

**The new Consumer Duty: what would it mean for
the insurance and long-term savings industry and
its consumers?**

**Tuesday 19 October 2021
Virtual**

11:25	Registration
11:30	Welcome & Introduction
	Charlotte Clark CBE, Director of Regulation, ABI
11:40	Plenary Panel One: Would the new Consumer Duty change things for the better?
	Chair: Chris Armistead, Assistant Director, Head of Legal Services, ABI <ul style="list-style-type: none"> • Matthew Conway, Director, Strategy & Policy, UK Finance • Paddy Greene, Head of Money and Consumer Rights Policy, Which? • Hywel Jenkins, Partner, Herbert Smith Freehills • Jamie Jenkins, Director of Policy & External Affairs, Royal London
12:25	End of session closed by Charlotte Clark and screen break
13:00	Welcome back
	Charlotte Clark CBE, Director of Regulation, ABI
13:05	Plenary Panel Two: How would the consumer duty interact with existing FCA rules and principles?
	Chair: Sara Hope, Assistant Director, Head of Conduct Regulation, ABI <ul style="list-style-type: none"> • Will Curtis, UKGI Head of Risk & Compliance, Ecclesiastical • James Daley, Managing Director, Fairer Finance • Helen Maslin, Risk Director, Huntswood
13:50	Concluding Remarks and Close
	Charlotte Clark CBE, Director of Regulation, ABI
13:55	End