



Consumer Duty: Time for Solutions

What to do ✗ Why you do it ✗

How you deliver the outcomes ✓

NOVEMBER Wed 23 rd 12:00 - 13:30	NOVEMBER Thur 24 th 14:00 - 15:30	NOVEMBER Fri 25 th 09:30 - 11:00
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Consumer Duty is fast approaching. You've learned the 'what' and the 'why', now it's time to formulate a plan and learn 'how' you will deliver against the four Consumer Duty outcomes using leading edge wealth tech solutions to deliver robust and repeatable processes to underpin your proposition in the areas of:



Products & Services



Price & Value



Consumer Understanding



Consumer Support

Join us in November when we will be joined by presenters from moneyinfo, Model Office, and Money Alive demonstrating how their tech can support financial planning and wealth management firms to meet their Consumer Duty obligations.

These live sessions will be hosted online and last 90 minutes. You'll also have an opportunity to engage with the presenters to ask any burning questions to help you to better understand how the different technologies can help you to deliver against the Consumer Duty outcomes.

Key Speakers



Tessa Lee
Managing Director
moneyinfo

Your secret weapon to help you comply with Consumer Duty

Client portals provide 24/7 access to information and support, integrated client feedback, timely communications and support for vulnerable clients and are vital when it comes to helping firms meet their Consumer Duty obligations.

Tess will provide a practical demonstration of how moneyinfo can help support and evidence the key outcomes the FCA wants to see whilst delivering game-changing client engagement to build client loyalty, enhance profitability and ensure compliance confidence for your business.



Chris Davies
Founder
Model Office

RegTech empowering Consumer Duty Data and Compliance

The all-encompassing Consumer Duty requires firms to gain the right data and management information (MI) to evidence their business services and products comply.

Model Office RegTech automates the consumer duty diagnostic and gap analysis phases providing streamlined heat mapped dashboards, data analytics and audit reports so firms have all the data and MI they need to evidence ongoing compliance and client good outcomes.



Andy Kirby
Founder / Director
Money Alive

The FCA demand improved consumer understanding – how can advisers respond?

One of the four outcomes the FCA requires to satisfy the Consumer Duty is Consumer Understanding. All firms need to take a long look at their communications and ask if they truly inform the consumer? The benefits of getting this right are huge. Not just from a regulatory perspective but from a client satisfaction perspective too.

Money Alive has specialised in helping advisers communicate with clients for over 4 years. Andy will dig deeper into the FCA policy statement and share Money Alive's learnings

