

Webinar Session 1 - Tuesday 3rd June 2025

Fair Value Assessments (FVAs) - How to demonstrate your products and services offer value for money

By the end of this session delegates will be able to:

- Explain what a customer-centric approach to fair value means, and how to apply it to your FVAs.
- Demonstrate the steps to provide good outcomes and fair value through your FVAs.
- Describe how to complete fair value assessments.

Webinar Session 2 - Thursday 5th June 2025

Constructing your next Consumer Duty Board report, including the use of root cause analysis to turn complaints and grumbles into a gift

By the end of this session delegates will be able to:

- Explain the importance of the 'Board pack' to support the Board report.
- Identify the key staff and management to assist in creating the supporting MI and evidence.
- Describe the end-to-end, year-round process of building a good Board report.

Webinar Session 3 - Tuesday 10th June 2025

Vulnerable customers – A "catch-all" approach simply won't do

By the end of this session, delegates will be able to:

- Explain the types of vulnerability data the FCA expects firms to collect and track.
- Describe how to evidence that this data is considered, debated, and consistently acted on.
- Assess the current approach within your firms.

Webinar Session 4 - Thursday 12th June 2025

Regulatory roundup

By the end of this session, delegates will be able to:

- Describe recent FCA updates and emerging issues
- Identify areas where firms need to have appropriate focus
- Outline other key sector developments