

## Matthew Handfield

Senior Business Consultant

London

### Biography

Matthew Handfield works in the Financial Services Regulatory Consulting Service which delivers a range of regulatory compliance projects from initial authorisation and set up to large regulatory review or change programmes.

He has 20 years experience in financial services covering customer facing, strategic and oversight roles.

Matthew has been instrumental in designing and successfully delivering a variety of process improvement and remediation projects in firms ranging from the largest retail banks to insurers to consumer credit firms and high cost short term lenders.

With a detailed technical knowledge and wealth of experience in regulated financial services his focus is on developing and assessing policy and strategic approaches which deliver fair outcomes to customers, meet the relevant regulatory requirements and support the needs of the business. He has successfully demonstrated an ability to lead activity from initial assessment, design and development, implementation as well as post-implement reviews, oversight and governance.

### Representative experience



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### Languages

English

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### Practices

Financial Services Regulatory  
Consulting

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### Areas of focus

Authorisation Support

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Designing strategic approach to large-scale mortgage remediation activity leading to significant cost saving from redress provision.

Detailed analysis of retail investment product costs to inform fee remediation requirements — negotiation with regulator which considerably reduced amounts being refunded.

Design and implementation of risk and governance structure for consumer credit firm.

Undertook detailed cross-industry sales review on behalf of the regulator.