

Controlled Functions (CFs)	
CF1	Ability to exercise a significant influence on the conduct of the affairs of a regulated financial service provider
CF2	Ensuring, controlling or monitoring compliance by a regulated financial service provider with its relevant obligations
CF3	Giving of advice to a customer of the regulated financial service provider
CF4	Arranging a financial service for a customer of the regulated financial service provider
CF5	Assisting a customer in the making of a claim under a contract of insurance or reinsurance
CF6	Determining the outcome of a claim arising under a contract of insurance or reinsurance
CF7	Management or supervision of those persons undertaking CF3 to CF6 roles
CF8	Adjudicating on any complaint communicated to a regulated financial service provider by a customer
CF9	Insurance and reinsurance intermediaries who direct and manage the undertaking or are directly involved in insurance or reinsurance mediation
CF10	dealing in or having control over property of a customer of the regulated financial service provider
CF11	dealing in or with property on behalf of the regulated financial service provider