

CONSUMER DUTY

EXAMPLE CHECKLIST: CONSUMER SUPPORT

- Customer support is effective at meeting the needs of customers, including those with characteristics of vulnerability, regardless of the channel used.
- Satisfied that it is at least as easy to switch or leave its products and services as it is to buy them in the first place.
- Satisfied that the quality of any post-sale support is as good as the pre-sale support.
- Have considered data and management information used to monitor the impact your consumer support is having on customer outcomes. Reviewed this data regularly and ensured appropriate action is being taken as a result.
- If you use outsource or third-party service providers, have considered data and management information used to monitor and have oversight of the impact on customer outcomes and that you are confident that these services meet the consumer support standards.

Please note: Any information provided is for guidance only. It does not constitute legal advice and must not be relied upon as such.

