



Inside FCA Podcast: Explaining the Consumer Duty consumer understanding outcome

In this third instalment of Consumer Duty podcasts from the FCA, Ozge Ibrahim is speaking to FCA Consumer Policy Manager, Richard Wilson about the consumer understanding outcome in the new Consumer Duty. The FCA wants firm communications to support and enable consumers to make informed decisions about financial products and services. So Ozge will be asking Richard what is expected from firms ahead of implementation of the Duty in July 2023.

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

What you might have missed....



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

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.

[Listen Now](#)



Adventure Beckons! Worksmart team to embark on epic climb of Mount Kilimanjaro

A few years ago now, myself and other members of the Worksmart Ltd Senior Leadership Team were talking about motivation and things that they had always wanted to achieve, and we found that there were a number of us that had a shared goal to climb this particular mountain. And as such the “SummitSmart” (we always name our products and services something Smart – so it felt right to give the expedition a corporate approach!) team was formed.....
(you’ll find the article by Julie Parry on page 15)

[Read full article](#)

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