

## SUPPORTING AN INSURER TO EVIDENCE THEIR CONSUMER DUTY OUTCOMES

### THE CHALLENGE

- **Lack of Outcome Evidence:** The insurer was lacking evidence of Consumer Duty outcomes across their Delegated Authority product portfolio
- **Data and MI Concerns:** Senior management had concerns they didn't have enough evidence to complete their Consumer Duty Board Report
- **Need for Assurance:** Senior management needed confidence that their framework was robust, proportionate, and risk-mitigating, with clear gap identification and remediation priorities

### OUR APPROACH

- **Maturity Assessment:** We evaluated the client's Consumer Duty framework, reviewing controls, governance, and reporting. Our analysis identified key gaps and offered actionable recommendations
- **Board Report Enhancement:** We collaborated with the client to refine their Board report, ensuring it was clear, data-driven, and met regulatory standards
- **Remediation Planning:** We designed a phased, four-week remediation plan targeting quick wins and long-term improvements to strengthen compliance and control effectiveness
- **Specialist Team Deployment:** We provided a team of regulatory and risk experts to ensure high-quality delivery across all project areas

### THE RESULT

- **No Evidence of Harm Occurring:** We demonstrated that no consumer harm was occurring, providing assurance to stakeholders and regulators
- **Targeted Optimisations Recommended:** We made Improvements across key areas, including product design, customer communications, and internal processes
- **Delivered On Time and On Budget:** We completed all tasks within scope, enabling the governing body to review and approve the Board Report ahead of the deadline



*The engagement required close collaboration and excellent communication under tight timescales, GreenKite delivered a very good outcome, on time and on budget*

