

Compliance Academy: Making Compliant Sales



Do you have a Compliance role? Be confident in your role...

This session is the practical application of the Consumer Duty: Consumer Understanding Outcome. It covers what your Sales Process should include to meet your customers' information needs. We cover the various ICOBS requirements, the key concepts in Insurance Distribution, what to look for when creating or reviewing your Sales Process, and how to write and check your Financial Promotions.

We will look at where the FCA's focus is, learn some lessons, and share best practices. It is ideal for those who are new to the Compliance role or want to refresh or increase their knowledge and understanding of this topic with the very latest information.

At the end of the session, delegates will have a greater understanding of the FCA regulatory requirements and how the concepts work in practice.

During the session we will cover:

- The Consumer Understanding Outcome under the Consumer Duty
- Simplifying your Documentation
- Everything the customer needs to know
- Sales Monitoring and why it is essential
- Consumers and Commercial Customers - Insurance law and how to explain information disclosure
- How to explain Advised & Non-Advised Sales
- Demands & Need
- Conflicts of Interest disclosures
- Premium Finance - all the information to provide to the customer
- Completing the Sale
- Product Specific Rules of ICOBS, including the Consumer Renewal Rules and many others
- Add-ons
- Financial Promotions



WEDNESDAY
17 JUNE



ONLINE AT
10:00AM - 12:00PM



COST
£325 + VAT p/p

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YOUR
PLACE**

