

From principle to practice: product value and customer communications

Tuesday 8th November 2022

Webinar

With the final rules and guidance for the Consumer Duty now in place, firms must now begin to implement the new standards for assessing, evidencing, and delivering good customer outcomes. Firms will have to undertake a significant amount of preparatory work to ensure and demonstrate that products and services offer fair value and the customer communications they issue support customer understanding and enables them to make good decisions.

Firms have until July 2023 to implement the rules for existing products and services while closed book business will have an additional year to comply. While the deadline has been slightly extended, firms will need to act quickly to complete their gap analysis and deliver their plans.

Join us on 8 November to hear from industry practitioners and regulators to discuss how to best deliver the product value and customer understanding outcomes of the consumer duty with case studies of good practice being shared.

13:55	Registration
14:00	Welcome & Introduction
	Philippa Handyside, Director and General Council, ABI
14:05	Keynote Address One
	Matt Brewis, Director of Insurance, Financial Conduct Authority
14:35	Keynote Address Two
	Constance Chinhengo, Ombudsman Leaders, FOS
14:45	Panel One – Product value
	Chair: Matthew Field, Senior Policy Adviser, Conduct Regulation, ABI <ul style="list-style-type: none"> • James Bonnett, Head of Conduct Risk, Saga • James Daley, Managing Director, Fairer Finance • Helen Apperley, Senior Compliance Assurance Manager, WPA
15:25	Screen Break
15:50	Case studies
	KPMG to present two case studies on customer communications: one from GI and one from Life <ul style="list-style-type: none"> • Dave Lennon, Director, Insurance Regulation, KPMG • James Henderson, Director, Customer & Digital Transformation, KPMG
16:20	Panel Two – Customer communications
	Chair: Charlie Bagley, Manager, Conduct Regulation, Long-Term Savings Policy Issues, ABI <ul style="list-style-type: none"> • James Bridge, Head of Compliance, AXA • Mike Ellicock, Chief Executive, Plain Numbers • Craig Hamilton, Group Conduct and Compliance Director, Phoenix • Julie Wanstall, Head of Non-Financial Risk, Pension Insurance Corporation
17:00	Concluding Remarks and Close
	Philippa Handyside, Director and General Council, ABI
17:10	End