

Consumer Supervision

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Agenda

16:15 – 16:25 Introductions

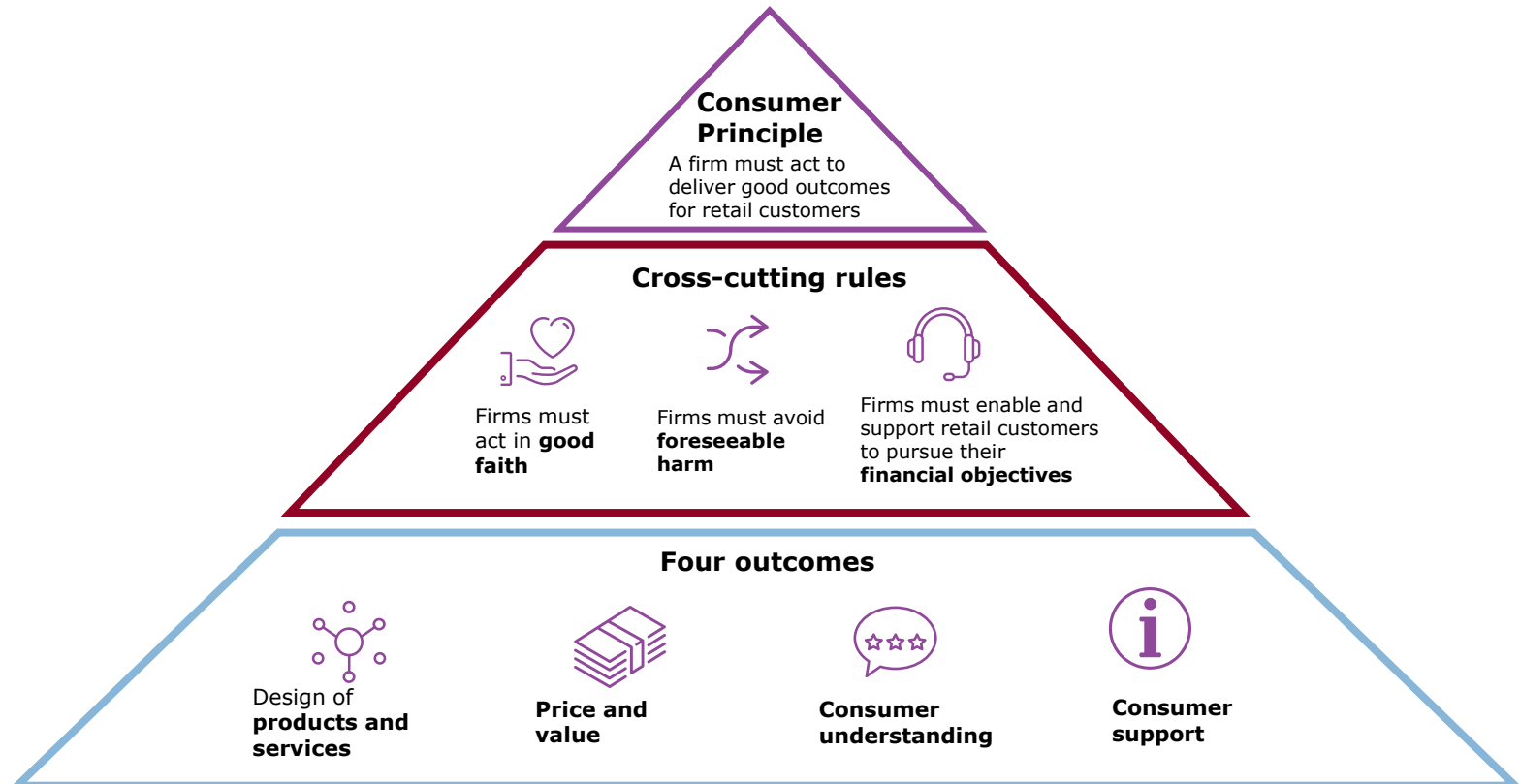
16:25 – 16:35 What is the Consumer Duty?

16:35 – 17:05 Breakout session: *What does it mean to you?*

17:05 – 17:35 Feedback and improvement workshop

17:35 – 17:45 Summary and reflections

The Consumer Duty structure



What does the Consumer Duty mean to you?

Group one

Consumer understanding

Group two

Price and value

Group three

Products and services

Group four

Consumer support

What does the Consumer Duty mean to you?

1. What does your outcome mean to you, your firm or your jurisdiction?
2. What challenges does your jurisdiction have relating to that outcome?
3. Think of one product or process in your firm (or a firm you've observed) which doesn't align with that outcome and, prepare how you would overcome it – pick one to feedback to the group!

Group feedback

- What it means to you
- Challenges in different jurisdictions
- Overcoming a specific issue

Group feedback: can anyone else think of any other ways to overcome another group's issue?

Matt's feedback: how a regulator might see that issue, and how they might expect it to be put right.

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