



FCA highlights areas of focus for firms implementing the Consumer Duty

With only 6 months to go before the Consumer Duty comes into force, the FCA has published a review of how firms are planning to implement the Duty.

They reviewed a sample of implementation plans and found that many firms show they understand and embrace the shift to delivering good customer outcomes, which the Duty will bring, and have established extensive programmes of work to comply with it properly.

Click [here](#) to read the full review to find out why they conducted this review and what the outcomes were.

What you might have missed....



Consumer Duty - the buck stops with you not just your processes

In this article we wanted to look at CD from another perspective, namely that of the individual. The reason we talk about this from an individual's perspective is because, to date, the focus has been on firms and their policies, practices and processes, e.g. product design, product governance, sales processes, distribution strategies, etc.

[Read more](#)



What it will take to deliver Consumer Duty

With all the current focus on preparing for CD, it is easy to forget its origins, and so the FCA's underlying aspirations for this regulation. To do this, people need to look back to the financial crash of 2008. After a year-long review into what went wrong and the subsequent publication of the "Changing Banking for Good" report, it was quickly accepted that the widespread evidence of wrongdoing meant fundamental change was needed. So, when SM&CR was introduced in 2016

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