

# Conduct Risk

**Conduct Risk** from CityLearning is a leading training solution for credit and financial institutions. This interactive eLearning course helps you to put the customer at the heart of your business.

**Conduct Risk** offers a practical way of ensuring that your staff are trained and tested in the principles of treating customers fairly and delivering appropriate customer outcomes. All test results are recorded for easy verification and compliance training.

CityLearning is a leading provider of compliance eLearning solutions in the UK and Ireland.



## Who is it For?

Tailored versions of **Conduct Risk** are available for different financial sectors, including:

- Retail Banking
- Life Assurance
- Leasing and Finance
- Stockbroking
- Investment Banking
- Mortgage Providers
- Credit Unions

## What Does the Course Cover?

**Conduct Risk** consists of three modules, each covering a key aspect of conduct risk and ending with a short quiz comprising randomly generated questions. A course test, also randomised and based on specific objectives of all three modules, completes the course.

### What is Conduct Risk?

- explains how conduct risk is relevant to customer outcomes, staff, products and markets.
- discusses why conduct risk responsibilities extend beyond consumers to all customers.
- describes what is meant by a good customer outcome.
- stresses the importance of placing customers, including vulnerable customers, at the heart of the business.

### Regulatory Approach

- discusses the power of the Financial Conduct Authority (FCA) to use Temporary Product Intervention Rules and warning notices.
- discusses the guidance provided by Lloyd's Minimum Standards.
- identifies products and factors associated with high conduct risk.
- explains staff responsibilities under the Senior Managers and Certification Regime.

### Our Conduct Risk Stance

- details the company's product governance framework, including the Product Development Policy and Guidelines.
- outlines the requirements for a positive conduct risk culture and key considerations for sales and post-sales.
- describes how conduct risk performance is monitored using Management Information (MI).

## Sample Case Studies – Case Studies Updated Annually

The FCA fined an international insurer £5.2 million when the firm's failure to oversee third party activities caused customer claims to be declined unfairly.



The FCA fined a retail bank £16.4 million because deficiencies in its debit card, its financial crime controls and its Financial Crimes Operations team left customers vulnerable to cyberattack.



## See for Yourself

Visit our website at [www.citylearning.com](http://www.citylearning.com) or email us directly at [info@citylearning.com](mailto:info@citylearning.com) to learn more.

## Find Out More

### UK Office

CityLearning Ltd  
Level 17 Dashwood House  
69 Old Broad Street  
London EC2M 1QS  
Tel: +44 207 193 6971

### Ireland Office

CityLearning Ltd  
125 Lower Baggot Street  
Dublin 2  
Ireland  
Tel: +353 1 664 1494

[info@citylearning.com](mailto:info@citylearning.com)

[www.citylearning.com](http://www.citylearning.com)