

## Claims Management Working Group Minutes

<b>Date and Time</b>	Tuesday 30 <sup>th</sup> April 2019 14.00pm -15.00pm
<b>Venue</b>	Via Zoom
<b>Attendees</b>	
Jourdain Tambo (Chairperson)	Simon Chapman
Iain Stephen	John Hercock
Julie Ampadu	Mike Cranny
Julia Cooper	Gabby Holloway (minute taker)

### **Apologies for Absence**

Jeremy Smith  
Ian Cass

### **1. FCA Authorisation Applications**

#### **a. Feedback from application preparation/submission process so far.**

The group advised that none of their firms are yet to submit an application, although there has been a lot of work going on in the background in preparation of submitting the application.

The group agreed that some clients do not understand the importance of the application. They are not engaged in terms of understanding the process.

### **2. FCA Visits**

#### **a. Feedback from FCA supervision/authorisation visits to CMCs**

The group discussed their clients having visits from the FCA and FOS.

The FCA seem to be looking at firm's history to determine whether or not they should be visited.

The advice that has been given from the FCA is for firms to ensure the application accurately reflects what is happening in reality. The FCA are looking past the application to ensure firms business in practice delivers positive consumer outcomes.

Once a firm has their temporary permissions and they are applying for full permissions, they need to meet the conditions rather than waiting until they are fully authorised.

### **3. AOB including next meeting**

The group agreed that the next meeting would be best once they have all submitted an application.

Next meeting – Wednesday 29<sup>th</sup> May 14.00pm – 15.00pm