

Treating Customers Fairly

25 January 2019

FLA



FLA member rate -

£465 + VAT

Non-member rate -

£625 + VAT

The Financial Conduct Authority (FCA) expects customers' interests to be at the heart of how firms do business. TCF is one of the FCA's 11 Principles for Business and should be a core part of the culture of every financial services organisation.

This workshop uses case studies to examine the FCA's six TCF Outcomes, how they should be delivered within a firm's culture and what Management Information will be required to evidence this.

Attending this one-day briefing will help attendees understand:

- Customer outcomes and the need to define their firm's desired outcomes
- Why culture is important and be aware of the components of a firm's culture
- The CA supervision approach – the three pillars
- The seven components of a firm the FCA will examine in assessing culture
- The TCF implications for the product provider – distributor relationship
- The importance of performance management in defining and maintaining a culture in a firm
- How to analyse evidence and identify issues and the potential risk of poor consumer outcomes
- The need and the process to self-assess their firm's outcomes and culture

Please note: all FLA events are subject to the application of competition law. Details will be available on the day and are included in the booking form.

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Programme Overview

Registration from 09.30 - Start 10.00 and Finish 17.00

Welcome, introductions and personal objectives

Journey to the FCA

- The transformation of the FSA to the FCA
- FCA Statutory Objectives
- Reactive to Proactive “Principles Based Supervision”
- The history of the TCF initiative

SYNDICATE EXERCISE – Review of recent enforcement cases (links to TCF)

Supervision under the FCA – What will it look like?

- Current supervisory climate
- Risk based supervision
- Firms classification – C1 – C4
- From Arrow to the Firms Systematic Framework (change in supervisory approach)

What is TCF in practice and what does it really mean to firms?

- The Principles for business and the links to TCF
- The 6 TCF Customer outcomes
- TCF Cultural drivers and the current regulatory focus on them
- Senior Management Responsibilities for TCF

SYNDICATE EXERCISE – Positive and Negative Cultural Drivers

Organisational Culture

- What is organisational culture
- What role can it play in the success of a business
- How culture is embedded and sustained
- The link between culture and the TCF initiative

PRACTICAL ACTIVITY – Undertake a short culture survey that will identify your current position

Governance and Oversight of your TCF initiative

- What KPI's should you have
- How do you define acceptable measures
- Where and how do you draw the data together
- The principles of good MI

PRACTICAL ACTIVITY – Identifying good TCF measures within a firm

Summary and conclusions

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Who should attend?

Chief executive and operating officers, heads of compliance, operations, sales or audit, TCF project managers, compliance officers, and collections teams.

Anyone interested in the TCF assessment methods used by the FCA.

In-house delivery option

This programme can also be delivered in-house. The FLA offer bespoke tailored training solutions that help you achieve your business development objectives. The FLA training team specialise in facilitating change and turning strategic intent into tangible business results.

What we can do for you:

- Design a bespoke programme that meets your organisation's specific development goals and objectives
- These can be designed as a one-off exercise, on a repeated basis as part of your company's development curriculum or company-wide courses as part of a major change programme
- Personalise our approach by incorporating your corporate culture and goals
- Complete flexibility with regards to location and timings
- Differing course levels are available to cater for the varied experience levels of your staff

For more detailed information regarding any in-house training please contact Jon Dear on **020 7420 9623** or email training@fla.org.uk

Another FLA date for your diary:

Building Sustainable Repayment Plans for Customers in Default

Agreeing payment plans can be fraught with difficulties - obtaining all of the required information, making sure it is accurate and deciding appropriate levels of repayments for a given debt. To do this effectively, a positive customer relationship has to be in place.

This course will help you look at the key points in order to efficiently assess different levels of income and expenditure to build more effective repayment plans that are sustainable over the repayment period.

Date: 28 January 2019

Treating Customers Fairly 25 January 2019



Please register the following delegate(s) for the above course.

BOOKING DETAILS - PLEASE USE BLOCK CAPITALS

Company name:

Contact name:

Job title:

Address:

Postcode:

Telephone:

Email:

DELEGATE 1

First name:

Surname:

Company:

Job title:

Telephone:

Email:

Your special needs or dietary requirements:

DELEGATE 2

First name:

Surname:

Company:

Job title:

Telephone:

Email:

Your special needs or dietary requirements:

Please use additional copies of this form to book more than two delegates.

To register please complete form

Phone: Jon Dear on +44 (0)20 7420 9623 Fax: +44 (0)20 7420 9631

Web: www.flatraining.org.uk Email: training@fla.org.uk

Post: Jon Dear, FLA, Imperial House, 8 Kean Street, London WC2B 4AS

COURSE FEES

FLA Member's fee per delegate: £465 + VAT

Non-FLA Member's fee per delegate: £625 + VAT

PAYMENT: Upon registering you will be sent an invoice; payment is required before attending the event.

Please
invoice

Provide pur-
chase
order no:

Payment
by
cheque

Visa

Mastercard

Credit Card no:

Amount £:
(Please include VAT)

Name (as on card)

Expiry date on card:

Credit Card's registered address (postcode & house/building number only):

Postcode:

Street/House/Building No:

Security code (last 3 digits on reverse of card):

Signature:

Today's date:

Cardholder name and address (including company name if applicable) if different from above:

Name:

Address:

Postcode:

Cancellations all cancellations must be made in writing via email to training@fla.org.uk. Cancellations received more than 30 days prior to the start of the course will incur an administrative charge of £70.00 + VAT per delegate. There is no refund on cancellations made within 30 days of the course start date.

Transferring from one course to another is treated as a cancellation.

You may substitute one delegate for another at no additional cost. Notification must be received in writing by noon of the business day prior to the start of the course.

Data Protection: The Finance & Leasing Association will use the data you provide to process your course registration. We would also like to keep you informed (by post, telephone, email or fax) of other FLA training courses, products and services. If you would like us to send you details of future events, please tick this box:

Please note: all FLA events are subject to the application of competition law. Details will be available on the day and are included in the booking form.