



## How to tame the Consumer Duty

This week we continue with our ethos of sharing insights about the new Consumer Duty. We are happy to introduce our guest blogger Jon Ellis of the Rules Consultancy and in this blog he draws on his experience of helping clients to overcome the challenges of the Consumer Duty. It describes the 3 pillars that consistently underpin the successful implementation of the Consumer Duty and suggests that focusing only on the customer may not be enough.

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

# What you might have missed....



### Consumer Duty: What I've Learned So Far & How That Could Help Your Preparations

As we enter the final stretch of preparations for the implementation of the new [Consumer Duty \(CD\)](#) regulation, the last thing the FCA can be accused of is not providing support. From a dedicated section on the FCA website, 'Dear CEO' letters for each industry sector, webinars, speeches and feedback in the form of the recent review of fixed supervision firms' implementation plans, the FCA has been prominent in repeating its expectations and providing support for firms.

In our latest blog Julie Parry Worksmart's Director of Regulation, draws on her work with both customers and our trade body partners on a range of subjects including CD and preparations for its implementation, to summarise these insights into "lessons learnt".

[Read now](#)



### Consumer Duty – Learning Lessons from Consumer Interactions and Feedback

With only a few months before the new Consumer Duty becomes a reality for most firms, preparations should be moving into their final phases. And make no mistake, this is not 'just another piece of regulation' to comply with. It requires firms to take a hard look in the mirror and ask themselves difficult questions about how they operate and treat their customers.

We are taking this opportunity to invite Caroline Wells from Quibble, the specialist consultancy and training firm to join us to share insights from her work on Consumer Duty. Specifically, we will be focusing in on the areas of consumer redress, vulnerable customers and using feedback to help drive the understanding and process improvements demanded by the Duty's higher standards.

[Events](#)

# Catch up on past issues of Elevenses with Worksmart

**Stay informed on the subjects, challenges and solutions that matter to you**

Click [here](#) to join more than 10,000 other subscribers and keep up to date with our latest news, products and publications.