

Westminster Business Forum policy conference:

Next steps for the Consumer Duty - implementation, supervision and outcomes

Timing: Morning, Friday, 15th May 2026

Taking place online



WESTMINSTER
BUSINESS
FORUM

Draft agenda subject to change

- 8.30 Registration
- 9.00 **Chair's opening remarks**
Senior Parliamentarian
- 9.05 **Next steps for the Consumer Duty - implementation, supervision, and simplification**
Jonathan Pearson, Interim Head, Consumer Policy and Outcomes, Financial Conduct Authority
Questions and comments from the floor
- 9.30 **Assessing the regulatory framework - proportionality, regime refinement, and clarity on the scope of the Duty**
regulatory clarity and simplification | the Consumer Duty requirements review | proportionality for different types of business, including smaller firms and intermediaries | addressing duplication and conflict between the Duty and existing Handbook rules | priority areas for supervision and policy development as the Duty is embedded | business engagement with cross-cutting reviews | impact of regulation on innovation and market competition
Senior representative, industry
Senior representative, consumer
Senior representative, economics
Senior representative, legal
Questions and comments from the floor
- 10.20 **Next steps for the Consumer Duty in UK wholesale financial services - scope, application, and distribution chains**
Senior representative, wholesale financial services
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 **Strategic approaches to meeting expectations around vulnerability, and data sharing and protection**
Senior representative, regulation
- 11.15 **Advancing consumer outcomes, improving financial resilience, and tackling 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 | tackling financial exclusion | improving customer communication and understanding | support for customers in financial difficulty | evidencing good consumer outcomes | fair value assessments | use of supervisory engagement, data requests and thematic work to test compliance | governance, management information and internal oversight in identifying weak outcomes | balancing innovation with consumer protection
Senior representative, financial services
Senior representative, consumer
Senior representative, SME
Senior commentator
- 11.35 Questions and comments from the floor
- 12.00 **Priorities for delivering investor outcomes - innovation, value for money, and protection**
Senior representative, retail investment
- 12.10 **Strengthening support in the retail credit market - fair value, affordability, and transparency**
Senior representative, consumer credit
- 12.20 **Suitability, understanding, and next steps for consumer engagement with insurance products**
Senior representative, insurance
- 12.30 Questions and comments from the floor
- 12.55 **Chair's and Westminster Business Forum closing remarks**
Senior Parliamentarian
Thomas Howard, Westminster Business Forum