

# Consumer Duty

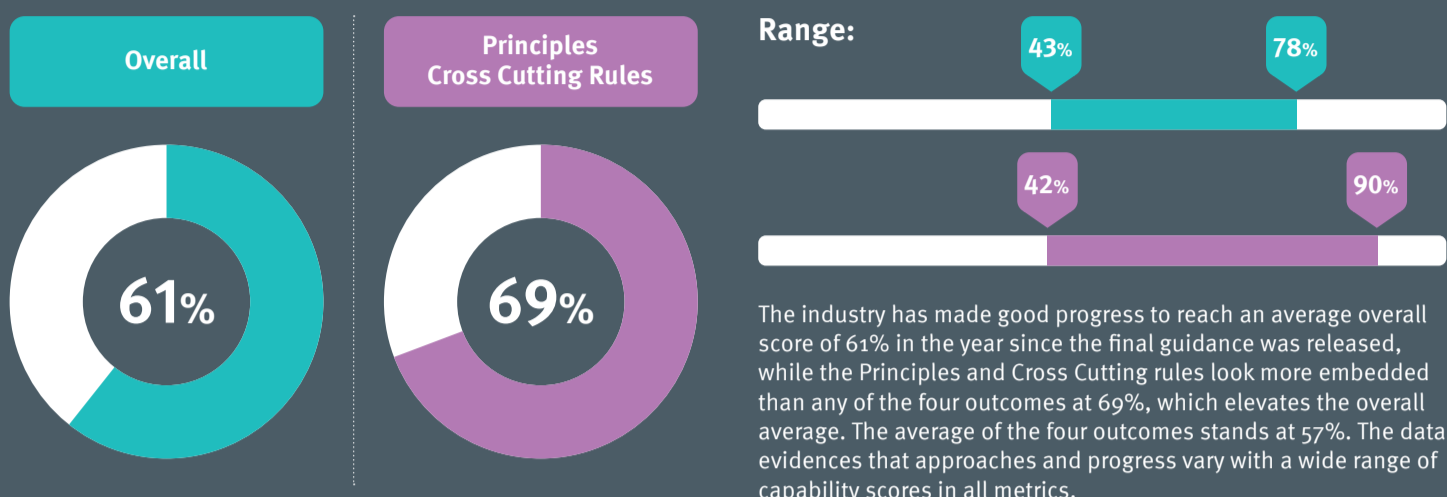
A long and winding road. Reflections on industry progress.

Altus Consulting launched the Consumer Duty self-assessment tool to create an industry benchmark in the absence of a firm view on 'what good looks like' under the principles and outcomes. Post the open book implementation deadline, we share the insight and findings from the aggregated data. Far from the beginning of the end, it is the end of the beginning as firms need to continue to enhance their capability over the longer term.

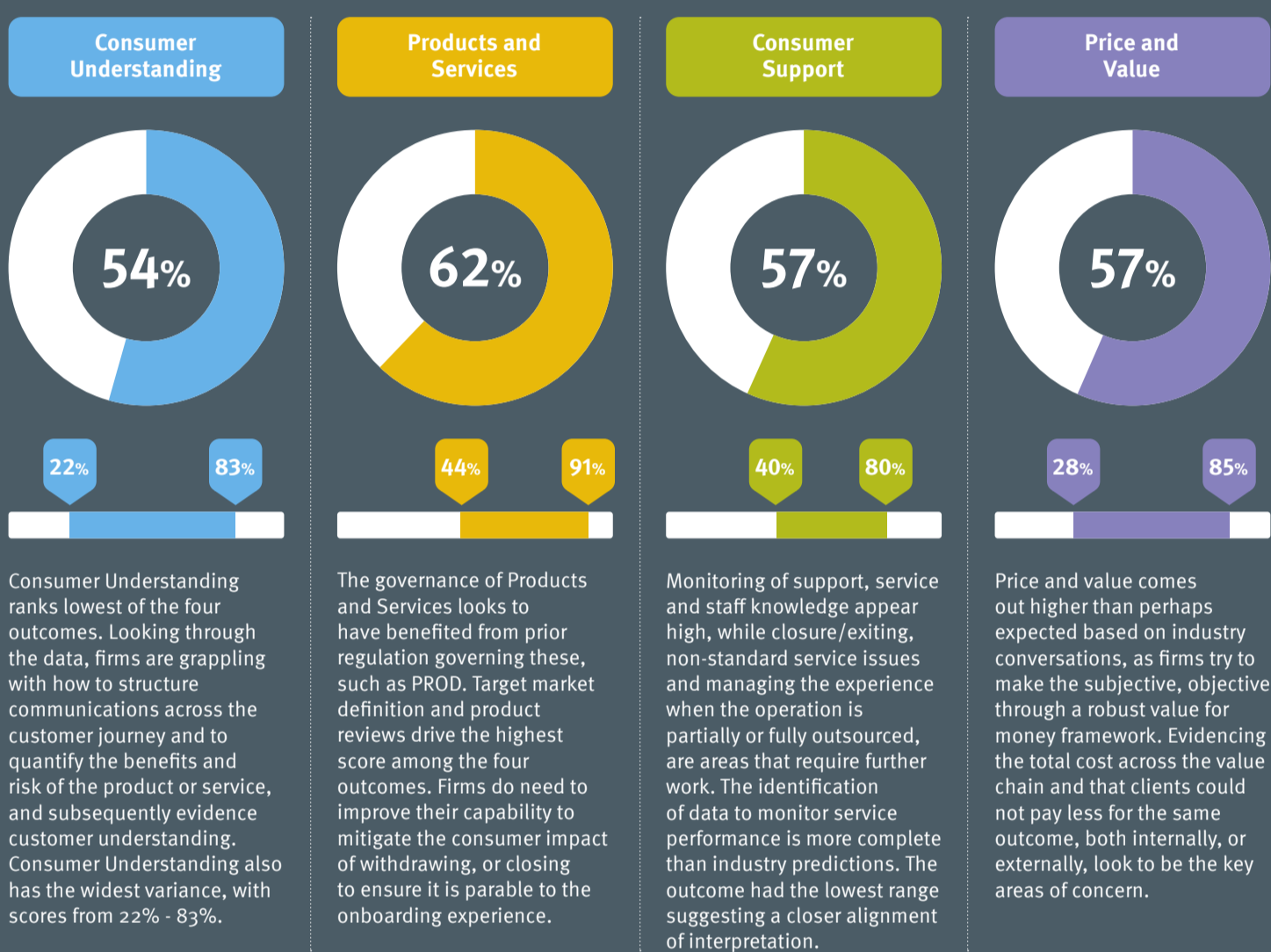


## How are the scores from the Consumer Duty Assessment Tool calculated:

The tool comprises 50+ questions on an organisation's capability relating to Consumer Duty. The questions have four multiple choice responses, representing a low to high capability related to the question, which facilitates scoring the user's assessment as a percentage out of 100.



## The 'four outcomes'



## Consumer Duty Trends

**Consumer Understanding**

Consumer Understanding ranks lowest of the four outcomes. How can you build a process to evidence Consumer Understanding when the average reading age is 8-9 years old and financial engagement and literacy is so low.

**Outsourced Operations**

Consistently lower scores are evident where firms need to work with third parties such as outsourcers and with partners across the value chain. Sharing of data, the total cost the consumer are primary issues, combined with evidencing compliance where part of the service is outsourced.

**Closing and Transferring**

Consumer Duty has a focus on the outcomes from closing and exiting to ensure they match the onboarding experience. Data from the tool suggest firms are still struggling to make this a reality.

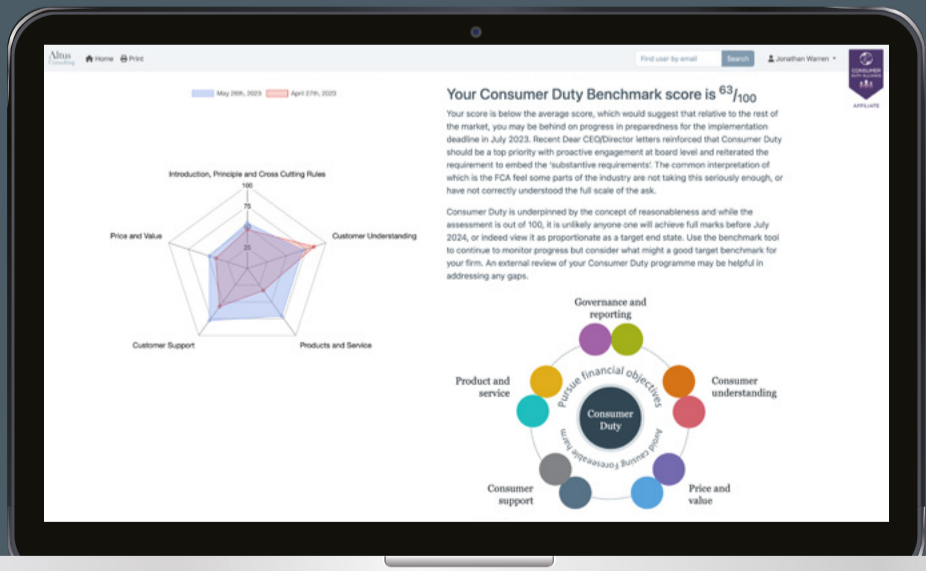
**Customer Vulnerability**

Two years plus following the final guidance paper on vulnerable customers, ensuring good outcomes for vulnerable customers remains an area firms struggle with, potentially due to renewed focus under Consumer Duty.

## Altus Consulting Consumer Duty Self-Assessment tool

The Altus Consulting Consumer Duty self-assessment tool is a free-to-use tool, available online for financial services firms to assess their progress and capability around Consumer Duty vs. a common industry benchmark.

The assessment can be done today, or based on the future state, once a programme of work is complete. It can be repeated to provide an audit trail of progress over time, completed by different business units internally to identify any delta in best practice, and be used as part of governance and audit. Altus Consulting are happy to engage with users and offer a view of their progress relative to the market.



Sign up for free at: <https://consumer-duty.altus.co.uk/login>



Want to find out more about our Consumer Duty consulting services? [Click here to contact our team enquires@altus.co.uk](mailto:enquires@altus.co.uk)