

Regulatory Change Management

The regulatory landscape continues to evolve at a fast pace. Recent regulatory focus has been on fair treatment of customers, customer vulnerability, and the evolution of payment services through PSD2, with the extension of the SM&CR to all regulated firms on the horizon.

The challenge for firms lies not only in keeping up with rapid regulatory development, but understanding the changes required and the impact this will have on business operations.

We know from discussions with our clients that balancing regulatory change initiatives with business as usual activities can be demanding. So too can remaining competitive in the face of technological advances and innovative new market entrants. This is where we can help.

Our team of experienced compliance specialists has the insight to enable your business to be proactive in the face of regulatory change. Our expertise in project management and delivery combined with the advisory and interpretation skills of our legal practice makes us uniquely placed to help your business navigate the changing regulatory landscape, allowing you to focus on the day-to-day running of your business.

We can:

- Understand and assess the impact of regulatory change on business operations
- Provide interpretation and advice on preparing for regulatory change initiatives

Contacts

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Practices

Financial Services Regulatory
Consulting

- Conduct gap analysis and measure new requirements against current approach
- Design and deliver regulatory change project plan, including engaging with key stakeholders
- Enhance, design, and redesign policies and procedures
- Undertake post-implementation analysis, including assurance on new approach

Representative experience

Providing advice on PSD2 requirements for a global investment bank, including conducting a review of current approach, identifying gaps, and required enhancements.

Advising a new online retail bank on its complaints management process in line with the FCA's DISP rules, making recommendations to enhance operational efficiency whilst achieving fair customer outcomes.

Designing an end-to-end project for an insurance broker and delivering work streams, including responsibility mapping and conduct arrangements for staff.

Assisting a large retail bank with implementation of new regulatory requirements regarding marketing literature.