



Treating Customers Fairly

2be Development Consultancy Limited

A practical one day workshop to develop delegates understanding of key aspects of TCF. Based upon the FSA requirements this workshop focuses on how best to respond to the regulators requirements and how approaches are inextricably linked to T&C.

2be Development Consultancy Limited

2 North Street
DUNS
Berwickshire
TD11 3AP

Tel: 01361 315 003

Email:

info@2bedevelopmentconsultancy.com



Getting to Grips Series

Introduction

All firms regulated by the FSA have a responsibility for Treating Customers Fairly. This workshop is focused upon those who work with people aspects of regulation to ensure that they build a solid foundation of TCF and how it affects their day to day role. One of the key challenges for firms is how to evidence TCF performance—this workshop provides some practical insights to how this might be achieved.

Who should attend

Anyone who is about to be appointed or is relatively new in a job that carries a TCF responsibility. This could be anyone in People Development, Training, Compliance, HR or Senior Management

How to book

The timetable for open workshops is displayed on our web site. Please contact 2be Development Consultancy Limited direct for further information or to book a workshop place.

Treating Customers Fairly

2be Development Consultancy Limited

Workshop Highlights

- Looking at what the FSA expects and how TCF differs from customer satisfaction. Creating your own outcomes
- Defining fairness and creating a TCF culture and values framework
- Linking TCF to T&C, performance management and remuneration
- Measuring TCF and ethical behaviours and the importance of feedback
- Creating meaningful TCF scorecards

Workshop Facilitator

Jeff Abbott is Senior Consultant. Having held senior T&C positions in both a life company and an international bank he is able to combine these insights with his practical consultancy background of all aspects of people development and people aspects of regulation to produce effective and sustainable solutions for customers and clients.

Our workshops are kept to a maximum of 12 delegates to ensure that they have the maximum opportunity to network with other delegates and spend quality time with the facilitator whilst achieving the workshop objectives.

Delegate Price £295+VAT
Start Time 0930
Finish Time 1700

