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FCA Launches Consumer Duty firm survey

Of particular interest to: FCA regulated firms in a distribution chain with end retail customers

In brief

The FCA has issued a survey to a sample of small and medium-sized firms to understand their progress in implementing the Consumer Duty. The results will remain anonymous and will be used to gauge preparedness and provide support.

Summary

The Financial Conduct Authority (FCA) has launched a Consumer Duty firm survey to a selected sample of small and medium-sized firms to evaluate their progress in implementing the Consumer Duty. The survey is conducted by Ipsos Mori and the results will remain anonymous, with the FCA not being informed of any individual firms' responses. The FCA encourages the selected firms to complete the survey, as the results will help them understand how prepared they are in meeting the implementation deadline of 31 July 2023 and how the FCA can best support them to implement the Consumer Duty effectively. The FCA aims to ensure that the firms understand their obligations and are able to implement the Consumer Duty to improve customer outcomes.

Useful Links

[FCA Consumer Duty update \(govdelivery.com\)](https://govdelivery.com)

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