

Westminster Business Forum policy conference:

Next steps for the Consumer Duty

Timing: Morning, Monday, 20th October 2025

Taking Place Online



Draft agenda subject to change

- 8.30 Registration
- 9.00 **Chair's opening remarks**
Senior Parliamentarian
- 9.05 **Key considerations for the Consumer Duty moving forward**
Senior commentator
Questions and comments from the floor
- 9.30 **Priorities for regulatory reform and sustainable growth - impact on consumers, financial services and market confidence**
implications of the Financial Services Growth and Competitiveness Strategy | assessing the impact on the Duty on wholesale financial firms | next steps for regulatory clarity and simplification | approach to aligning Duty expectations with economic growth | approach to regulation of Buy Now Pay Later firms | compliance and support needed for SMEs
Senior representative, wholesale financial firm
Senior representative, retail financial firm
Senior representative, SME
Senior representative, consumer
Senior representative, legal
Questions and comments from the floor
- 10.20 **Assessing the impact of the Consumer Duty on the growth and competitiveness of UK financial services**
Senior commentator
Questions and comments from the floor
- 10.45 **Chair's closing remarks**
Senior Parliamentarian
- 10.50 Break
- 11.00 **Chair's opening remarks**
Senior Parliamentarian
- 11.05 **Embedding consumer duty - strategic governance, culture and accountability structures**
Sajedah Karim, Partner, PwC
Questions and comments from the floor
- 11.30 **Next steps for clarifying advice and guidance frameworks to improve customer decision-making**
Senior representative, legal
- 11.40 **Advancing customer outcomes, improving financial resilience and tackling exclusion**
leveraging data and technology to improve consumer outcomes | driving innovation in products and services | tackling financial exclusion | priorities for the Financial Inclusion Strategy and alignment with Consumer Duty goals | access to financial services for vulnerable groups | community finance and affordable credit initiatives | proposals to reform the Consumer Credit Act 1974 | coordination between government and the financial sector | improving redress frameworks
Senior representative, innovation
Senior representative, advocacy
Senior representative, industry
Senior commentator
- 12.00 Questions and comments from the floor
- 12.30 **Next steps for modernising redress mechanisms and delivering fairness for consumers and firms**
James Dipple-Johnstone, Interim Chief Ombudsman, Financial Ombudsman Service
Questions and comments from the floor
- 12.55 **Chair's and Westminster Business Forum closing remarks**
Senior Parliamentarian
Thomas Howard, Westminster Business Forum