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.

CONSUMER DUTY NOTES

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

Company BMW Financial Services (GB) Limited Postal and Registered Office address Summit ONE, Summit Avenue, Farnborough, Hampshire GU14 OFB Telephone +44 (0)1252 920000

Registered in England and Wales 01288537

Authorised and regulated by the Financial Conduct Authority