

Lisa Davey

Senior Business Consultant

London

Biography

Lisa Davey has over 8 years of regulatory experience gained at PwC and the Financial Ombudsman Service. Her focus is on regulatory compliance, sales practices, complaints management and remediation within the financial services sector.

Working closely with clients to help them balance achieving their operational objectives with meeting regulatory requirements, Lisa's areas of focus include:

- Conducting compliance effectiveness reviews, including the review and design of risk management frameworks and governance arrangements

- Reviewing and designing policies and procedures, ensuring adherence with regulatory requirements

- Advising on complaints management practices, making recommendations to enhance operational efficiency whilst achieving fair customer outcomes

- Design and delivery of large scale remediation programs, including investigation and customer communications

- Undertaking quality assurance reviews, ensuring adherence to internal policies and procedures

Representative experience

Supported the compliance team of an online retail bank prior to launch including reviewing and designing



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Practices

Financial Services

Financial Services Regulatory
Consulting

Industries

Financial Institutions

Areas of focus

Complaints Management

Compliance Readiness

Regulatory Due Diligence

Remediation

the compliance framework, policies and procedures.

Reviewed a corporate bank's internal policies and procedures, identifying gaps and making recommendations to ensure compliance with PSD2.

Supported a retail bank's compliance department in assessing the competency of its newly established management assurance function by reviewing complaints.

Led a team providing oversight of a third parties' review of complaints, including the production and presentation of weekly MI for senior management and the FCA.

Provided ongoing subject matter expertise on the design policy and procedural documents for a large scale remediation programme delivered by a retail bank.

Defined the systems and controls required to ensure a retail bank's adherence with the Consumer Credit Act.

Latest thinking and events

■ Press Releases

- Hogan Lovells leads on launch of UK first for Goldman Sachs with online savings bank, Marcus