



Inside FCA Podcast: What is the Consumer Duty price and value outcome?

In the first of a series of Inside FCA Podcast interviews on the Consumer Duty, Ozge Ibrahim speaks to the FCA's Head of Competition Policy, Ed Smith, about the price and value outcome, which he describes as an upfront examination of price and value through the lifecycle of a product as it evolves.

Focussing on what the FCA expects from firms of all sizes, Ed will be discussing the importance of firms assessing their products and services to ensure there is a reasonable relationship between the price paid for a product or service and the overall benefit consumers get from it.

Click [here](#) to listen to the full podcast.

What you might have missed....



Consumer Duty - the buck stops with you not just your processes

In this article we wanted to look at CD from another perspective, namely that of the individual. The reason we talk about this from an individual's perspective is because, to date, the focus has been on firms and their policies, practices and processes, e.g. product design, product governance, sales processes, distribution strategies, etc.

Once live, however, responsibility will come down to individuals, most specifically the senior managers, certified individuals and particularly the NED who has been identified as being the 'CD Champion'. Find out more in T-CNews' January edition.

[Read now](#)



Compliance Update: Focus on Consumer Duty, Appointed Reps and the broader Financial Services market

In our latest podcast, Worksmart's Head of Sales, Julian Sammells and Award-Winning Consumer Advocate, Caroline Wells, discuss the impact final rules of the new Consumer Duty and the changes to the Appointed Representatives Regime will have on a firm's approach to T&C schemes and Complaint Handling.

Answering questions from a live audience of Compliance professionals, our panellists share the critical role technology and data will play in demonstrating how your firm can deliver good customer outcomes to the FCA.

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