

"First class programme and execution. This was so valuable; the only thing missing was more time" Expressbill

Bring your team and save up to **20%**

Process Excellence for Financial Services

Discover how Lean, Six Sigma and other methodologies can help you achieve optimum Process Excellence

Conference: 27th & 28th June 2007, Thistle Selfridge, London • Evening Workshops: 28th June 2007

Featuring in depth case studies from leading companies:

Swiss Life

Old Mutual

Capital One

HSBC CIB

CAT Finance

BPM Group

Royal Bank of Scotland

Deutsche Börse

FASSBEX

GE

Warwick Business School

Valeocon

Checkfree

ABN Amro

ING

Bradford & Bingley



Kick-Start and Promote Continuous Improvement in your Organisation!

six sigma IQ's Process Excellence for Financial Services will help you to optimise the performance of your business, delivering unique insights and first class case studies from Europe's leading financial services.

Tackle the key issues that you are facing in your organisation and find out how you can:

- Save your organisation time and money by ensuring the continuous progress of your Process Improvement initiative
- Exceed the expectations of your customers; drive customer retention and increase your customer base
- Truly embed your Process Improvement methodology into your company's culture
- Increase senior management buy-in to your improvement initiatives – secure the support you need to drive success.



Don't miss Johan Bertrands, former CEO of Swiss Life Belgium session on Day One. *See inside for more details*

Ensure you maximise your learning potential by attending our evening workshops:

Workshop A **Building the foundations of a successful Process Improvement Initiatives** Led by Liz Fergusson, Processfix Limited

Workshop B **Deploying a business Process Improvement initiative in an organisation that has already set the foundations**

New for 2007!

Take part in our interactive benchmarking session led by Ian Malcolm, Managing Director, Fassbex. *See inside for more details* →

ISSSP members receive a **25% discount**
see back page for more details

Preferred Membership:

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Presented in association with:



- 09.00 Registration
- 09.30 **Chairman's Welcome**
Massimo Appiotti, Partner, **Valeocon**
- 09.45 **Engaging The Support Of The Stakeholders And Getting C-Level Buy-In To Ensure The Continuous Funding And Support Of Your Project**
- Coping with the challenges of an ever growing and changing company
 - Engaging your internal quality management team and other departments to work together for a fully integrated continuous improvement concept
 - Applying your Quality toolkit "Qkit": which tools do you apply and when to ensure optimal impact and results?
 - Institutionalising continuous improvement: demonstrating value through capturing and communicating success
 - Integrating Process Improvement into the company culture
- Dr. Berthold Kracke, Head of Quality & Controls,
Deutsche Börse Group
Stefan Heynes, Expert Quality & Six Sigma,
Deutsche Börse Group
- 10.30 **Balancing Stakeholder Requirements To Ensure Sustainable Business Improvement**
- The different stakeholder demands on the process playing field
 - A framework for managing the demands
 - How to get the organisation working towards full Business Process Management
- Karen Abrook, Head of Process Management,
ABN Amro
- 11.15 Coffee
- 11.45 **Applying Lean And Six Sigma In Financial Services: How To Make Sustainable Changes Happen In All Aspects Of Your Organisation**
- Branches: high utilisation of cost intensive sales force
 - Customer Service: consistently providing high service quality, cost efficiently
 - Underwriting: quicker than the competition and high conversion rates
 - How to overcome loss rates
- Friedemann Lutz, Senior Associate, **Valeocon**
- 12.30 **Meaningful Maps: An Effective Framework For Process Documentation, Design And Ownership To Achieve End-To-End Visibility And Control**
- Utilising business process modelling for successful BPM implementation
 - Increasing customer satisfaction through effective staff training and process ownership
 - Creating a culture of continuous improvement through effective communication and documentation
 - Ensuring regulatory compliance through effective process documentation
- Chris Clenton, Process Documentation Manager,
Royal Bank of Scotland
- 13.15 Lunch
- 14.15 **Integrating Six Sigma With Strategy And Global Process Management**
- What is business excellence and why does it matter?
 - How to build an integrated system for excellence
 - How to use Six Sigma to power the strategic planning process and continuous improvement process
 - How do you leverage your Master Black Belt and Black Belt resources?
 - What is the pay back?
- Arnaud Lamassiaude, Master Black Belt,
CAT Finance
- 15.00 **How To Use A Pragmatic Approach To Your Business Improvement Initiative: Increase Your Productivity And Spend Your Money More Efficiently**
- Which are the best tools for you to use?
 - Why allowing pragmatism to take precedence over traditional business improvement tools is good for your business
 - Is there a silver bullet to your company's success?
- Johan Bertrands, former CEO,
Swiss Life Belgium
- 15.45 Coffee
- 16.15 **How To Pilot A Process Improvement Methodology In Your Organisation In Order To Roll Out Larger Scale Projects And Increase Senior Management Buy-In To Your Improvement Initiatives**
- Choosing the right project for your company's pilot scheme
 - Demonstrating the success of your project through incredible Return On Investment
 - Encouraging the involvement of senior management on smaller scale projects to guarantee their support for larger future initiatives
- James Lawther, Head of Process and Infrastructure,
Capital One
- 17.00 **Changing The Working Approach Of Your Colleagues To Ensure The Continuous Progress Of Your Process Improvement Initiative And Ultimately Save Your Organisation Time And Money**
- Engaging your team and other departments to work together for a fully integrated department and to push continual efficiency and productivity
 - Are you recognising new concepts and being open to change?
 - Understanding the scale of change and supporting your colleagues to ensure that your project runs smoothly
- Justin Kenny, HSBCnet Programme Director, **HSBC**
- 17.45 **Chairman's Summary**
Massimo Appiotti, Partner, **Valeocon**
- 18.00 **End of Day one**
- 19.30 **Exclusive networking dinner**

CEO Perspective

Fantastic Group Savings

see back page for details

08.15 Registration

08.45 Chairman's Welcome

Massimo Appiotti, Partner, **Valeocon**

09.00 How To Optimise The Relationship Between Business Processes And Technology For Your Process Excellence

- What is special about financial services?
- Process thinking and systems thinking
- Legacy systems and legacy thinking
- IT engagement and delivery models for process excellence
- Implications for Lean/Six Sigma

Chris Lawrence, Business Architecture Consultant, **Old Mutual South Africa**

10.30 Making BPM A Priority In Your Organisation

The challenges of aligning cross-functional processes, improving organisational effectiveness, enhancing the customer value and ultimately managing customer expectations have made Business Process Management a top priority of both business and IT executives across private and public sector enterprises. This Keynote will bring together this strategic agenda and relate the practical approaches being pursued by several organisations in their pursuit of the successful customer outcome

- Harnessing your people for successful BPM
- Review proven frameworks and structures
- Making IT effective and delivering on the promise
- Developing the "Outside-In" commitment for ongoing BPM success to reduce costs, enhance service and improve revenue concurrently

The Keynote draws on the latest research and feedback from over 22,000 member organisations plus the developments mentioned in recent books including 'Customer Expectation Management' and 'Rats on a Sinking Ship'.

Steve Towers, Co-Founder, **BPM Group**

10.30 Continuous Improvement In Services: A Life-Cycle View

A key part of any organisation's progression towards Lean operations is the effective involvement of employees in identifying and eliminating waste. But this is hardly ever the straightforward, linear, and fast process that the unwary enthusiast might assume. The steps from inception to successful implementation could take many years and significant investments in planning, training, coaching, and facilitation. Implementation will often involve changes in organisation, and the roles and responsibilities of supervisors and managers. It will impact payment and reward systems, performance measurement and control, and leadership styles. This session will help you to identify:

- The likely managerial resources needed to prepare for and roll-out Continuous Improvement (CI) programmes
- Potential blockages to progress in implementation
- Key strategies to sustaining CI activity and enthusiasm, until it becomes the norm

Stuart Chambers, University Principal Teaching Fellow, **Warwick Business School**

11.15 Coffee

11.45 Everyday Six Sigma For Everyday Problems: The Way To Lead And Work

Hear how CheckFree are leveraging Everyday Sigma point-n-time tool and technique application to become increasingly more efficient and effective with every process, in every interaction and at every customer touch point. In this session, learn an approach to:

- Create a Six Sigma mindset, toolset and skillset shift within your organisation
- Embed Everyday Six Sigma in your organisation

- Support the culture change
 - Mindset shift for thinking about everyday problems
 - Skillset shift not just for Belts... for everyone
 - Incorporating Sigma into everyday tasks as second nature
- Simone Newport, Director, Strategic Projects and Process, **CheckFree**

12.30 How To Evolve Your Six Sigma Training To Match Your Organisation's Needs: The Evolving Challenges As You Continuously Improve Your Progresses

- Analyse and discuss the five phases of Six Sigma development: Initiation, first waves, greater dynamics and the DNA change process
 - Characteristics, obstacles and enablers in the different phases: Type of training, management support, process and project tracking, material and languages, cost
- Heike Rowohlt, Quality Training Manager, **GE Industrial**

13.15 Lunch

14.15 Coping With The Negatives Of Business Process Improvement: How To Inspire Transformation In An Organisation Reluctant To Change

- How to prove the investment of time is beneficial to your organisation
- How to demonstrate that the benefits of spending money on your business outweigh the initial cost
- Convincing the sceptics of the cash savings that can be made by reporting positive results and amazing ROI

Nigel Gorski, Director of Lending Operations Strategy, **Bradford & Bingley**

15.45 Coffee

16.15 Assessing Your Readiness To Undertake A Process Improvement Opportunity: Peer Group Benchmark Index

Before commencing a Process Improvement project you need to have assessed your organisation's readiness in terms of leadership, culture, and understanding with the improvement. You must weigh these against the costs, resource constraints and benefits of implementation. Better still, if you can compare your current against aspired readiness, and also against a peer group index

- Diagnostic assessment: characteristics of readiness
- Peer group index benchmarks
- Coupling the diagnostic assessment with process benchmarks

We will use the results of the pre-conference QuickScan diagnostic survey to support this presentation. Details of how to participate can be found on the event pages of IQPC's website.

www.iqpc.com/uk/FinancialServices

Ian Malcolm, Chairman, **FASSBEX**

17.00 Communicating Your Successful Implementation Of A Business Improvement Methodology To Your Customer And Seeing Tangible Results

- How to retain your customer focus
- What is the best way to convey to your customers the work you have done?
- Monitoring the feedback of the customer and assessing their satisfaction

Jason Brook, Head Transfer Agency, **ING Amsterdam**

17.45 Chairman's Summary

Massimo Appiotti, Partner, **Valeocon**

18.00 **End of Day Two**

Keynote Presentation

Manufacturing Perspective

Benchmarking Session

Exclusive Networking Dinner

Wind down at the end of Day One with a glass of wine and a delicious meal



At six sigma IQ we recognise the value of networking with your peers. Attend the exclusive dinner at the end of day one and discuss the hot topics raised during the day. Meet with other Process Improvement professionals and set your objectives for Day Two and beyond.

This is the perfect way to meet your peers and really maximise your returns from this event. Over two days you can learn new and specific techniques for addressing your key process improvement issues.

Attendance to this unique networking dining opportunity is included in your registration fee. All you need to do is fill in the back page of this brochure and send it back to us or alternatively call one of our team on + 44 (0) 207 368 9300.

We look forward to meeting you in June.

Evening Workshops: 28th June 2007 • 19.00-21.00

Join these interactive sessions and gain insight into areas that are crucial for your company's continuous success. Take advantage of this unique learning occasion and come prepared with questions to ask your workshop leaders. Develop vital action points and take away strategies at these interactive sessions.

WORKSHOP A

Building The Foundations Of A Successful Process Improvement Initiative

The benefits of business Process Improvement can no longer be ignored. But which approach should you choose? Where do you start? Six Sigma, Lean, BPM, Design for Six Sigma? Kaizen, TRIZ... There's a lot to choose from. What you need is a practical and pragmatic view of what has worked for others, but more importantly what will work for you.

In this interactive workshop you will discuss how to implement Process Improvement within your business to maximise impact. How to start getting results and building engagement now, not next year, as it is the results and the buy-in of the business which will provide the foundations for a successful Process Improvement initiative.

Turn theory into practice: you will have heard about successful deployment models in other businesses and how great all the tools are, but how does this relate to your business and the constraints you operate under? Based on wide cross industry experience but focused on application within Financial Services, this workshop will look at lessons learned from previous deployments; how to recognise and work with your key constraints; what approaches and tools are available; how they have been used (and misused) and how to accelerate Process Improvement within your business through effective engagement.

Topics of discussion will include: what type of deployment strategy you are using; where your business is currently; what tools to use, when and where; how to engage the business to ensure success; and how to make Process Improvement part of business as usual.



Workshop Leader: Liz Ferguson, Processfix Limited
Liz has been involved in the deployment of major Business Improvement programmes at Jaguar Cars, Zurich Financial Services and more recently led the deployment at Royal & Sun Alliance Broker Division.

OR

WORKSHOP B

Deploying A Business Process Improvement Initiative In An Organisation That Has Already Set The Foundations

You have managed to get the initial support and buy-in of senior management and you have managed to successfully roll out the preliminary stages of your Process Improvement project. You have demonstrated the successful ROI, but what happens next? In this interactive workshop, designed specifically for mature Process Improvement professionals you, will have the opportunity to work through familiar problems and provide you with the tools to return to your office confident in the future success of your project.

Visit www.iqpc.com/uk/FinancialServices for more information.

What delegates have said about our past six sigma IQ events:

"The event has given me a valuable insight as to the extent and method that business process management has been launched throughout other financial organisations"

Royal & Sun Alliance

"First class programme and execution. This was so valuable; the only thing missing was more time"

Expressbill

"Learning from other people's experience & industry best practice is key in developing/assessing the options for developing solutions to common business problems"

EFG Eurobank Ergasias

"Great mix of speakers with a wide range of angles and experience. Very useful networking"

UBS Investment Bank

Letter from the Chairman

Dear Colleague,

Process Excellence has the potential to deliver a triple win to financial service companies: **lower risk, higher productivity and better margins** through better products and services. The question is no longer whether approaches like Lean and Six Sigma apply, but where and how to apply them for maximum benefit.

This conference is tailored to those who are looking for hands-on, practical advice and to learn from the experience of others. Central topics of the conference are:

- Translating business strategy to outcomes and processes goals
- Creating a broad base of ownership, from top to bottom
- Change leadership, the "soft side" of process excellence
- Integrating improvement initiatives, communicating the big picture
- Best practice examples from across the financial services sector

Both inspirational and educational, we are sure you will appreciate the topic and speakers at this year's conference.

I look forward to meeting you in June.

Sincerely,



Massimo Appiotti, Partner, Valeocon, Conference Chairman



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We concentrate on helping clients achieve lasting business results. To determine what business results are most meaningful, we help clients formulate and implement business strategies. To achieve business results, we help clients change the way work gets done - drawing on our process excellence experience. To help clients expand their market potential we guide them in identifying unmet needs in the market. We help accelerate business growth through innovation. As "expert-coaches" we help clients achieve specific measurable results while ensuring that they "are in the driver's seat" and acquire in working with us, skills that strengthen both individuals and the organization as a whole. www.Valeocon.com

Conference Sponsors



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Processfix is a practical and pragmatic approach to process improvement. Working with your team, on your burning issues, we will engineer fast solutions that will achieve lasting change and create powerful, sustainable results. In a risk-free workshop environment we will uncover missed opportunities and chart new possibilities. As your team experience real process improvement - first hand and at great speed - they will gain a clear understanding of what works, and why. Visit www.processfix.com for more information



i-nexus is the leading global supplier of enterprise software for linking strategy to the detailed projects that implement it and the key performance indicators that measure its impact. Its offices around the world serve Global 500 clients across a variety of industries, including companies such as Pfizer, BT, Vodafone, Capmark, Alstom, AREVA, Royal Bank of Scotland, and UBS. Visit www.i-solutionsglobal.com for more information

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The Chartered Quality Institute (CQI) aims to place quality at the heart of every British business. The CQI communicates the importance of quality within organisations throughout the UK and is the leading body for the advancement of quality practices. We ensure that our members have access to training, education programmes and support, for those responsible for quality management and implementation.

For more information contact T: +44 (0) 207 245 6722, E: info@theqci.org or visit www.theqci.org



The Business Process Management Group (founded in 1992) is a global business club exchanging ideas and best practice in business process and change management. BPMG has over 22,500 global members in 117 countries across all business sectors. Through case studies, seminars, education and research the BPMG supports their members in improving their organisations work across business processes, information technology, people and business performance. Visit the BPM Group at www.bpmg.org



The British Quality Foundation (BQF) is a not-for-profit membership organisation that promotes business excellence to private, public and voluntary organisations. The BQF is Europe's largest corporate membership organisation promoting performance improvement and excellence. Visit <http://www.bqf.org.uk> for more information on Lean and Six Sigma workshops, networks, training and certification.



FASSBEX.com (Finance and Accounting Shared Service Benchmarking Exchange) is a community of more than 1000 organisations interested in 'Knowledge Exchange'. The site contains Case Studies, News, Benchmarking, Features, Events and Forums. Membership is FREE! Members receive regular newsletters, opportunity to attend FREE 'best practice' webinars and attractive discounts to events.

Sponsorship and Exhibition Opportunities

Are you a solutions provider or consultant with a service to offer Europe's financial services?

If so, then this is the ideal meeting ground to bring your services to the attention of the right audience. Through tailored networking, sponsors can achieve face to face contact with decision-making attendees.

If you are a solutions provider or consultant then this unique event will give you the chance to meet these decision makers who are actively seeking to find solutions.

Raise your profile in front of your ideal audience by partnering with us on this event. We have a variety of packages tailored to your needs.

For sponsorship and exhibition opportunities please call +44 (0) 207 368 9500 or email sponsorship@iqpc.co.uk

Preferred Membership Organization:



Don't miss the opportunity to join the only organisation. The International Society of Six Sigma Professionals (ISSSP), committed to promoting the adoption, advancement and integration of Six Sigma in business. The ISSSP Community supports this mission through advocacy and awareness efforts; professional recognition and development; and by serving as an information and referral source. Non-members attending Process Excellence for Financial Services will receive a registration pack on site to apply for a 25% discount on a one year membership www.issp.com

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Process Excellence For Financial Services

Two-Day Conference: 27th & 28th June 2007 · Evening Workshops 28th June 2007
The Thistle Selfridge, London, UK

REGISTRATION FORM

To speed registration, please provide the priority code located on the mailing label or in the box below.

My registration code is

PDFW

Please contact our database manager on +44(0) 207 368 9300 or at database@iqpc.co.uk quoting the registration code above to inform us of any changes or to remove your details.

5 WAYS TO REGISTER

-  **Freephone:** 0800 652 2363 or +44 (0)20 7368 9300
-  **Fax:** +44 (0)20 7368 9301
-  **Post:** your booking form to IQPC Ltd. Anchor House, 15-19 Britten Street, London SW3 3QL
-  **Online:** www.iqpc.com/uk/FinancialServices
-  **email:** enquire@iqpc.co.uk

www.iqpc.com/uk/FinancialServices

TEAM DISCOUNTS

TEAM DISCOUNTS: IQPC recognises the value of learning in teams. Groups of 3 or more booking at the same time from the same company receive a 10% discount. 5 or more receive a 15% discount. 7 receive a 20% discount. Only one discount available per person.

VENUE & ACCOMMODATION

Venue: The Thistle Selfridge
Orchard Road
London
W1H 0JS
Tel: +44 (0) 207 408 2080

Accommodation: Hotel accommodation and travel costs are not included in the registration fee. A limited number of reduced rate rooms are available at the Selfridge Hotel. Prices from £107 + VAT includes breakfast. Tel: +44 (0)870 41 41 516 press 1 "always quote promotional code GA2" when booking. For a further selection search www.cityhotelaccommodation.com

CONFERENCE PRICES

	VIP Discount* Book and Pay by 16th March 2007	Standard Prices
<input type="checkbox"/> Conference + 1 workshop (please choose evening workshop A or B) dinner is included in the price	Save £150 £1698 + VAT	Save £50 £1798 + VAT
<input type="checkbox"/> Conference only (dinner is included in the price)	£1399 + VAT	£1399 + VAT

- If you would prefer not attend the dinner on the 27th June please tick here and receive £100 discount on your registration price
- ISSSP members can claim 25% off standard prices.** This offer is not to be used in conjunction with any other discount.
- iSixSigma Magazine subscribers can claim 10% off standard prices.** This cannot be used in conjunction with any other offer.
- Claim your 15% off the regular subscription price of iSixSigma Magazine** - 6 issues for \$50.00 (US only - \$67.00 outside of US).

Please indicate choice of workshop:

- WORKSHOP A** (19:00-21:00) Building The Foundations For A Successful Business Process Improvement Initiative
- OR
- WORKSHOP B** (19:00 - 21:00) Deploying A Business Process Improvement Initiative In An Organisation That Has Already Set The Foundations

* please note: any individual may only utilise one form of discount per registration. Please determine the maximum discount you may qualify for prior to registration. To qualify for discounts, bookings must be made with payment by 16th March 2007. Only one discount/offer applicable per person.

Registration fee includes standard CD Rom, conference documentation, lunch and refreshments. UK VAT charged at 17.5% UK VAT registration no. GB 799 2259 67

DELEGATE DETAILS

DELEGATE 1

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Mr Mrs Miss Ms Dr Other Rank _____

First Name _____ Family Name _____

Position _____

Email _____

Yes I would like to receive information about products and services via email

Organisation _____

Nature of business _____

Address _____

Postcode _____ Country _____

Telephone _____ Fax _____

Dept. Head _____ Title _____

Name of person completing form if different from delegate: _____

Signature _____

I agree to IQPC's cancellation, substitution and payment terms

Special dietary requirements: Vegetarian Non-dairy Other (please specify) _____

Please indicate if you have already registered by Phone Fax Email Web

Please note: if you have not received an acknowledgement before the conference, please call us to confirm your booking.

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Cheque enclosed for £ (Made payable to IQPC Ltd.)

By Direct Transfer: (Please quote GB11642 with remittance advice)

IQPC Bank details: HSBC Bank, 67 George Street, Richmond, Surrey, TW9 1HG. Sort Code: 40-38-18 Account No: 51304143 Swift Code: MIDLGB2112V IBAN Code: GB59MIDL40381851304143

By Credit Card: Please debit my credit card:   

Card No Exp date security code

Cardholder's name _____ Signature _____

Card billing address (if different from Co. address) _____

Country _____ Postcode _____

Payment is required by return. Your place at the conference is not guaranteed until payment has been received.

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All attendees get a free copy of the leading magazine in its field, **iSixSigma Magazine**, and a 15% discount on a subscription if you sign up when registering for the Summit (check box on the registration form). **iSixSigma Magazine** is proudly published by the same people who created iSixSigma.com.

CANCELLATIONS AND SUBSTITUTIONS

PAYMENT TERMS Payment is due in full upon completion and return of the registration form. Due to limited conference space we advise early registration and payment by credit card to avoid disappointment. Your registration will not be confirmed until payment is received. Admission to the conference will be refused if payment has not been received.

CANCELLATION AND SUBSTITUTION POLICY Provided the fee has been paid in full, substitutions at no extra charge can be made up to 7 business days before the start of the conference. Cancellations must be received in writing or by fax to +44 (0)20 7368 9301, more than 7 days before the conference is to be held in order to obtain a full credit for any future conference. Cancellations received 7 days or less (including the seventh day) prior to the conference will not be credited. In the event that IQPC cancels an event payments received at the cancellation date will be credited towards attendance at a future conference, or in the event of postponement by IQPC, a rescheduled date. Credit notes remain valid for twelve months. IQPC reserves the right to postpone or cancel an event, to change the location of an event or to alter the advertised speakers for an event. IQPC is not responsible for any loss or damage as a result of substitution, alteration, postponement, or cancellation of an event due to causes beyond its control including without limitation, acts of God, natural disasters, sabotage, accident, trade or industrial disputes, terrorism, or hostilities.

SPEAKER CHANGES Occasionally it is necessary for reasons beyond our control to alter the content and timing of the programme or the identity of the speakers

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