covered

Question	Answer	Learning Outcome	Question	Answer	Learning Outcome	Question	Answer	Learning Outcome
<b>Learning Outcome 1</b>			<b>Learning Outcome 5</b>			<b>Learning Outcome 9</b>		
1	B	1.1	23	A	5.1	45	C	9.1
2	D	1.2	24	C	5.1	46	A	9.1
3	D	1.3	25	B	5.1	47	D	9.1
4	A	1.3	26	D	5.1	48	B	9.2
5	B	1.2	27	C	5.1	49	C	9.2
<b>5 Questions</b>			28	D	5.1	50	A	9.3
			29	B	5.1	<b>6 Questions</b>		
<b>Learning Outcome 2</b>			<b>7 Questions</b>					
6	B	2.1	<b>Learning Outcome 6</b>					
7	A	2.1	30	C	6.1			
8	A	2.2	31	C	6.1			
<b>3 Questions</b>			32	B	6.1			
<b>Learning Outcome 3</b>			<b>3 Questions</b>					
9	A	3.1	<b>Learning Outcome 7</b>					
10	A	3.1	33	B	7.1			
11	C	3.1	34	C	7.1			
12	A	3.2	35	B	7.2			
13	C	3.2	36	D	7.2			
14	C	3.2	<b>4 Questions</b>					
15	D	3.1	<b>Learning Outcome 8</b>					
<b>7 Questions</b>			37	B	8.1			
<b>Learning Outcome 4</b>			38	B	8.1			
16	B	4.1	39	A	8.3			
17	A	4.1	40	D	8.3			
18	D	4.2	41	A	8.1			
19	A	4.2	42	C	8.4			
20	C	4.2	43	B	8.4			
21	C	4.3	44	B	8.2			
22	C	4.3	<b>8 Questions</b>					
<b>7 Questions</b>								