

WEBINAR

Consumer Duty: How to put theory into practice

October 20th 2022 | 11am | 45mins



To get in touch with us about our new
Consumer Proposition, or to discuss your
needs around Consumer Duty, get in touch
by [clicking here](#).



Chair



Scarlett Scott-Collins
Senior Marketing Executive
Consumer Intelligence

Panellist



Catherine Carey
Head of Consumer Strategy
Consumer Intelligence

Panellist



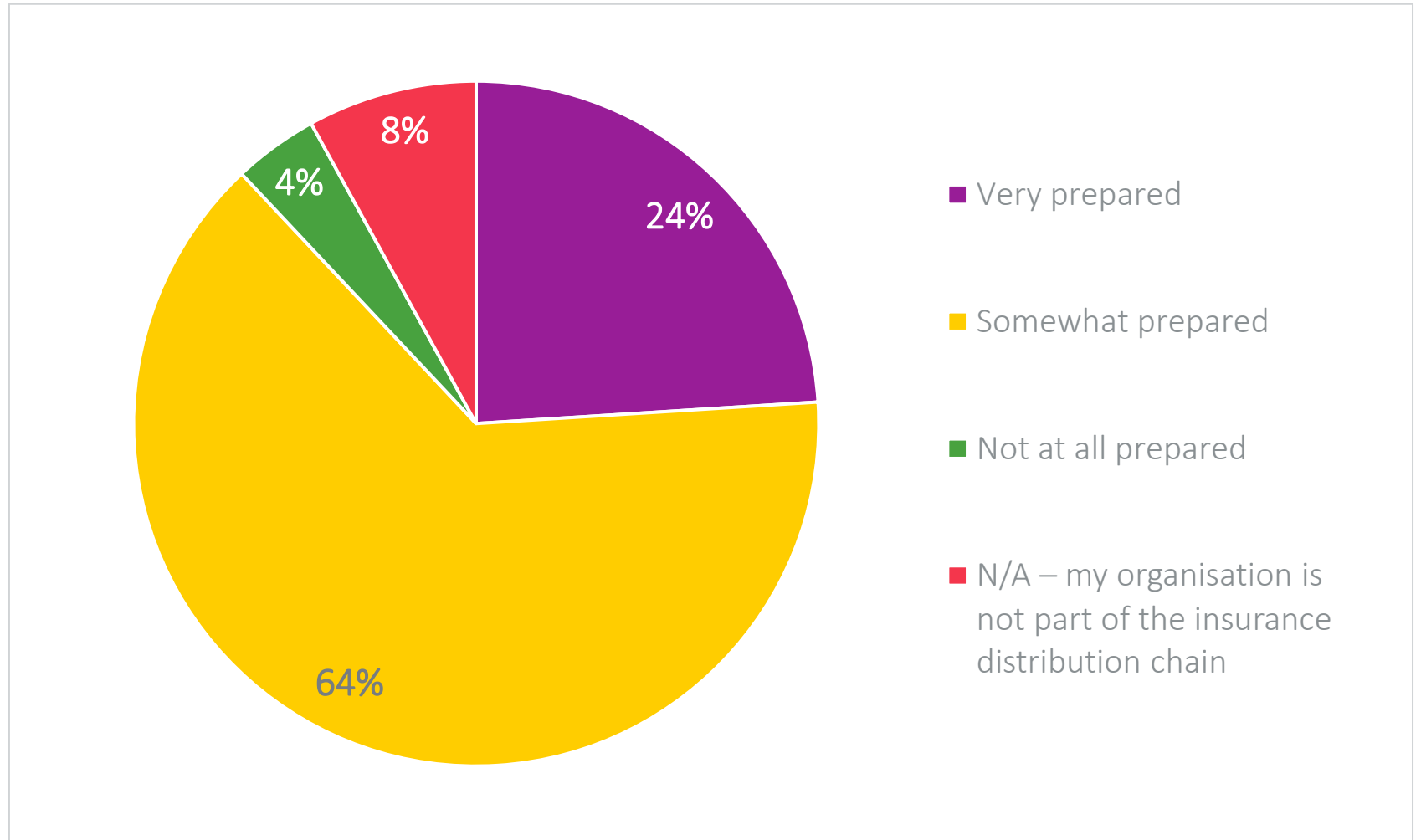
Karen Houseago
Head of Insurance
Consumer Intelligence

Panellist

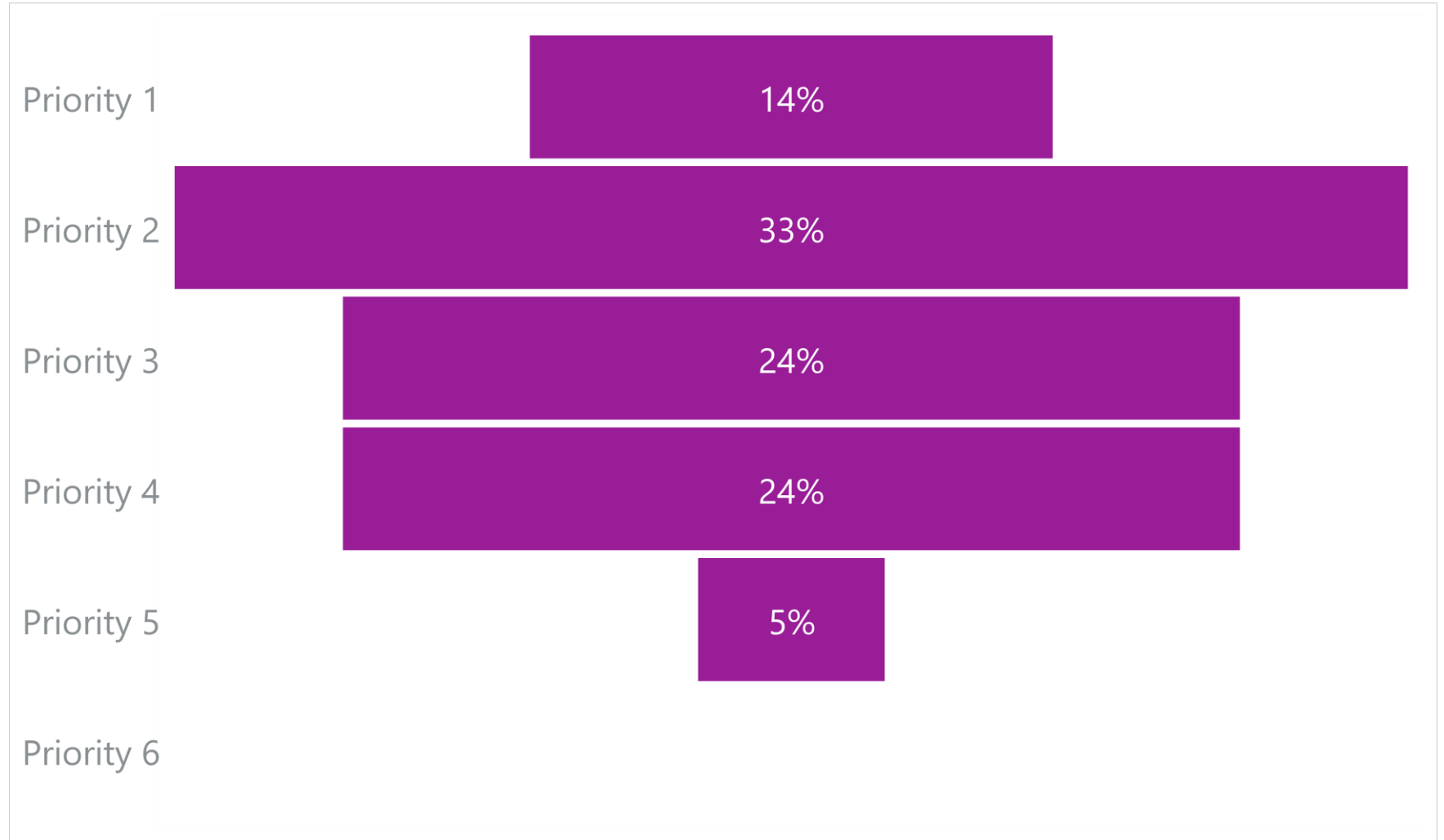


Ian Hughes
CEO
Consumer Intelligence

How prepared is your business for the Consumer Duty regulation?



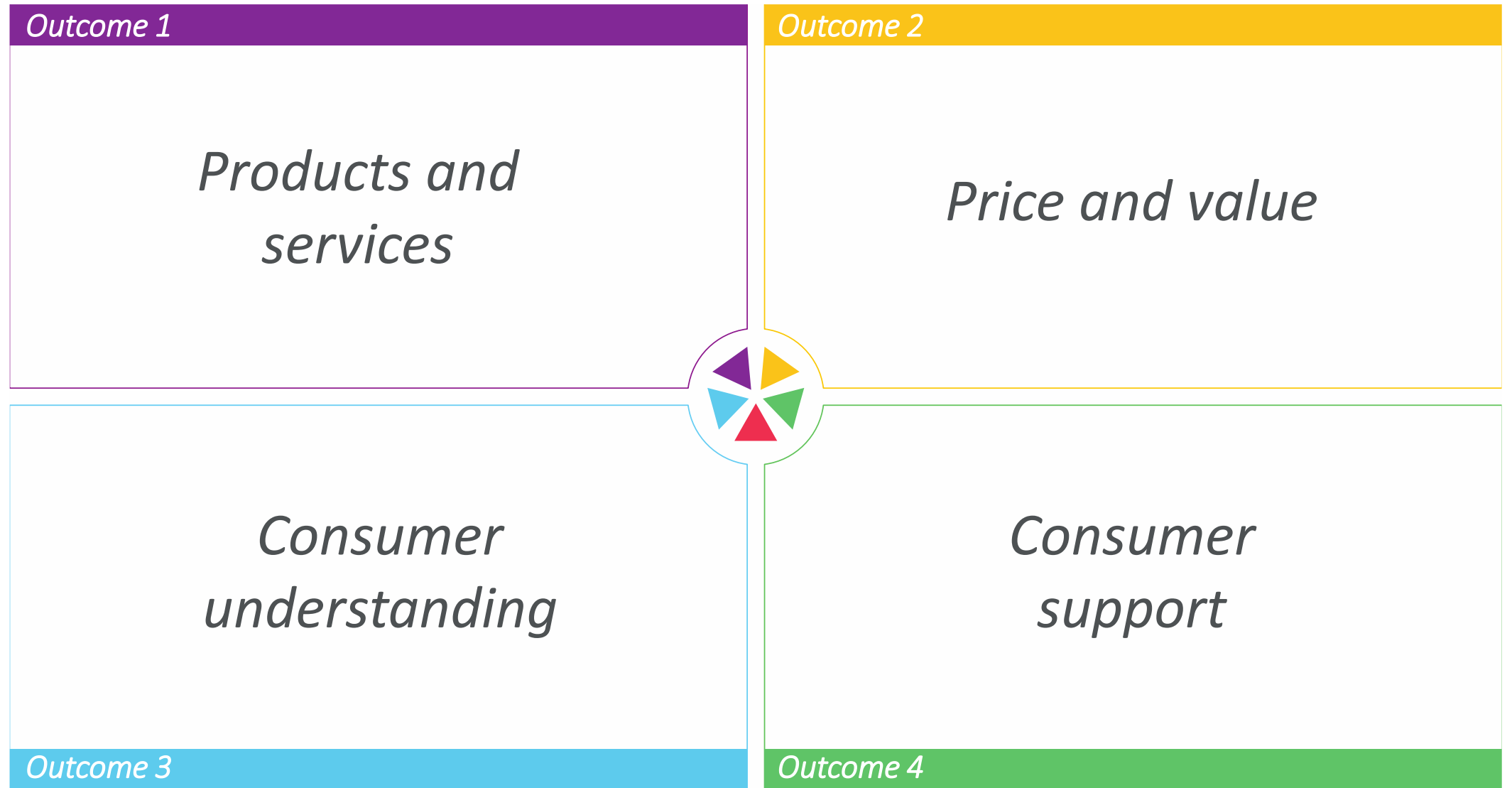
Prioritisation of Consumer Duty



The six priorities given:

- Cost of living crisis
- Inflation
- Consumer duty
- Fair value
- GIPP
- Digital transformation

The four
outcomes

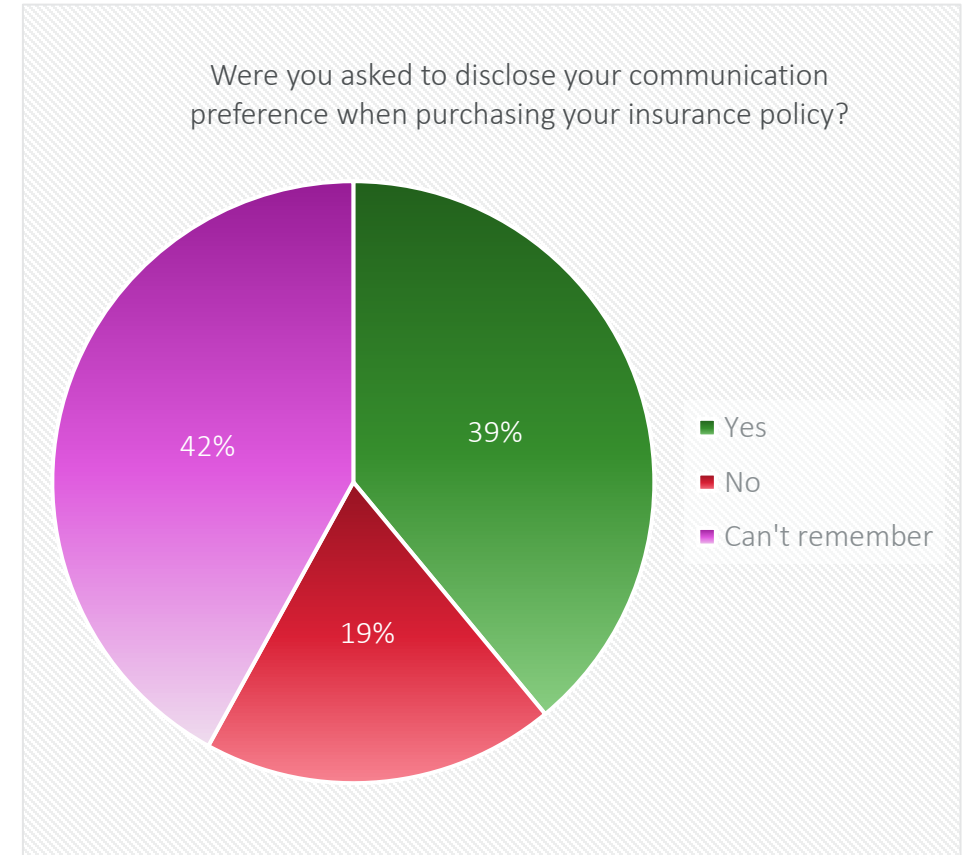
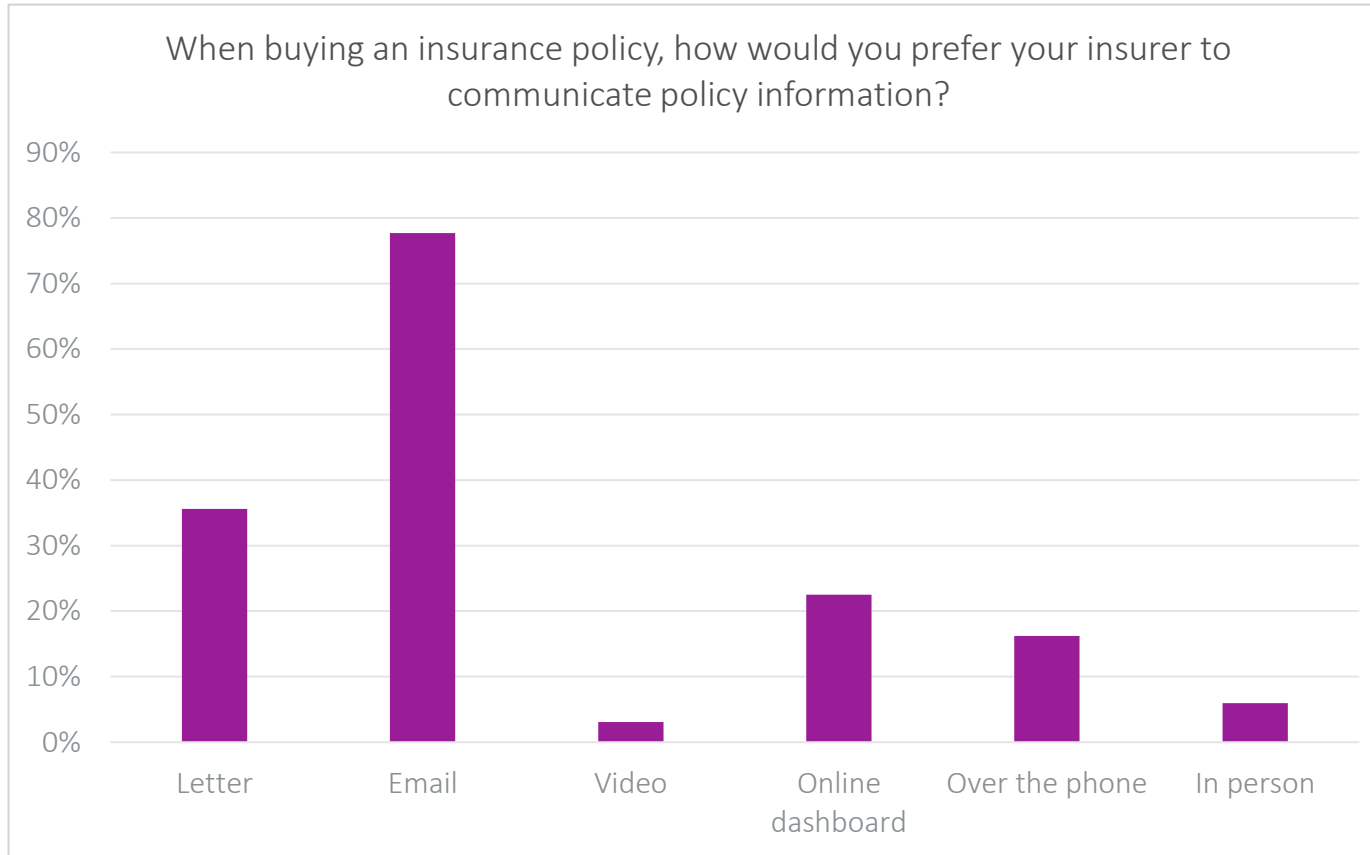


The research and results

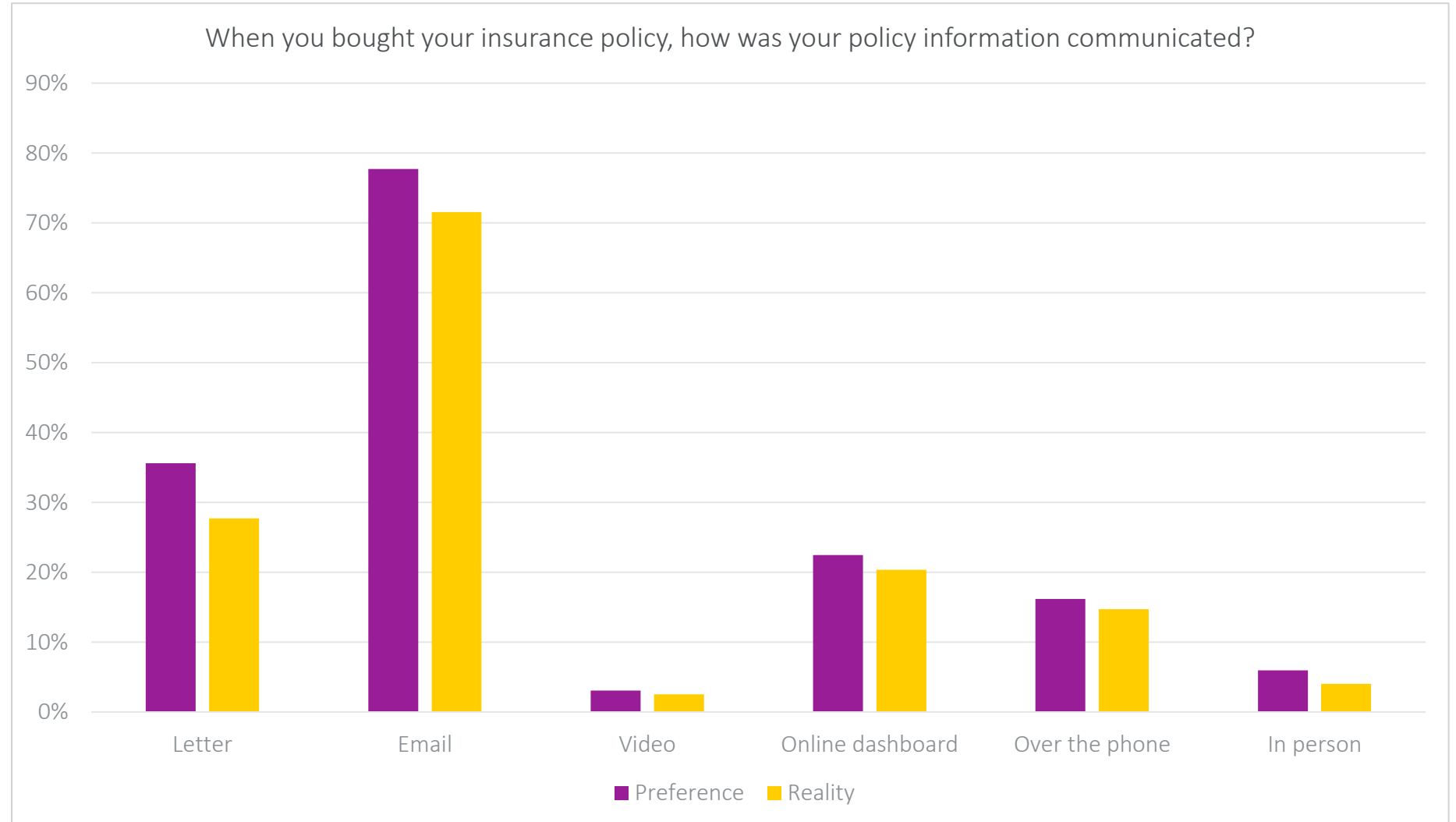


Outcome 3: Consumer Understanding

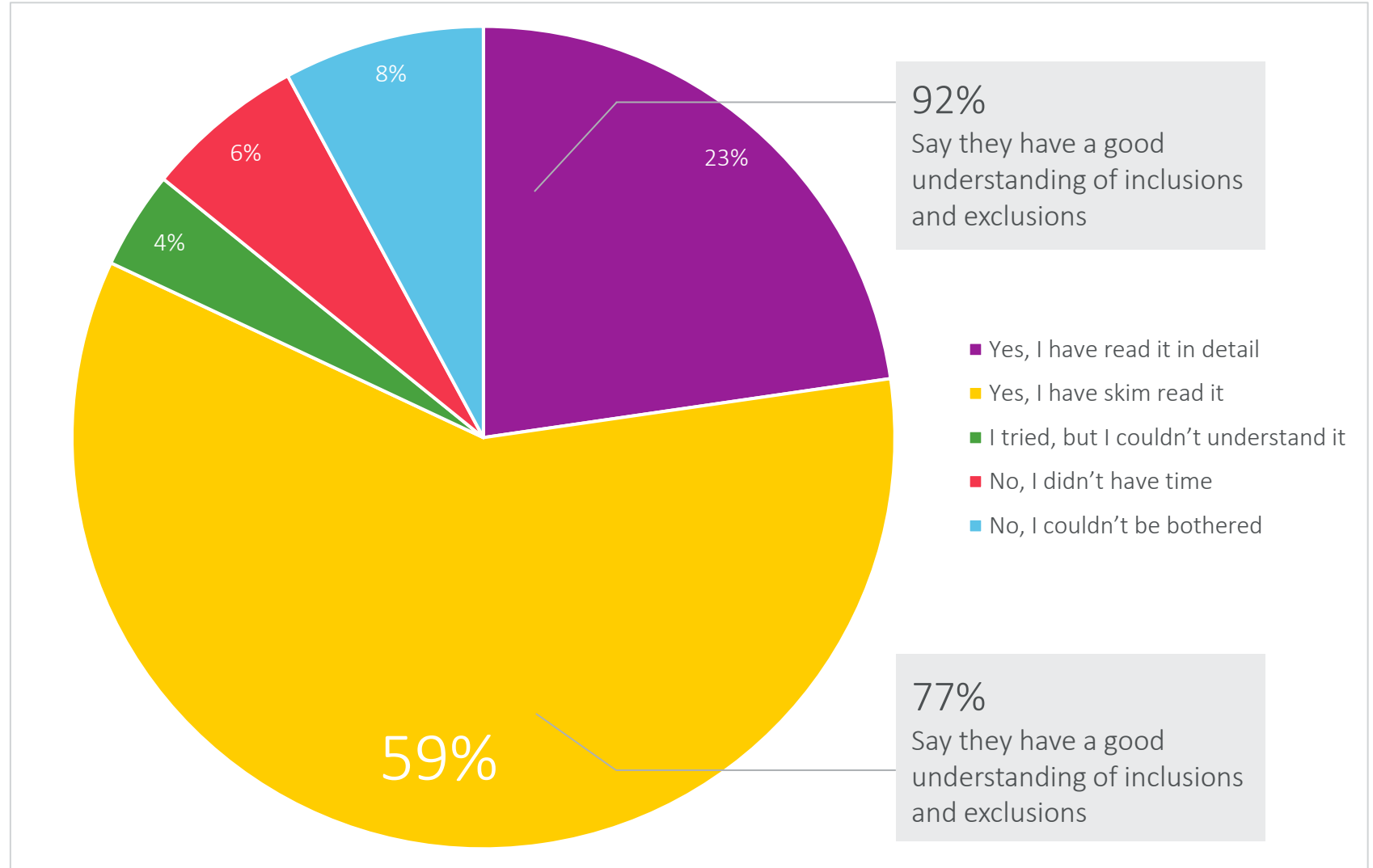
Consumer preference



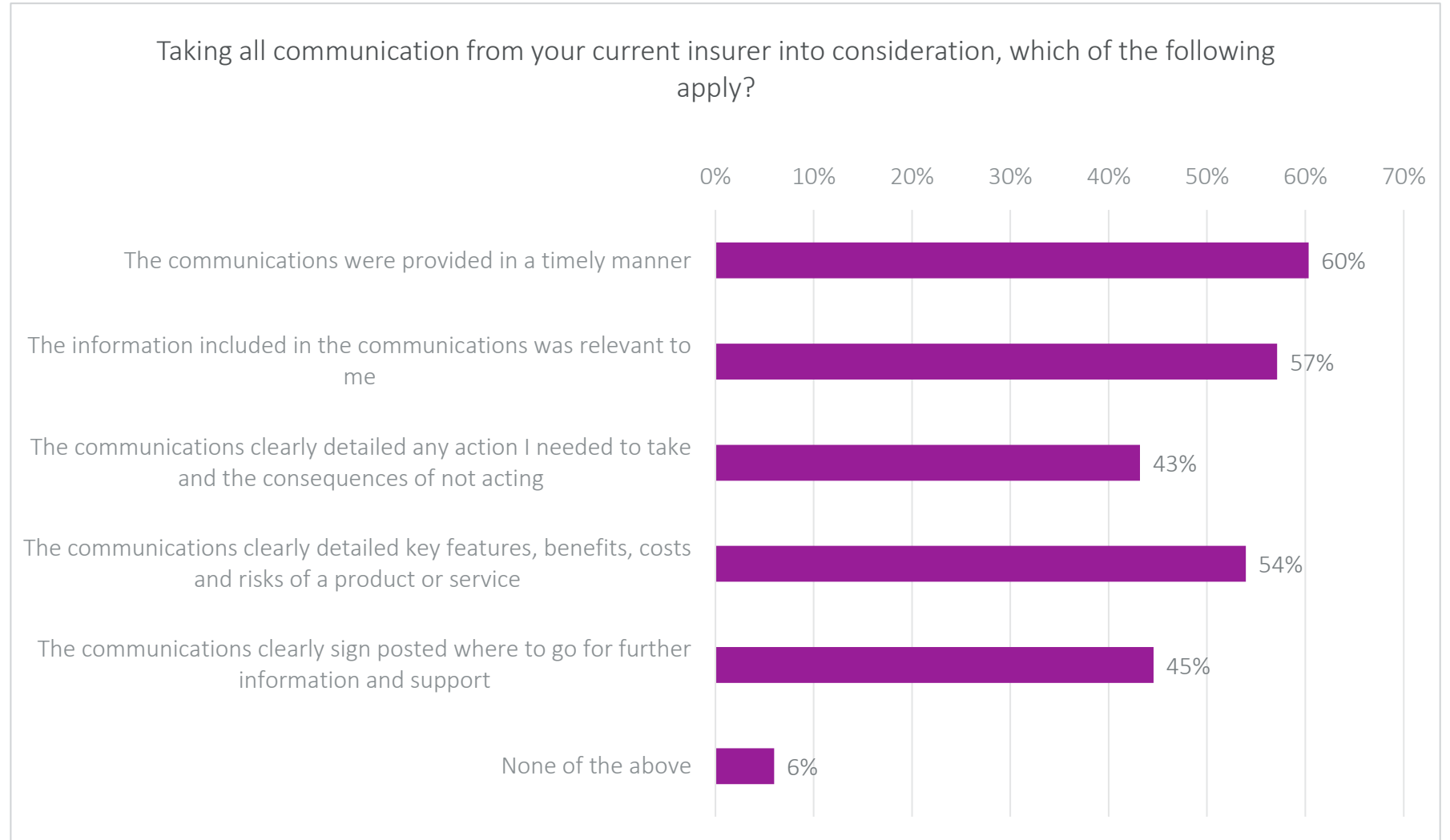
The reality



The policy document



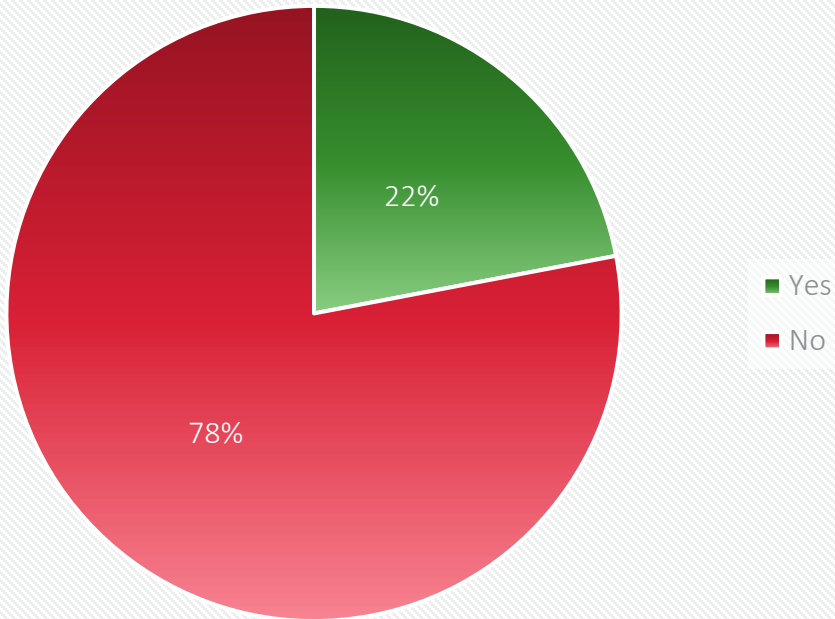
The FCA's communication criteria



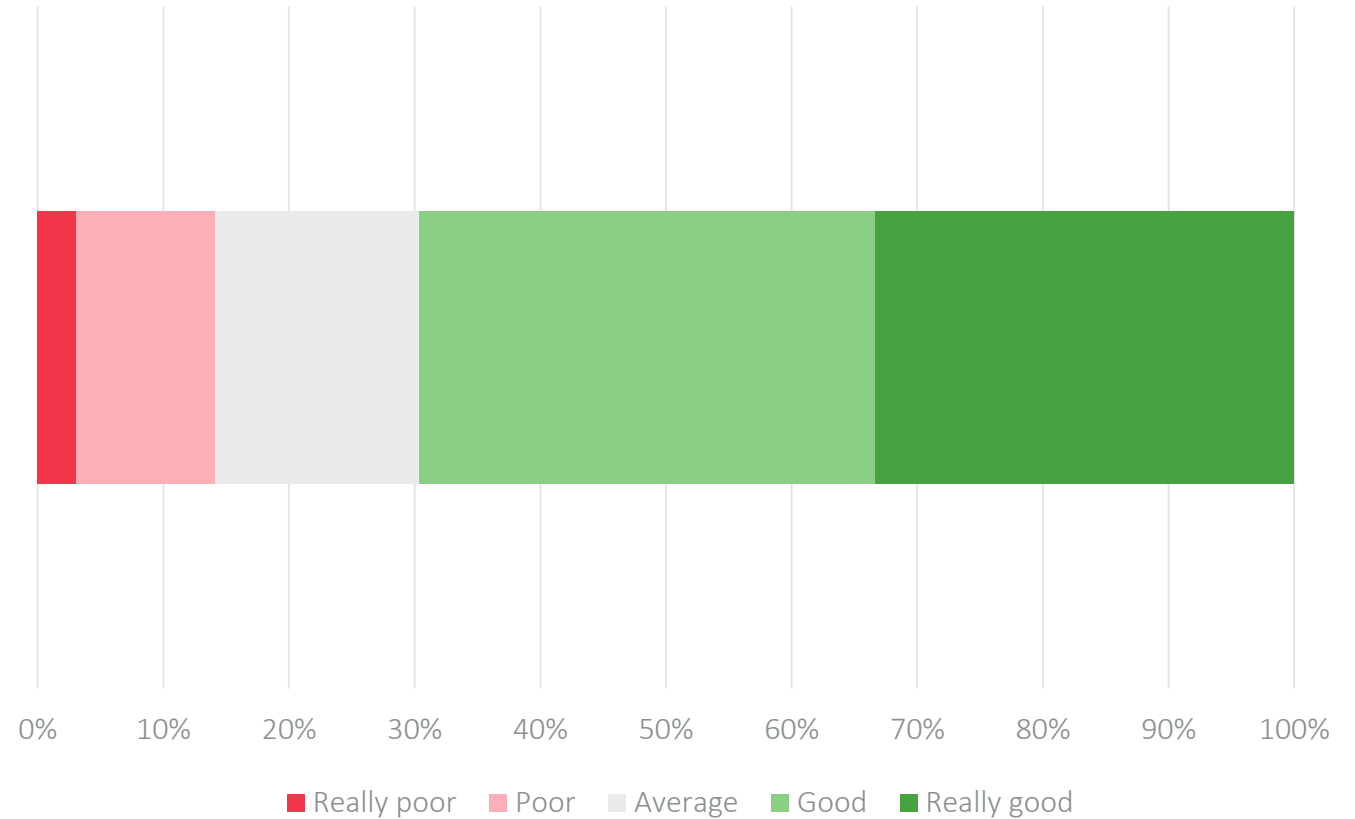
Outcome 4: Consumer Support

Accessing support

In the last two years, have you had to contact your insurer to make a mid-term adjustment, make a complaint, ask a question or make a claim?



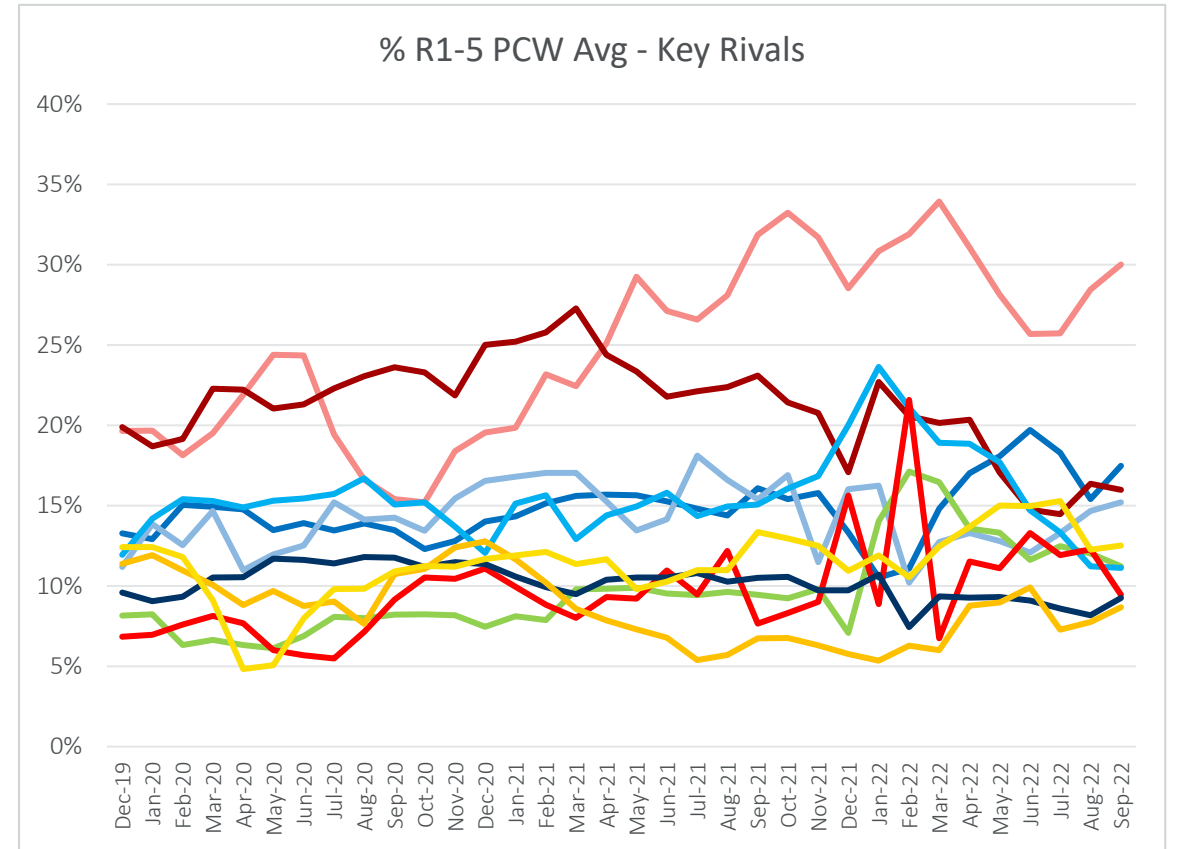
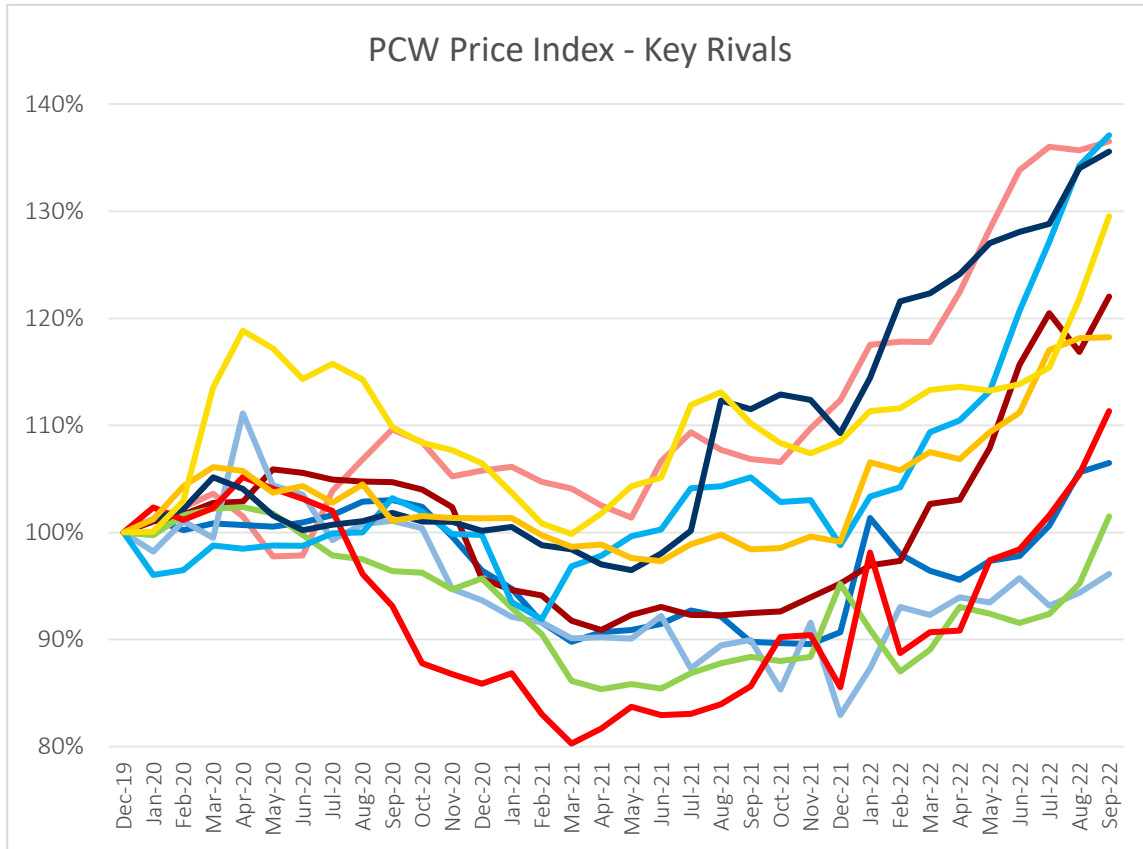
How would you rate the experience of the support you received?



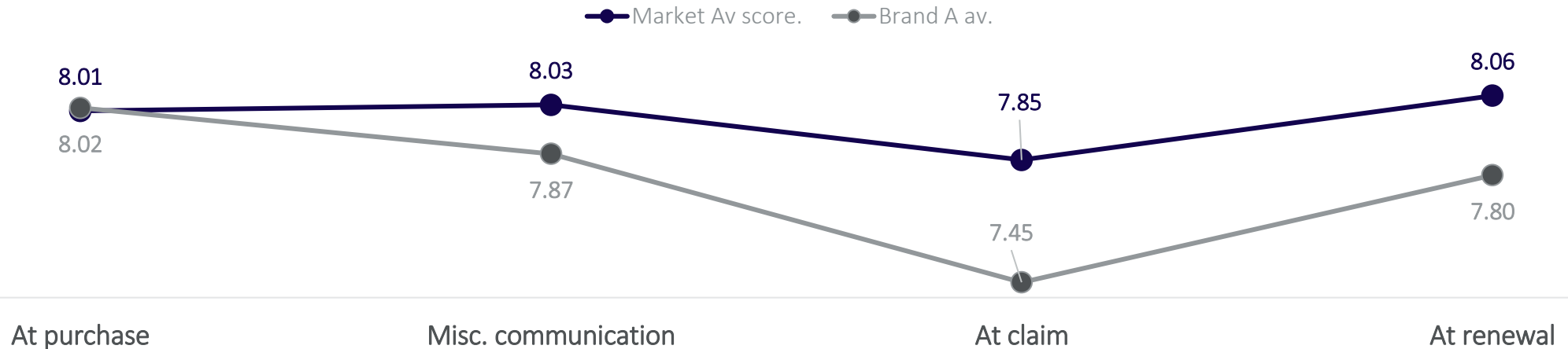
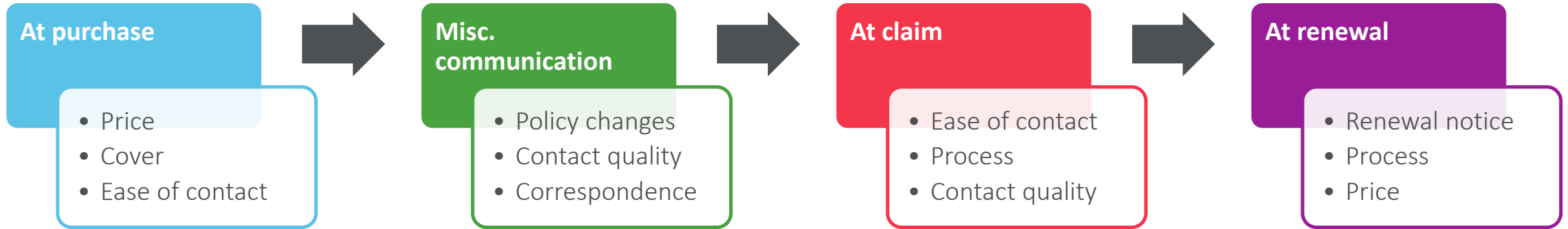
Poor experiences



Pricing & Competitiveness of Key Rivals



The Fair Value Framework



3 key takeaways

1. Avoid marking your own homework
2. Talk to the people that know best
3. It's an opportunity for change

