



DANBURY
— COMPLIANCE —

CONSUMER DUTY GOVERNANCE REVIEW

Key Facts

The FCA's expectations around Consumer Duty are evolving, from simply having key documents and processes in place, to being able to evidence a culture of driving the right outcomes.

This culture is often evidenced by the governance arrangements in place and the successful execution of those arrangements on a continuous basis.

Whilst our **Consumer Duty Health Check** service provides assurance over some of the key processes of Consumer Duty, our **Consumer Duty Governance Review** takes a more holistic view by providing essential, independent assurance over your governance arrangements.

What We Review

Outcomes Monitoring Framework

- ✓ A review of your **outcomes monitoring MI**
- ✓ A review of the **tolerances and thresholds** applied to your MI
- ✓ A review of how **outcomes for different client groups** are captured
- ✓ The process for keeping those aspects under continuous review

Board and Committee Oversight

- ✓ The **structure** of your Board/Committees
- ✓ The **frequency and content** of those Board/Committee meetings
- ✓ The **challenge processes** applied within those meetings
- ✓ Evidence of **decisions and actions taken** towards improving outcomes
- ✓ Your **annual Board report**

Pricing

The **Consumer Duty Governance Review** is priced at **£7,500 + VAT**.

What You Receive

- ☑ **A succinct summary report** outlining our findings and recommendations.
- ☑ **The findings are risk-rated** and presented in priority order, allowing you to clearly identify those issues that require the most immediate attention.

If you need support in resolving the issues raised or assurance over the actions taken to resolve those issues, **we can provide that additional support on a project basis.**
