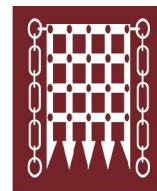


**Westminster Business Forum Keynote Seminar**  
**Priorities for consumer credit: the future for regulation, ensuring consumer protection and supporting innovation**

Timing: Morning, Thursday, 6<sup>th</sup> December 2018

Venue: Central London



**WESTMINSTER  
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Draft agenda subject to change

- 8.30 - 9.00 Registration and coffee
- 9.00 - 9.05 **Chair's opening remarks**  
Senior Parliamentarian
- 9.05 - 9.30 **Regulating consumer credit markets: early indications and key issues in the revision of the Consumer Credit Act**  
**Jonathan Phelan**, Head of Department, Retail Lending Supervision, Financial Conduct Authority  
Questions and comments from the floor
- 9.30 - 10.30 **Ensuring fair access to credit and meeting the needs of consumers: the future for the pay-day loan cap, next steps in overdraft and credit card regulation and protecting vulnerable customers**  
*How far have the changes in the regulation of pay-day loan companies - including the cap - been successful in protecting vulnerable consumers, and can lessons from this be learnt in the regulation of other forms of high-cost credit? With overdrafts providing a source of high-cost credit to many consumers in the UK, what measures can be put in place to ensure the system is simple and clear to understand, and how can lenders help to reduce unauthorised charges? How can lenders comply with new FCA rules on credit cards coming into place in September 2018 - including through increased use of data and analysis - to ensure that consumers are given appropriate support and encouraged to avoid persistent credit card debt?*  
**Professor Iain Ramsay**, Professor of Law, Kent Law School, University of Kent  
**Martin Groombridge**, Chief Executive, London Capital Credit Union  
**Sian Williams**, Director, Financial Health Exchange, Toynbee Hall  
Senior representative, legal  
Senior representative, bank  
Questions and comments from the floor
- 10.30 - 10.35 **Chair's closing remarks**  
Senior Parliamentarian
- 10.35 - 11.05 Coffee
- 11.05 - 11.10 **Chair's opening remarks**  
Senior Parliamentarian
- 11.10 - 11.40 **Next steps in the effective use of data: the impact on open banking, ensuring integrity in the system and the future for Credit Reference Agencies (CRA)**  
*Given the role which technology and data can play in assessing creditworthiness - particularly in sharing and utilising data or products from CRAs and other third parties - how can actors in the sector ensure integrity in the use of that data, and mitigate the risks and limitations of the use of data?*  
Senior representative, bank  
Senior representative, CRA  
**Patrice Muller**, Senior Managing Partner, London Economics  
Questions and comments from the floor
- 11.40 - 12.35 **The future for credit assessment: measuring affordability and creditworthiness, ensuring clarity and flexibility, and the future role of automation**  
*How can firms make best use of the principles-based system of creditworthiness and affordability enacted by the FCA to ensure proportionality, and how can they set out clear sets of policies and procedures to inform practice and ensure clarity for consumers? Given the range of firms, consumers and products, how might the system be regulated to provide flexibility to lenders, adaptability for each type of transaction, and offer protections for consumers? What will be the impact of new requirements on senior management in the regular review and updating of procedures on assessing creditworthiness and affordability, and how can this be supported to reduce deficiencies? How can the role of automation be supported to improve operations and reduce costs, and how can lenders ensure that it is effective, transparent and that the risks associated with its use are mitigated?*  
**Jason Wassell**, Chief Executive Officer, Consumer Finance Association  
Senior representative, technology  
Senior representative, ombudsman  
Commentator  
Questions and comments from the floor
- 12.35 - 12.55 **The future for consumer credit**  
Senior speaker to be confirmed  
Questions and comments from the floor
- 12.55 - 13.00 **Chair's and Westminster Business Forum closing remarks**  
Senior Parliamentarian  
**Peter van Gelder**, Director, Westminster Business Forum