CORE CONCEPT

Financial Consumer Protection and Market Conduct Supervision Course: Fair Treatment and Mis-Selling

Financial Consumer Protection and Market Conduct Supervision Course: Fair Treatment and Mis-Selling

Introduction:

Financial consumer protection and market conduct supervision, with a focus on fair treatment and mis-selling, is a 1-week course for conduct, compliance and complaints units at financial institutions and supervisory bodies, ending with a Market Conduct Supervision and Fair Treatment Remediation Plan. Institutions face redress bills and lost trust when loans, cards and policies reach unsuitable customers, fees stay hidden and complaint patterns go unread. Nominees already review sales files, complaint data or supervisory returns and work through case studies built on product files and inspection evidence. CoreConcept Training Center delivers this financial consumer protection course.

Course Objectives:

- Apply the G20/OECD High-Level Principles on Financial Consumer Protection to a conduct risk profile covering lending, cards, deposits and insurance
- Run product governance gates that define a target market, test product value and approve distribution strategy before launch
- Assess suitability and affordability records, key facts statements and fee schedules for clarity, cost transparency and fair pricing
- Analyse complaint data by product, channel and cause to locate systemic mis-selling and calculate customer redress
- Design conduct risk indicators, mystery shopping scenarios and thematic reviews that detect unfair outcomes early
- Produce a Market Conduct Supervision and Fair Treatment Remediation Plan with inspection scope, remediation actions and owners

Target Audience:

- Conduct risk and compliance managers responsible for fair treatment monitoring in retail banking, consumer finance and insurance
- Complaints and customer redress managers who own case decisions, complaint reporting and remediation programmes
- Product governance and pricing managers who approve new financial products, fee changes and distribution channels
- Supervisory managers in central-bank consumer-protection units who plan market conduct inspections and thematic reviews
- Internal audit and second-line assurance managers who test sales practices, disclosures and complaint handling

CORE CONCEPT

Course Outline:

Day 1: Financial Consumer Protection Foundations and Conduct Risk Baseline

- G20/OECD High-Level Principles on Financial Consumer Protection Overview
- Financial Consumer Rights to Information, Choice and Redress
- Retail Financial Product Harm Map for Credit, Deposits and Insurance
- Conduct Risk Taxonomy Linking Business Model to Customer Detriment
- Conduct Risk Baseline Self-Assessment Using Institution Outcome Data

Day 2: Fair Treatment Frameworks, Product Governance and Market Conduct Supervision Models

- Fair Treatment Outcomes Framework and Board Conduct Accountability
- Product Approval Gate With Target Market and Value Assessment
- Sales Incentive Scheme Review for Conflicts and Customer Harm
- Twin-Peaks and Integrated Supervisory Models Compared for Conduct Mandates
- Risk-Based Conduct Supervision Cycle From Off-Site Returns to Inspection

Day 3: Disclosure, Suitability, Fees and Complaints Handling in Practice

- Key Facts Statement Design and Plain Language Testing
- Annual Percentage Rate and Total Cost Disclosure Checks
- Suitability and Affordability File Review Against Customer Profile
- Complaints Handling Procedure With Acknowledgement, Investigation and Final Response
- Complaint Data Coding by Product, Channel and Root Cause

Day 4: Mis-Selling Detection, Conduct Indicators, Mystery Shopping and Inspections

- Mis-Selling Red Flags in Add-On Insurance and Credit Cards
- Conduct Risk Indicator Dashboard With Early Warning Thresholds
- Mystery Shopping Scenario Design and Evidence Grading Method
- Market Conduct Inspection Fieldwork With Sales File Sampling
- Customer Redress Calculation and Past Business Review Method

Day 5: Case Study on a Consumer Finance Company Conduct Review

- Case Consumer Finance Company Product Files and Complaint Logs
- Case Mystery Shopping Results and Disclosure Findings Analysis
- Case Complaint Root Cause Ranking and Redress Population Estimate
- Case Inspection Findings Letter and Supervisory Escalation Choice
- Market Conduct Supervision and Fair Treatment Remediation Plan Completion

Skills You Will Gain:

- Conduct Risk Profiling
- Product Value Assessment
- Fee Transparency Testing
- Suitability File Review
- Complaint Root Cause Coding
- Mystery Shopping Design
- Customer Redress Calculation
- Conduct Inspection Fieldwork

Why Attend This Course:

- Deliver a Market Conduct Supervision and Fair Treatment Remediation Plan to the chief compliance officer, the conduct committee or the head of consumer-protection supervision
- Decide which products need repricing, withdrawal or new disclosures and which complaint clusters call for proactive customer redress
- Avoid large redress bills, supervisory sanctions and reputational damage caused by mis-selling patterns that remain undetected
- Equip sales, complaints and product colleagues with the indicator dashboard, mystery shopping scripts and file review templates used during the course

Conclusion:

Back at work, the participant gives the chief compliance officer, the conduct committee or the head of consumer-protection supervision a Market Conduct Supervision and Fair Treatment Remediation Plan. Management uses it to approve product changes, fee disclosures, redress populations and complaint process fixes, while supervisors use it to set inspection priorities and escalation choices. After the first review cycle, the unit should compare complaint volumes, upheld rates, mystery shopping grades and redress paid against the plan and then adjust indicators that failed to flag harm early.

Frequently Asked Questions FAQ:

What should participants know before the financial consumer protection and market conduct supervision course?

Participants should already review sales files, complaint reports, product approvals or supervisory returns in a bank, finance company, insurer or supervisory body. No legal qualification is needed. Bringing an anonymised complaint summary or key facts statement helps them apply the case work to their own institution.

How does financial consumer protection and market conduct supervision differ from a general consumer law course?

It concentrates on financial products and the institutions and supervisors that oversee them: product governance, suitability, fee disclosure, complaint analytics, conduct indicators, mystery shopping and inspections. General consumer law courses cover retail contracts, advertising and returns across all sectors and treat financial services only briefly.

Why does mis-selling matter in financial consumer protection and market conduct supervision?

Mis-selling leaves customers with loans, cards or policies that do not fit their needs or ability to pay, which leads to arrears, cancellations and complaints. Institutions then face redress across whole customer populations, and supervisors treat repeated patterns as evidence of weak conduct governance.

What do participants take back from the financial consumer protection and market conduct supervision course?

Participants take back a Market Conduct Supervision and Fair Treatment Remediation Plan for a case consumer finance company, together with a conduct indicator dashboard, mystery shopping scenarios, a suitability file review template and a complaint root cause coding scheme they can adapt.