



A credit market that delivers for consumers

Speech by Roma Pearson, Director of Consumer Finance, delivered at Credit Summit 2023

Credit matters greatly for consumers – allowing them to manage their money and helping them to cope in tough times, like those being experienced now. In this recent speech, Roma Pearson talks about how important it is that you help those consumers struggling or likely to struggle with repayments, particularly those exhibiting characteristics of vulnerability. And how you should help consumers to consider at the earliest opportunity access to money advice and good quality debt advice where needed.

[Read full speech here](#)

What you might have missed....



Consumer Duty events

In a continuing bid to ensure that financial institutions understand what the requirements of Consumer Duty are, the FCA over the past 6 months have hosted a series of webinars to further help firms to meet the expectations and prepare for implementation.

The webinars have covered the following sectors and are available to watch on demand:

Insurance, Consumer investments, Pensions and Asset management, Banking and payments, Retail lending, Credit Unions and CDFIs, and Payments and e-money.

[Watch on-demand webinars](#)



Consumer Duty: Managing foreseeable harm in the advice process

Once Consumer Duty is implemented, ultimately the buck stops with individuals, not just the processes they follow and the structures that support them. In this article I'm going to pick up on the point about individual responsibility and explore it specifically in the context of the advice process as, for me, the advice process is on the front line of the incoming Consumer Duty (CD) regulation.

Julie Pardy, Director of Regulation, Worksmart

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