
Minutes

Minutes of the meeting of the
COORDINATION COMMITTEE ON EMERGING CONDUCT RISKS

Held on 23 June 2014 – 11.00am

At FCA, Canary Wharf

Present: Jonathan Phelan (JP) - Chair (Head of CMI) FCA
Sina Patel (SP) – FCA
Will Graham (WG) – FCA
Clare Vicary (CV) - FCA
John King (JK) – FSCS
Sarah Mutton (SM) - CMR
Richard West (RW) – FOS
Jo Thornhill (JH) – FOS
Amelia Wright (AW) - FOS

Apologies: Jamie Bell – FCA
Cosmo Gibson – FCA
Jed Hodgson - FCA
Mikael Down – FCA
Eiko Heffer - FCA
Diana Greene – FCA
Tony Boorman – Ombudsman Service
Caroline Wayman - Ombudsman Service
Mike Harris (MH) - Ombudsman Service
Kevin Rousell – CMR
Mark Neale – FSCS
David Lamb - FSCS

Item 1: Minutes

- Actions complete and minutes approved from the previous meeting.

Item 2: FCA Insight Report

The Committee received an update on the work of the FCA insight team.

Item 3: Consumer Credit

- The Committee was updated on consumer credit.
- The next two years is the interim permission phase.

- There are two thematic projects at the moment – one is focusing on the quality of advice in the debt sector and second thematic review looks at payday lending and the treatment of consumers in financial difficulty.

Item 4: Victims of Financial Crime presentation

- Aim of the research was to understand the characteristics and behaviour of financial investment fraud.
- The FCA will publish both the quantitative and qualitative research in October.

Item 5: Packaged Bank Accounts

- The ombudsman service provided an update on packaged bank accounts.

Item 6: Payday Lending

- The ombudsman service was compiling a report on 'payday' lending and the report was published in August.
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