

## Specialist Training Library

### Course List - Insurance

- A Guide to the FCA Handbook and Regulations
- An Overview of the FCA
- Background to the Regulation of General Insurance
- Basic Principles of Insurance
- FCA - Claims Handling
- FCA - Conflicts of Interest
- FCA – Complaints Handling
- Introducing the FCA Insurance Conduct of Business Sourcebook (ICOBS)
- Sanctions in General Insurance
- The FCA's 11 Principles for Business
- Treating Customers Fairly
- What is Financial Crime?
- An Introduction to Treating Vulnerable Customers Fairly