

Financial Conduct Authority

What is the FCA?

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FCA Unrestricted

FCA Objectives

Strategic Objective of **ensuring** that the relevant **markets function well**



To secure an appropriate degree of **protection for consumers**

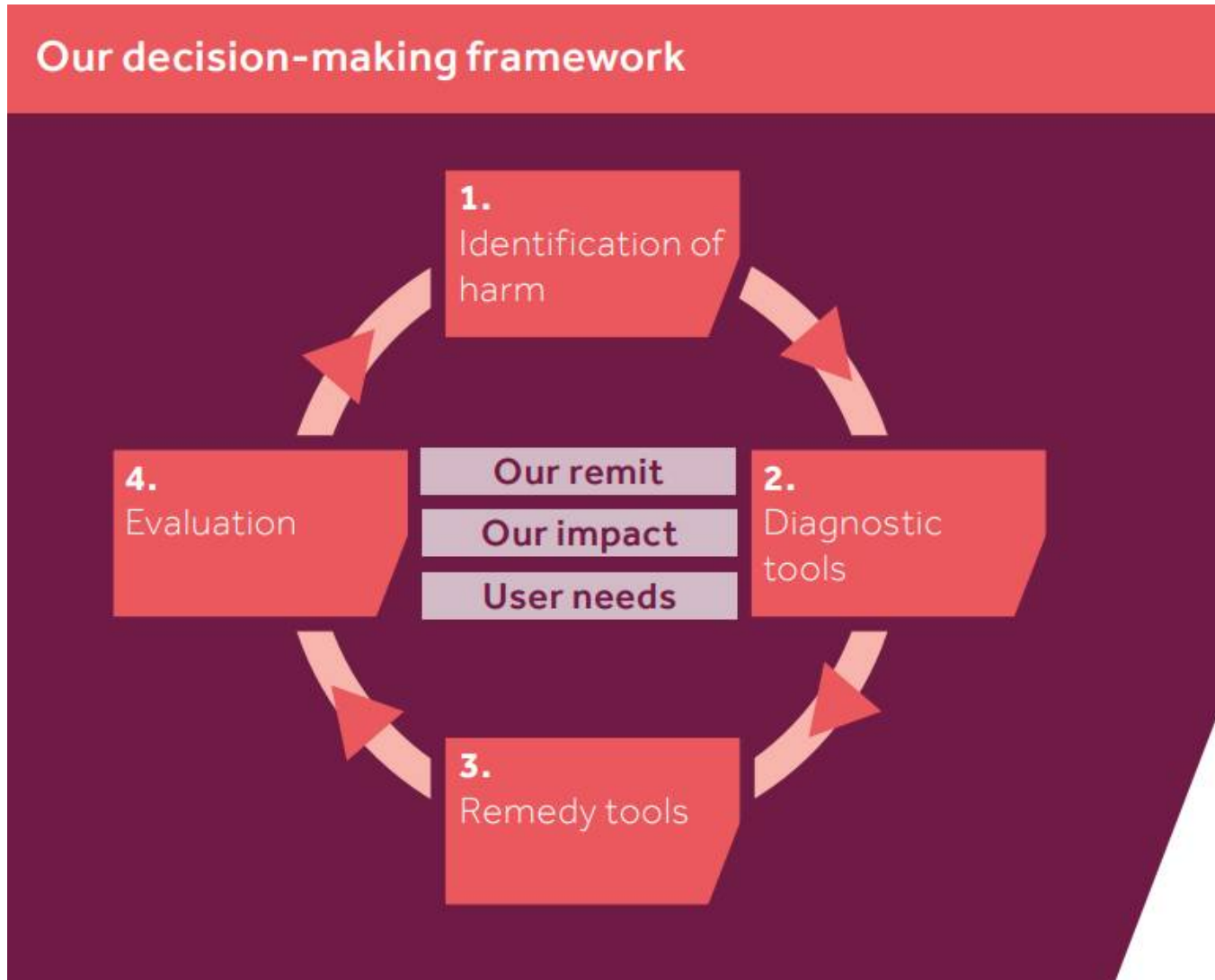


To **protect and enhance** the **integrity of the UK financial system**



Promote effective **competition** in the interests of consumers

The role of the FCA





The Mission

<https://www.fca.org.uk/publications/corporate-documents/our-mission>



Identifying harm

Type of harm	Relevant FCA operational objective(s)
Confidence and participation in markets threatened by unacceptable conduct such as market abuse, unreliable performance or by disorderly failure	Market integrity Consumer protection Effective competition
Buying unsuitable or mis-sold products; customer service/treatment	Consumer protection Effective competition
Important consumer needs are not met because of gaps in the existing range of products, consumer exclusion, lack of market resilience	Consumer protection Effective competition
Prices too high, or quality too low, compared to efficient costs	Effective competition
Risk of significant harmful side-effects on wider markets, the UK economy and wider society, e.g. crime/terrorism	Market integrity

Business Plan 2018/19 - Our priority work

EU Withdrawal



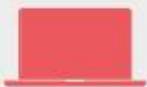
Firms' culture and governance



Financial crime (fraud & scams) & anti-money laundering (AML)



Data security, resilience and outsourcing



Innovation, big data, technology and competition



Treatment of existing customers



Long-term savings, pensions and intergenerational differences



High-cost credit

The high-cost credit story

**Payday price cap –
November 2014**

**Launch of the
High-Cost Credit
Review –
November 2016**

**Feedback
Statement – July
2017**

**Summary of
Round-tables –
December 2017**

**HCCR Update -
January 2018**

**High-cost credit:
CP18/12 – May
2018**

**Overdrafts:
CP18/13 – May
2018**



High-cost credit focus group

<https://www.fca.org.uk/publications/consultation-papers/cp18-12-and-cp18-13-consultations-high-cost-credit-and-overdrafts>



High-cost credit, recent publications

Overdrafts



Harms: high and complex pricing, repeat use, low customer engagement and awareness.

Rent-to-own



Harms: very high costs for vulnerable consumers, warranty products can be of limited value.

Catalogue credit, store cards and Buy Now Pay Later (BNPL) offers

Harms: expensive long-term debt, lack of customer choice and control over credit limit increases, poorly understood BNPL promotional offers, backdated interest charged on money repaid within BNPL period.

Home-collected credit



Harms: long-term use by a small core of customers, some customers being influenced to keep borrowing, issues around refinancing of existing loans.

Alternatives to high-cost credit

We want to increase the availability and awareness of lower-cost credit and alternatives to credit that meet consumers' needs – this is a long-term project with no single solution.

Upcoming publications

Our work on motor finance – update

March 2018

Review of retained provisions of the Consumer Credit Act: Interim report

Discussion Paper
DP18/7

August 2018

Review of debt management sector gets underway

News stories | Published: 19/10/2017 | Last updated: 19/10/2017

We are undertaking a thematic review of the debt management sector, in line with the
12 commitment in [our 2017/18 Business Plan](#).

Financial lives



The FCA's largest tracking survey of consumers and their use of financial services, drawing on responses from under 13,000 UK consumers aged 18+

Provides unique insights into people's experiences of retail financial products and services

The findings will help the FCA meet its objectives

Partnerships & the network



MONEY AND
MENTAL HEALTH POLICY
INSTITUTE



The
MONEY
Charity



The Consumer Council



moneyadvicescotland
Scotland's Money Charity

Financial Services Consumer Panel
An independent voice for consumers of financial services



The voice of independent advice



Shelter



MoneySavingExpert.com



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Details of section



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