

CTP.

The
Training
Environment

Your Consumer Duty Board Report for General Insurance Firms

Getting it right first time!

Course outline and objectives

A cornerstone of the Consumer Duty is the annual requirement for the Board (or equivalent governing body) to review and approve the firm's report on retail consumer outcomes.

Also, firms will report on the actions they've taken to address any weaknesses or non-compliance, confirm they are complying with the Duty's obligations and that their business strategies are consistent with the Consumer Duty expectations.

This is the first time Board members will have undertaken this process, so it will be crucial that their time is maximised so as to get this right first time.

During the session delegates will gain a greater understanding of the following:

- **The FCA's Consumer Duty Board Report and Sign Off**
- **Evidencing Consumer Outcomes**
- **Board Challenge**

Training Approach

The course programme will comprise a blend of trainer presentations, group discussion and practical examples. There will be ample opportunity for questions, experience sharing and networking. All course materials will be provided.

Dates and Fees

Live Online

3 May 2024

10:00 to 12:00

£245 + VAT

*Savings available for
multiple registrations*

To book

Visit:

www.ctp.uk.com

Email:

emmabond@ctp.uk.com

Call:

0330 303 9779

Who will benefit?

The course will be of value to **Board members, Executive Directors, Consumer Duty Champions, Non-Executive Directors** and **Senior Management Function Holders (SMFs)** of **general insurance firms**. This includes those that have responsibility for sign off and/or attestation of the Consumer Duty Board report which is due by 31st July 2024.

Course Presenter

Adrian Golfer - Former FCA Regulator and Consultant at Create Solutions Ltd

Adrian is a consultant working for Create Solutions (a Compliance and Training organisation) for the general insurance sector. He is a member of the APCC and also a Council member of the Insurance Institute of Manchester.

With over 30 years in financial services, and 13 years at the Financial Conduct Authority, Adrian has extensive experience in retail financial services compliance and regulation. He has held various senior roles at the regulator and has significant experience of guiding firms on the regulator's expectations.

He works with firms to help them meet their regulatory requirements, conducts compliance reviews and provides consultancy in helping firms embed their requirements. In addition, he conducts Board reviews, develops and delivers training webinars/courses and other programmes such as Senior Manager training, technical, regulatory, personal and business development courses.

He prides himself on the delivery of fair customer outcomes and is passionate about customer protection. He has seen many examples of good and poor practice and is able to draw on this experience when talking to clients to support and help them raise standards.

He holds a range of professional qualifications and is committed to his self-development activities.

Course Programme

Session	Content
The FCA's Consumer Duty Board report and sign off	<ul style="list-style-type: none">• A step-by-step walk through of the key actions' firms will be required to undertake in order to meet the 31st July 2024 deadline, including a suggested board report template.• An outline of the key roles and responsibilities of individuals involved in the production/sign off of the report.• The importance of communication and engagement from all involved.
Outcome testing	<ul style="list-style-type: none">• A reminder of outcome testing, key metrics and the types of evidence required to demonstrate compliance with the Duty.
The Board Challenge – what board members should be challenging before signing off (deadline 31st July 2024)	<ul style="list-style-type: none">• Board challenge and evidencing reasonable steps as per the FCA's Senior Managers & Certification Regime (SM&CR).• A look at what board members should be challenging and some typical questions they should be asking. This will enable board members to gain confidence to sign 'on the dotted line', and attest the firm is meeting the Consumer Duty requirements.

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