



Consumer Duty for Dealers: **Burden or Blessing?**

Hosted by



EVOLUTION
FUNDING

PUBLIC

Welcome
Keith Bell,
Evolution Funding



Meet the Panel



Jo Davis
Partner,
Auxillias Limited



Richard Hubbard
Group F&I Director,
Cambria Autos



Tom Barcroft
Sales Director,
Auto100



Karen Wagstaffe
Group F&I
Compliance Director,
Sytner Group

Introduction

Sam Osborn,
Evolution Funding





“The duty sets a higher, clearer standard by requiring firms to ensure their products and services are fit for purpose and offer fair value, and to help consumers make effective choices or act in their interests.”

The Financial Conduct Authority





Key FCA expectations for 'credit brokers' (i.e. **dealers**)

Give customers **accurate and honest** information.

Clearly tell your customers **everything** they need to know to make an **informed decision**.

Don't put barriers in your customers' way.

Provide **prominent, sufficient, and timely** information about what they're buying.

Offer **fair value** for the price the customer is paying.

Ensure staff have sufficient **training, knowledge and experience**.



Panel Discussion



Priorities for July and work so far



Sourcing practical information



Acting on the
information provided



What about
consumers?



Burden or blessing?



Live Q&A
Type your question





Summary

“If applied correctly by firms, the Duty should help firms retain and attract customers and will enhance the competitiveness of our financial services sector.”

Sheldon Mills (Executive Director of the FCA)

Does your company culture put the customer at the heart of everything that you do?

Are your staff trained and rewarded to deliver great customer experiences?

Is all the information you give to your customers accurate, honest, and clear so they fully understand?

Would you send your family and friends to buy from you?



Thank you for
joining our webinar!

Please visit our Consumer
Duty Resource Hub:

https://bit.ly/EF_CDRH