

# Integrated Regulatory Reporting

Information to help you get ready for GABRIEL



September 2008

## Who should read this pack?

- Mortgage intermediaries
- Insurance intermediaries
- Personal investment firms
- Mortgage lending and administration firms
- Complaints only reporters

As one of the above firms, you are currently required to submit one or more of the following returns via the Firms Online Regulatory Reporting system: RMAR (Retail Mediation Activities Return); MLAR (Mortgage Lending & Administration Return); and/or Complaints Return.

We have developed a new reporting system named GABRIEL (GATHERing Better Regulatory Information ELectronically). GABRIEL will be replacing the reporting part of the Firms Online system from 1 October this year; and will become the FSA's central system for the collection, validation and storage of regulatory data.

With the move to GABRIEL, we are making two important changes (see Part D for details):

- RMAR: following earlier reviews, we are making a small number of RMAR changes from 30 September 2008.
- MLAR: the submission period now reverts to 20 business days.

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## Part A: GABRIEL – the new reporting system

### When will the FSA launch GABRIEL?

During August and September 2008, we launched GABRIEL to firms such as banks and building societies. During October and November 2008, GABRIEL will be available to the following firms:

- mortgage intermediaries/brokers
- insurance intermediaries/brokers
- personal investment firms
- mortgage lending and administration firms
- Complaints reporters (including Authorised Professional Firms) that are not already using GABRIEL

### What does GABRIEL mean for me?

As a RMAR, MLAR and/or Complaints reporter, please continue to submit those returns using Firms Online for reporting periods ending up to and including 29 September 2008. Returns for reporting periods ending on or after 30 September 2008 will not exist on Firms Online, but will be available on GABRIEL.

### How do we sign up for GABRIEL?

If your firm is registered with Firms Online, your Principal User (PU) will become the PU for GABRIEL, and will be required to activate his/her account after we email them their activation details.

If you are not registered with Firms Online, we will contact you before you are due to start reporting via GABRIEL to agree an appropriate Principal User.

### Can I use my Firms Online Username and Password for GABRIEL?

No, we will issue Principal Users with a new username and activation password, in an activation email.

### Will I still be able to access Firms Online?

Yes, you will be able to view historical submissions and make resubmissions on Firms Online until further notice. However, you will not be able to submit any returns for reporting periods ending on or after 30th September 2008 via Firms Online.

## Part B: Activation and Operating Hours

### When will I receive my activation details?

We will be migrating about 19,000 firms from Firms Online. To ensure a smooth implementation of GABRIEL, we will stagger the release of the activation emails from 1 October 2008.

GABRIEL should be used to submit all RMAR, MLAR and Complaints Returns with reporting periods ending on or after 30 September 2008; **your Firms Online Principal User will receive his/her activation details in good time to allow submission of data.**

For example:

- If your first GABRIEL return has a reporting period end date of 30 September 2008, the activation email should reach you no later than 7 October 2008.
- If your first GABRIEL return has a reporting period end date of 31 October 2008, the activation email should reach you no later than 3 November 2008.

Our Customer Contact Centre may receive a high volume of calls during this period, therefore, please only call the Contact Centre if your activation email is late. The Customer Contact Centre details are on the back of this pack.

### Operating hours

Given the anticipated interest in GABRIEL, we expect that during October and November 2008 there will be a high volume of usage. To avoid any potential performance issues, we would like to ask firms (where possible) to limit usage during this period, so that we can monitor the performance of the system and make enhancements to it where necessary.

**During October and November 2008 GABRIEL will operate between 8am-5pm, Monday to Thursday.** This is to allow us to implement improvements should it be necessary.

We will let you know about future operating times via our website:  
**[www.fsa.gov.uk/Pages/Doing/Regulated>Returns/IRR/gabriel](http://www.fsa.gov.uk/Pages/Doing/Regulated>Returns/IRR/gabriel)**

### Computer Requirements for GABRIEL

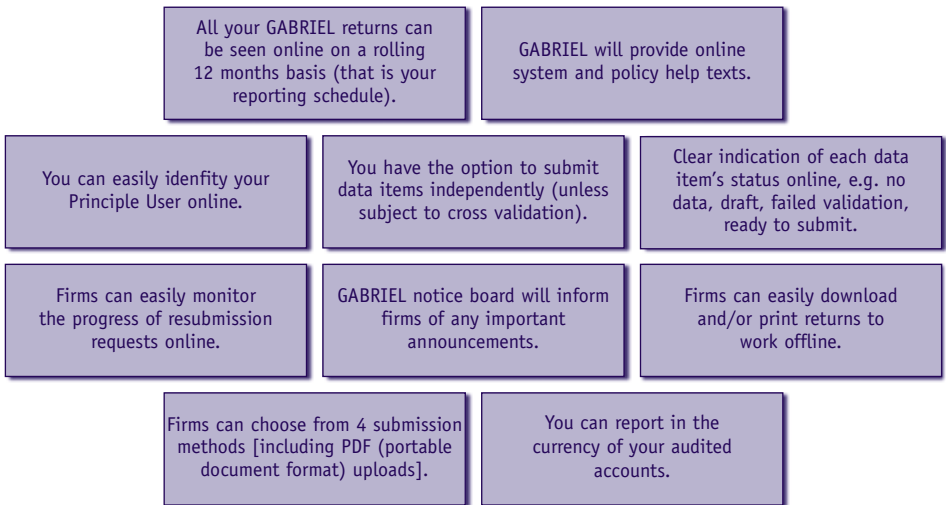
	Minimum requirements	Recommended requirements
Adobe Acrobat Reader (you can download this free of charge from <a href="http://www.adobe.co.uk">www.adobe.co.uk</a> )	5.0 or above	7.0 or above
Microsoft Internet Explorer (downloadable from <a href="http://www.microsoft.com">www.microsoft.com</a> )	version 5.5 or above	version 6 or above
Screen resolution	1024 x 768	1028 x 960

Note: GABRIEL is also compatible with Firefox 2 (downloadable from [www.mozilla.com](http://www.mozilla.com))

## Part C: GABRIEL vs. Firms Online

GABRIEL builds on our experience of Firms Online and has been designed to be user-friendly. It is a flexible web-based system that firms will use to complete and submit regulatory data to us.

### Some key features of GABRIEL



### New Terminology in GABRIEL

#### **Data Item**

We use this to describe one or more data elements (data entry fields) that are grouped together into a prescribed format – such as a balance sheet or an income statement.

Sections of the Retail Mediation Activities Return (RMAR), Mortgage Lending & Administration Return (MLAR) and Complaints Return will be known as individual data items, e.g. RMAR section A (balance sheet) will become data item RMA-A, section B (profit & loss) will be RMA-B; and section A of the MLAR will be MLA-A.

#### **Return**

A return is a set of data items of the same reporting period and submission due dates, these are grouped into a 'return'. Therefore on your reporting schedule you will see a list of 'returns' for the same reporting start, end dates, and due date(s).

## Part D: RMAR and MLAR Changes

### How the RMAR is changing

When we launched Firms Online in July 2005 we said we would review the data we collected, ask firms for feedback and make any improvements that would help to make reporting easier. We also promised to stop collecting any information that did not support our supervisory process. Our review last year identified that some data did not contribute to the RMAR's effectiveness, so we reduced the RMAR data requirements by some 30%. The following changes have been made:

- removed redundant questions
- made certain questions mandatory that were previously optional
- altered the layout and wording of certain sections
- tailored the RMAR, so that certain questions will only appear to the firms that should complete them

A detailed summary of the RMAR changes is online at:

[www.fsa.gov.uk/pubs/other/pack\\_rmar.pdf](http://www.fsa.gov.uk/pubs/other/pack_rmar.pdf)

A copy of the new RMAR is online at:

[www.fsa.gov.uk/pubs/forms/Future/sup\\_chapter16\\_annex18ar\\_300908.pdf](http://www.fsa.gov.uk/pubs/forms/Future/sup_chapter16_annex18ar_300908.pdf)

### When will the changes take place?

We are implementing the above changes to the RMAR from 30 September 2008, as stated in Policy Statement 07/23 ([www.fsa.gov.uk/pubs/policy/ps07\\_23.pdf](http://www.fsa.gov.uk/pubs/policy/ps07_23.pdf)). This applies for all RMARs with reporting periods ending on or after 30 September 2008.

#### Important MLAR change

The concession for the MLAR submission period will be discontinued when firms start reporting via GABRIEL. This was an operational concession due to the MLAR, RMAR and/or Complaints Returns being wrapped together as a single return under Firms Online, this is now rectified under GABRIEL as the new system allows firms to submit data items independently of each other.

For all MLARs with a reporting period ending on or after 30 September 2008, the submission period will revert to 20 business days as originally set out in our rules in SUP16.7 (now SUP16.12).

## Part E: GABRIEL Online Training

To help you learn more about GABRIEL and give you a preview of the new system, we have an e-learning package available online **free of charge** at the link below.

The e-learning course is free online at:

**[www.fsa.gov.uk/pages/Doing/Regulated>Returns/IRR/gabriel/training](http://www.fsa.gov.uk/pages/Doing/Regulated>Returns/IRR/gabriel/training)**

We developed this with input from several firms and trade associations. We recommend all regulatory reporting staff at your firm take advantage of this course before GABRIEL is released and refer to it when using GABRIEL.

### **When you have finished this course, you will know how to:**

- register for GABRIEL;
- set up and manage users;
- prepare, validate and submit returns online;
- view the system and policy help text for support, and
- request resubmission of data.

### **Who is it for?**

This course is designed for all firms who will report using GABRIEL.

### **How is the information presented?**

You take the course online. Its features include:

- audio commentary
- movie demonstrations of GABRIEL
- playback control to help you navigate between topics
- drop-down menu to help you select the topics of interest
- advance learning topics such as: firm and user administration

### **How long does it take?**

Approximately 45 minutes. You can stop and start the course and return to it later.

### **Minimum Computer Specifications**

Your computer will need to meet some of the recommended settings set out on the e-learning page above.

## Part F: Other important information

We are committed to make the transition to GABRIEL as smooth as possible for you. In addition to this Information Pack and the e-learning package we have a dedicated website on GABRIEL, including frequently asked questions.

### Useful links

- You can get further background information on Integrated Regulatory Reporting at: [www.fsa.gov.uk/Pages/Doing/Regulated/Returns/IRR](http://www.fsa.gov.uk/Pages/Doing/Regulated/Returns/IRR)
- GABRIEL web pages: [www.fsa.gov.uk/Pages/Doing/Regulated/Returns/IRR/gabriel](http://www.fsa.gov.uk/Pages/Doing/Regulated/Returns/IRR/gabriel)

### What could happen if you don't submit your return?

Our aim is to help firms submit their returns accurately and on time. The GABRIEL system helps firms do this by providing a schedule on what data needs to be submitted and when. However, if your firm fails to submit its return on time, we may charge you an administrative fee of £250.

You should also be aware that failure to submit a return may result in enforcement action and ultimately could result in your firm losing its permission to undertake regulated activities.

**If you are uncertain about how the reporting changes affect your firm, please get in touch with our Customer Contact Centre (Tel: 0845 606 9966, email: [fcc@fsa.gov.uk](mailto:fcc@fsa.gov.uk)).**

The Financial Services Authority  
25 The North Colonnade Canary Wharf London E14 5HS  
Telephone: +44 (0)20 7066 1000 Fax: +44 (0)20 7066 1099  
Website: <http://www.fsa.gov.uk>

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