

Ben Goodman

Principal Consultant
London

Biography

Ben helps firms understand, and plan for, regulatory impacts on their operations. With 20 years of operational experience, Ben helps clients mitigate risks, identify and fix problems in existing businesses and new ventures.

He has worked for large outsourcers, consultancies and financial services firms across a number of sectors, supporting clients through a range of operational challenges covering customer operations and inhouse compliance and legal teams.

Representative experience

Operational lead for programme to launch new retail digital bank, oversight of drafting all processes, procedures and controls.

Operational design of outsourced legal delivery service.

Design, delivery and oversight of multiple remediation projects including operational models and quality assurance.

Reviewing complaint management operations to support firms with increased volumes and regulatory issues.

Latest thinking and events

- Insights
 - Operational impacts of the Consumer Duty



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Languages

English

Practices

Financial Services Regulatory
Consulting

Financial Services

Industries

Financial Institutions

Areas of focus

Remediation

Senior Managers and Certification
Regime (SM&CR)
