



Article

Consumer Duty - Managing foreseeable harm in the advice process

In my last article (December's edition), I talked about the fact that once Consumer Duty is implemented, ultimately the buck stops with individuals, not just the processes they follow and the structures that support them. In this article I'm going to pick up on the point about individual responsibility and explore it specifically in the context of the advice process as, for me, the advice process is on the front line of the incoming Consumer Duty (CD) regulation.

Julie Pardy, Director of Regulation, Worksmart

Click [here](#) to read the full article published in TC News April 2023.

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Nikhil Rathi, Chief Executive of the FCA, said: 'We set out a bold vision last year of what we wanted the FCA to be, and we are well underway to achieving our objectives thanks to our talented colleagues and the better use of technology and data across our organisation.'

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