

Implementation of Consumer Duty (3rd Letter)

26th July 2023

Dear Agent,

Consumer Duty comes into force from the 31st July 2023

The Consumer Duty regulations set up by the UK Financial Market Conduct Authority (FCA) for all financial institutions across the UK will become effective from July 31 this year. All regulated firms should complete their implementation of the Consumer Duty to ensure that robust procedures are in place and are compliant with the new rules.

China Taiping UK has already implemented the Consumer Duty rules into our practices. In addition to our good range of customers support services, we would provide more support facilities to consumers, particularly the vulnerable consumers. At the same time we would expect our distributors (agents or you) to comply with the new rules.

Action required from you (if you have not done yet)

- 1- Please read the attached summary of our implementation plan and agree our approach to comply with the Consumer Duty and fulfil your obligations.
Yes/No
- 2- acknowledge and affirm your understanding and agreement to implement and thereafter adopt the Consumer Duty in addition to any existing regulatory principle and rules.
Yes/No
- 3- Share with us a copy of your Consumer Duty implementation plan and progress (optional).
Yes/No

You can reply either from REG or by email to your usual contact at CTIUK.

Consumer Duty Team

China Taiping Insurance (UK) Co Ltd

Summary Report of Consumer Duty Implementation

Since the final FCA Policy Statement on the Consumer Duty (or CD) was published on 27 July 2022, and the timeline for all regulated firms to implement the new rules was confirmed, China Taiping UK has set up a working group for the project (project team) and set up the Implementation Plan for the Consumer Duty from September 2022.

We can now summarise the tasks we have completed according to our plan, and the tasks will be carried out as ongoing operations after the implementation.

Works/Tasks have been Completed

- The implementation plan was approved by the CTI Board on 30th October 2022 after several round of amendments and agreement by Senior Management;
- The project team has been working hard and meeting weekly since November 2022 to ensure the delivery of the planned works in line with the project (and FCA) timeline;
- We have identified 8 workstreams in the whole process, allocated the tasks to the members of the working group who are in charge of relevant functions, and completed them in time;
- Four training sessions of Consumer Duty for all our staff have been delivered – one online short course organised by HR and three online seminars delivered by Compliance Team on specific topics.
- Two letters for distributors (or agents) in regards to Consumer Duty implementation were sent out in February and April requesting brokers to respond and advise the readiness and progress on implementation of the new rules.
- Based on the responses from agents, a pack of training material was sent out to those agents who requested assistance from us. A distributor (or agent) CD briefing seminar was held in 17th May.
- We have completed reviews of policies and procedures for all the customer facing functions. Customer Journeys have been captured across all these business functions, and gap analysis has been carried out for products and service and mapped out with the new rules;
- CD required MI Data output dashboards for all customer facing functions have been completed (Underwriting/Sales, Claims, Payment and Complaints).
- We have decided to collect, analyse and report 10 measurement data linking to our Consumer Duty outcomes for us to assess monthly and quarterly good or bad outcomes for consumers. Some of these have been already built in as KPI for the 4 functions mentioned above;
- The external consultant Norton Rose Fulbright (NRF) has been selected to assess our project works with peer review and a draft report has been produced with no 'red flag' points;
- Individual responsibility has been updated. Consumer Champions have been nominated at all levels of from board, management to underwriting, claims, finance and complaints functions;

- Two progress report of the project were submitted to the Operation and Conduct Committee, the Management and the Board in February and May.

Works/Tasks to be Completed as ongoing operation after implementation

- The project team will continue to meet regularly on bi-weekly basis to ensure the implementation is fully and successfully executed and embedded in the daily operation;
- A framework and changing work procedures for operations after-implementation have been drafted including the project team continuing to work for one year, holding regular weekly meetings to oversee the implementation, and arranging regular trainings;
- All the above MI Data required will be collected, monitored, analysed and reported monthly or quarterly according our reporting schedules;
- A Customer survey will be sent out after each complete transaction of customer journey as part of CD MI data and KPI;
- Delegated authority brokers will be required to include the relevant CD data in their regular MI data for the same purpose;
- We will send a regular communication to vulnerable customers whom we have identified in our system to remind them to inform us any changes of their circumstances or request further assistance from our normal approach;
- The CD implementation report will be submitted quarterly to the Operation and Conduct Committee, the Management and the Board. The CD related KPI will be reported to Management and HR monthly;
- We have updated the Company's website with all the relevant information for customer support including relevant news and messages, along with contact details for those that may need further assistance;
- Once we finalise our Consumer Duty Policy and relevant procedures (in draft), we will start our review and update all other policies and procedures accordingly.

From this approach we believe we can properly and thoroughly implement this new duty to our daily practice and embed this consumer-focused culture into our entire organisation.

We are adopting the same approach to our distributors (agents), sharing information on our implementation plan and progress, and requesting our distributors (agents), to meet their obligations to fully comply with the new rules.

What is the Consumer Duty?

The Consumer Duty is a package of measures which is intended to set higher expectations for the standard of care that firms provide to consumers. It comprises three key elements:

1. A new **Consumer Principle** (Principle 12) will require firms to "act to deliver good outcomes for retail customers". Where the Duty applies, Principle 12 will replace Principles 6 and 7 as it sets a higher and more exacting standard of conduct compared to what the existing Principles would have otherwise required
2. **Cross-cutting rules** to help develop the standards of conduct expected under Principle 12
3. Rules and guidance relating to **four outcomes** that the FCA wants to see under the Consumer Duty.

The Consumer Duty will apply to new and existing financial products and services that are open for sale or renewal from 31 July 2023, and for financial products and services held in closed books from 31 July 2024. The Consumer Duty will not have retrospective effect and actions or omissions occurring before the Duty enters force will continue to be assessed in line with the rules in force at the relevant time.

In terms of scope, the FCA has maintained its proposal to apply the Consumer Duty in line with the approach of existing sourcebooks in the FCA Handbook, including to SMEs. Accordingly, where FCA Rules currently cover a firm's relationships with an SME customer, the Consumer Duty will equally also apply to that financial product or service.

The Consumer Duty will also apply to:

- Dealings with high-net worth customers (and this includes the processes applied by firms to determine a client's status as a professional client)
- Ancillary activities, including unregulated activities, which are necessary for the completion of a regulated activity – this is despite concerns from industry respondents that this proposal lacked certainty and could extend the scope too broadly

The FCA has published finalised guidance ([FG22/5](#)) alongside its final rules which will help firms in interpreting the rules and their new obligations.

What's changed since the consultations?

CTIUK like most firms have already kicked off their implementation projects and so will be familiar with the content of the FCA's proposals set out in [CP21/13](#) and [CP21/36](#). However, the final rules and guidance contain a number of changes to these proposals that firms will need to incorporate into their planning. These include:

Cross-cutting rules

Whilst the overarching cross-cutting rules remain largely as drafted, the FCA has confirmed that firms are required to "avoid causing foreseeable harm to customers". This wording was updated to "avoid foreseeable harm" in CP21/36 in response to industry concerns but the FCA has reverted to its original wording.

The FCA's finalised guidance provides a list of examples of foreseeable harms and also contains examples of conduct that is unlikely to meet the cross-cutting standards more generally.

Four outcomes

The four outcomes have been updated since the draft rules were published and now comprise product and services, price and value, consumer understanding and consumer support outcomes.

- Products and services – the final rules confirm that firms will not be subject to both the existing PROD rules and the new rules in PRIN 2A.3. Firms that comply with PROD will be compliant with this outcome, but where products are not caught by PROD then firms must comply with the new PRIN requirements
- Price and value – new guidance in PRIN sets out a list of factors for product manufacturers to consider when assessing whether a financial product or service is providing fair value. The FCA has also confirmed that firms do not need to conduct a value assessment for products or services that do not have any financial or non-financial cost to the consumer (eg free in-credit current accounts or free debt advice services). The final rules clarify that firms are responsible only for prices that they control, and are not required to repeat or challenge other firm's value assessments
- Consumer understanding – the FCA has replaced the notion of the "average retail customer" with "retail customers in the target market", thereby requiring firms to ensure that a communication is likely to be understood by those customers actually intended to receive it. The testing requirement has also been amended, such that testing is now to be conducted "where appropriate" to identify if firms' communications are supporting good outcomes for retail customers
- Consumer support – there is now a requirement for a firm to ensure that it includes "appropriate friction in its customer journeys to mitigate the risk of harm and give retail customers sufficient opportunity to understand and assess their options, including any risks". However, the FCA's guidance recognises that some friction points can act as unreasonable barriers and make it more difficult for customers to act in their interest, so firms should apply judgement and distinguish between positive frictions and harmful frictions (like sludge practices) based on the circumstances.

The FCA has also confirmed that the rules on the consumer support outcome do not apply to a firm which is dealing with another firm which is in turn acting on behalf of a consumer. That said, firms

are still obliged to deal with “reasonable requests from another firm in an effective way and in good time to enable the other firm to support retail customers”.

Monitoring

Firms are required to monitor outcomes experienced by their customers by regularly reviewing their financial products and services to ensure that they are delivering on the four outcomes.

Although CP21/36 required firms to identify where the outcomes were "worse", the final rules have expanded the scope of this obligation. Firms must now identify whether any group of retail customers is experiencing "different outcomes" compared to another group of customers receiving the same product or service. The FCA also expects firms to become proactive in identifying poor customer outcomes or harm and undertaking root cause analysis to understand the causes for both.

It is worth noting that a firm’s monitoring obligations apply proportionately to its role in a distribution chain. However, even if a firm does not have direct contact with retail customers, the FCA expects it to monitor the outcomes of the service it provides and act reasonably to obtain information about the outcomes experienced by retail customers.

For the FCA's part, it has confirmed that it will measure the success of the Consumer Duty by monitoring key outcomes for consumers both through monitoring firms' MI (discussed below) but also through data like relevant FOS final decisions.

Governance

The final rules set out new requirements for the governance process. The FCA expects there to be a Consumer Duty champion at board level (ideally an iNED) and it also expects firms' boards to sign-off an assessment of the firms’ monitoring and actions at least annually.

Boards should also have agreed their implementation plans and maintain oversight of their delivery by the end of October 2022, and they should be prepared to share such plans, board papers and minutes with the FCA from this point.

Implementation

As mentioned above, implementation of the Consumer Duty will be phased. Firms must apply the new requirements to new and existing products and services that are on sale (or can be renewed) from 31 July 2023, but have until 31 July 2024 to apply the Duty to closed book products and services. The final rules set out the FCA's expectations of firms during the implementation period which also provides a useful roadmap for firms to refer to in their planning. The key dates that firms should be aware of are as follows:



Management information

MI and data play a fundamental role in enabling firms to assess whether their customers are experiencing the four outcomes in accordance with the spirit of the Consumer Duty. The finalised guidance provides a reasonably comprehensive list of potential data sources which firms could use to evaluate their compliance. It is worth noting that the FCA has not at this stage introduced a regular reporting obligation but it will consult on any future proposals to do so.

SMCR

In the consultations, the FCA suggested that delivering good outcomes for retail customers should be supported by individual accountability and personal conduct under the SMCR. The final rules introduce a new individual conduct rule 6 which reflects the new higher standard of the Consumer Duty, in that all conduct rules staff must “act to deliver good outcomes for retail customers”.

Notably, new guidance at COCON 4.2.31 places an obligation on SMF holders to notify the FCA of other firms’ breaches or its own firm’s breaches of Principle 12 or PRIN 2A, if the firm itself does not do so.

Vulnerable customers

The Consumer Duty aims to raise the standard afforded to all consumers, but the FCA urges firms to consider the new rules and guidance alongside its guidance on the fair treatment of vulnerable customers ([FG21/1](#)).

As noted above, the FCA has recognised that the use of the term "average customer" could be confusing and instead is requiring firms to consider the needs of customers in their target market, including those with characteristics of vulnerability.