

# CONSUMER DUTY

## EXAMPLE CHECKLIST: MONITORING OUTCOMES

In addition to the monitoring within each outcome, consider the following: -

- Identified and managed any risks to good outcomes for customers.
- Spotted where customers are getting poor outcomes and carried out root cause analysis.
- Processes are in place to adapt and change products and services, or policies and practices, to address any risks or issues as appropriate.
- Can demonstrate how you have identified and addressed issues that lead to poor outcomes.

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

