

## APCC Best Practice Working Group Meeting

Wednesday August 11<sup>th</sup> 2021 – 11am

### Attendees

Dean Ritchie  
Bev Robertson  
Jo Connolly  
Vicky Ellison  
Karen Malin

Gemma Knight  
Tony Catt  
Gary Aspin  
Patty Francis  
Helen Tibbs

### Agenda

1. We discussed Consumer Duty and Bev provided an update on the GI response to this CP, advising they thought it already existed but needed stronger supervision/enforcement. Dean and Vicky gave us a couple of examples, and made a couple of points which backed up Bev's comments.
2. We discussed the CP21/25 – Changes to the FCA's decision makers (Bev has sent this out, there is a meeting on 1<sup>st</sup> September at 2pm, so if anyone wants to join who hasn't already registered – please register [here](#).) Patty wanted to take this further.
3. Dean raised an issue he'd come across where employers are having trouble getting employees back in the office since the pandemic – Bev said this is clearly an HR issue, and best not get involved. Gemma shared her client's sensitive issue surrounding covid – there are real moral dilemmas going on. Tony has come across a sign in an office disclaiming the firm from people getting covid!
4. Gemma asked whether anyone had had feedback from the FCA once a firm had reported a breach – there was a resounding 'no' - Dean noted the FCA appear to be pretty chaotic – this was backed up by Bev, and Gemma had heard from a colleague who was seconded to the FCA and was faced with the same, apparent chaos!
5. Patty had had an issue with the FCA FS Register – trying to update IARs to ARs, but couldn't, then the FCA were asking why the register wasn't updated! Most frustrating! Helen had had the same problems. Bev said that if Patty and Helen get the info to her, she could pass on the problems to the FCA.
6. Bev talked us through the FCA Authorisation statistics which is causing both the APCC and membership concerns, Bev will raise this at the next FCA Authorisations liaison meeting on 21<sup>st</sup> September. Member Firms discussed inconsistencies within the case handlers; and the issues the backlogs are causing them with their clients.
7. Vicky asked for help regarding an admin problem with Article 3 exempt firms – Gemma helped saying there's a tick box on p.3!
8. Tony was asked for a 'risk register' - this was new to him so he created one (and has since sent it out for appraisal! ) The consultants who work with GI firms are used to this. Gemma has one for investment firms – If we could see this too, that would be great, thank you!

**Next Meeting: Wednesday 29<sup>th</sup> September 11am – Bev will send an invite**