



Call of Duty: How putting customers front and centre will help industry innovate

Continuing on from Julie Parady's recent article in the Collaboration Journal from The Collaboration Network, which spoke about the importance of [truly becoming customer focussed](#), we're sharing with you the newly published speech from Sheldon Mills, Executive Director, Consumers and Competition (FCA), which speaks of the same exact focus where firms will innovate through the Consumer Duty, the need to put customers at the heart of any planning for financial services and products.

Click [here](#) to read the full speech.

What you might have missed....



Latest Blog from Worksmart: FCA Review of Consumer Duty Implementation Plans

The FCA is working hard to help firms implement the necessary changes ahead of the 'go live' date for the new Consumer Duty (CD) regulation in the summer of this year. The regulator has created a series of pages designed to promote understanding, and support preparedness for the incoming rules, including a review of firm's implementation plans. And it's this review of implementation plans that is the focus of this blog.

[Read more](#)



Compliance Update: Focus on Consumer Duty, Appointed Reprs and the broader Financial Services market

In our latest podcast, Worksmart's Head of Sales, Julian Sammells and Award-Winning Consumer Advocate, Caroline Wells, discuss the impact final rules of the new Consumer Duty and the changes to the Appointed Representatives Regime will have on a firm's approach to T&C schemes and Complaint Handling. Answering questions from a live audience of Compliance professionals, our panellists share the critical role technology and data will play in demonstrating how your firm can deliver good customer outcomes to the FCA.

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