



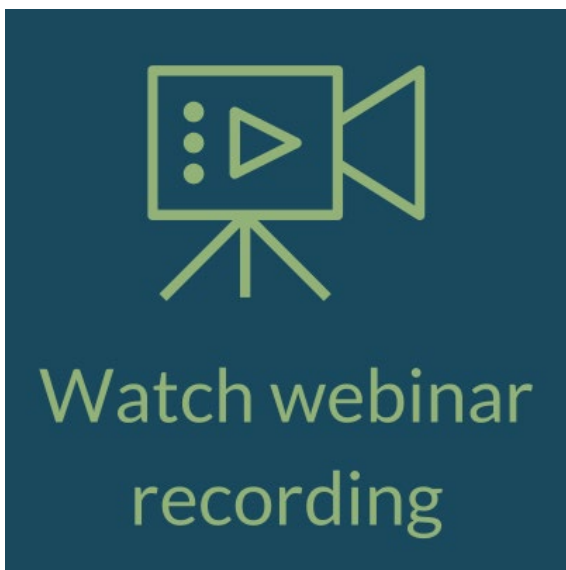
Consumer Duty considerations for ESG products

The FCA’s view of green mortgages "While we all want to promote sustainability, we also need to ensure that financial services deliver good outcomes for retail customers. This is where the Consumer Duty is a useful lens through which to view your ESG plans. Firstly, when making claims that products are 'ethical', 'socially responsible', or 'green', firms need to make sure they are genuinely designed and run as such and match up with any claims made in promotions.

If not, it is likely to be a breach of the Duty’s cross-cutting rule on acting in good faith. And this is before you consider if it meets the proposed 'anti-greenwashing' rule the FCA recently consulted on adding into the ESG sourcebook. So, it's prudent to think hard about avoiding the hype just to join a green bandwagon."

[Read full more here](#)

What you might have missed....



SM&CR and Consumer Duty

In a time where it is clearly becoming more challenging for compliance teams to keep on top of an ever-changing regulatory landscape, one thing that stands out is that regulated firms either need bigger compliance teams and/or to create ring fenced budgets for RegTech in support of regulatory processes. We then of course throw Consumer Duty into the mix! We ran one of our SM&CR Virtual Breakfast webinars late last year, where we had a lively debate on the key implications of Consumer Duty on the individual and from a HR perspective. You'll find below a link to the recording of this webinar. So, whether you attended and would like to re-watch this, or you didn't have the opportunity to attend, we hope you find this useful.

[Watch webinar recording](#)



ESG - so what's it all about?

As the world of Financial Services grows more complex by the year, especially when you factor in the changes brought by the global pandemic. ESG has certainly become a key topic for boards and their senior managers to discuss and debate as they refine their corporate position on the topic.

But what does it stand for? What does it mean? Why should firms (and consumers) be sitting up and taking notice?

Some industry commentators would say that those who are not "in tune" with ESG, and think this is a new initiative, might need to take stock of where they have been for the last few years.

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