Practical Guide to Treating Customers Fairly

Overview

"Treating customers fairly (TCF) is central to the delivery of our retail regulatory agenda as well as being a key part of our move to more principles-based regulation." F.S.A

By the end of March 2008 firms are expected to have appropriate management information or measures in place to test whether they are treating their customers fairly; and by the end of December 2008 all firms are expected to be able to demonstrate to themselves and to the FSA that they are consistently treating their customers fairly.

Objective

This programme will provide a general overview for the requirements of treating customers fairly (TCF).

Content

- What is TCF and what is meant by fairness?
- The FSA and TCF
- What do you need to do to implement TCF?
- Two Frameworks:
- The product life-cycle
- Cultural framework
- TCF the Six TCF consumer outcomes
- Principles of good management information to enable good decisions
- The FSA deadlines…

Duration

Half day