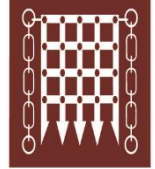


Westminster Business Forum policy conference:

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 | regulatory expectations on support within vulnerable circumstances
Ricky McKinney, Director, Risk and Compliance, Royal London
Peter Andrews, Senior Adviser, Oxa
Senior representative, consumer
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**
Dominique Azid, Principal Policy Adviser, ICO
- 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
Mick McAteer, Co-Director, Financial Inclusion and Markets Centre
Professor John Finch, Professor, Marketing, University of Glasgow
Helen Bellamy, Customer Inclusion Lead, Quilter
Katrin Herrling, CEO and Co-Founder, Funding Xchange
- 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**
Jason Wassell, Chief Executive, Consumer Credit Trade Association
- 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