



Consumer Duty requirements: Are you prepared to confirm compliance?
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29 November 2023

Agenda

1. The annual board assessment
2. Regular data and management information (MI)
3. Outcomes monitoring
4. Fair value conclusions
5. Q&A

01

The annual board assessment

The annual board assessment



Has your firm agreed on the timeline, methodology and structure of the Board's annual assessment?

02

Regular data and management information (MI)

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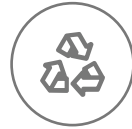
Organisation

Obtaining the right MI from new or existing data.



Presentation

Developing dashboards at the suitable level for the audience.



Metrics

Questioning what they really tell you about customer outcomes.



Coverage

Including useful information from all relevant areas, for example QA.



Ratings/ thresholds

Setting credible ratings, triggers, indicators or thresholds.

What does the MI really tell you about customer outcomes in practice?

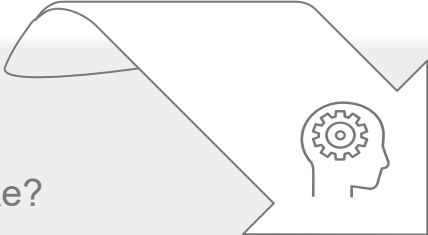
03

Outcomes monitoring

Outcomes monitoring

Defining outcomes

- What does a good outcome look like?
- Where are there risks of poor outcomes?

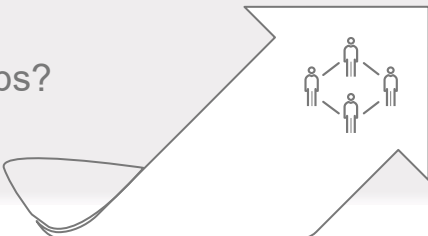


Third parties

- Are SLAs in the customer's best interests?
- Do outsourced operations deliver consistent outcomes?

Complaints, RCA and QA

- Do insights help to monitor customer outcomes?
- Are there appropriate feedback loops?



Customer understanding

- Is it clear when (and how) communications are tested?
- How will understanding be monitored?



Is your firm effectively monitoring customer outcomes?

Fair value conclusions

Fair value conclusions

Market developments

Benchmarking

Third parties

Pricing structures

Subjective factors

Conclusions

Would you be comfortable sharing fair value assessments with the regulator?



Q&A

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