



Top news

Consumer Duty - information for firms

Worksmart have been hosting and guest speakers in several webinars and face to face events since the proposal and publication of the new Consumer Duty (CD), and during this time we have had attendees asking a host of probing questions about how this new CD will affect not only them but also their firms.

To help firms implement the Duty, the FCA has added further information to help explain more on the areas of the Duty that they have been receiving firm queries on which are relevant for the wider market, which aims to help answer some of the many questions raised. In this edition published on 5th October, the FCA focusses on October implementation plans, Consumer Duty Board champions and Definition of closed products. To read all the information click [here](#).

If you would like to sign up to receive notifications of these future events and publications direct from the Regulatory Talk Team here at Worksmart, then please click [here](#) to follow the link and submit your details.

What you might have missed....



Article in T-CNews: Upscaling your people processes to meet the demands of Consumer Duty

I'm not sure about you, but pretty much all the commentary I read on the incoming Consumer Duty (CD), is quite daunting. The root of this is several things; firstly, the sheer breadth of CD means it 'touches' every part of a firm, not just customer facing parts at the point of sale. Secondly, the focus on....

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Consumer Duty, Final Rules Have Landed, Now What? - Webinar Polling Results

This highly anticipated webinar and certainly very well attended, informative and useful. We've already had some great feedback from many of the other attendees about how beneficial this session on Consumer Duty was for them. Why not read our latest blog that explores results from poll questions presented during the....

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