

# Achieving good outcomes under the Consumer Duty

Thursday 26<sup>th</sup> May 2022

## Webinar

The FCA's new Consumer Duty is a flagship legislative initiative for the regulator's new senior management team, adding the new Principle of good outcomes for retail customers to the existing headline regulatory requirements. The ABI will be hosting an event to discuss how this will impact the different parts of our industry and what it will mean for consumers.

The event will bring together insurance industry figures and consumer representatives to discuss the longer-term aims and impacts of the regulator's new initiative, as well as any short-term implementation challenges. Whether what interests you is insurance products and services, price and value, or solving the perennial issue of customer understanding, join us to discuss the challenges and opportunities ahead, both for our sector and across financial services more generally.

13:55	<b>Registration</b>
14:00	<b>Welcome &amp; Introduction</b>
	Charlotte Clark CBE, Director of Regulation, ABI
14:05	<b>Keynote Address one</b>
	Matt Brewis, Director of Insurance, Financial Conduct Authority
14:20	<b>Keynote Address two</b>
	Simon Rawle, Financial Ombudsman Service
14:30	<b>Panel One – What could good consumer outcomes look like under the Consumer Duty?</b>
	Chair: Raluca Boroianu-Omura, Assistant Director, Head of Conduct Regulation, ABI <ul style="list-style-type: none"> <li>• Caroline Allison, Senior Horizon Scanning Manager, RSA</li> <li>• Matthew Conway, Director, Strategic Policy, UK Finance</li> <li>• Simon Farrant, Head of Business Development, FIL</li> <li>• Paddy Greene, Head of Money Policy, Which?</li> </ul>
15:20	<b>Screen break</b>
15:40	<b>Panel Two – What does implementation of the Consumer Duty look like in practice?</b>
	Chair: Matthew Field, Senior Policy Adviser, Conduct Regulation, ABI <ul style="list-style-type: none"> <li>• Will Curtis, UKGI Head of Risk &amp; Compliance, Ecclesiastical</li> <li>• Jamie Jenkins, Director of Policy, Royal London</li> <li>• David Miller, Partner, KPMG UK</li> <li>• Alison Matthews, Consultant, Herbert Smith Freehills</li> </ul>
16:25	<b>Concluding Remarks and Close</b>
	Charlotte Clark CBE, Director of Regulation, ABI
16:30	<b>End of event</b>