

Sasha Jones

Business Analyst

London

Biography

Sasha Jones has over four years' experience working within the financial services sector. She recently joined Hogan Lovells from the Financial Ombudsman Service.

She has extensive experience in alternative dispute resolution and complaints management which has allowed her to gain a great insight into the sales processes of some of the largest retail banks and insurance companies in the UK. By reviewing their selling practices and analyzing the evidence provided by these organisations, she has made decisions on whether they have been operating in compliance with the rules set by the FCA.

Sasha also has experience in remediation, quality assurance, policy design and review.

Representative experience

Reviewed a corporate bank's policies and procedures to ensure compliance with PSD2.

Conducted a compliance review for an international bank, identified gaps and make recommendations in accordance with PSD2.

Advised large insurance companies on improving their complaint handling processes in compliance with the DISP rules.



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Languages

English

Industries

Financial Institutions

Areas of focus

Financial Services Regulatory
Investigations and Enforcement

Education and admissions

Memberships

Supported the compliance team of an online lender with designing their complaints handling process and undertaking quality assurance reviews.

CISI Investments and Securities
