

CONSUMER DUTY CAPABILITY REVIEW

Embedding compliance into processes,
not bolting it on.

Consumer Duty is about more than having the right policies and procedures in place – it's about delivering good outcomes for customers, every day.

My independent review gives you the confidence that Consumer Duty is embedded across your dealership and that you could evidence this if asked.



Practical. Independent.
Commercially focused.

Designed for automotive retailers.

WHAT THE REVIEW COVERS



Leadership & Governance

Accountability, oversight and culture



Customer Understanding

Identifying and supporting customer needs



Products & Services

Fit for purpose and value for money



Customer Communications

Clear, timely and appropriate



Vulnerable Customers

Identification, support and outcomes



Monitoring & Management Information

MI, insights and evidence of good outcomes

WHAT YOU'LL RECEIVE



INDEPENDENT ASSESSMENT

A clear view of how
Consumer Duty is
working in practice.



RAG-RATED REPORT

Easy to understand
findings across all key
areas.



PRACTICAL RECOMMENDATIONS

Quick wins and longer-
term actions that make
a real difference.



PRIORITISED ACTION PLAN

Focused on the areas
that will deliver the
biggest impact.



ONGOING SUPPORT AVAILABLE

Fractional Consumer Duty & Compliance Manager

Access experienced compliance leadership on a flexible basis – from quarterly reviews to regular on-site support.

I can act as your Fractional Compliance Manager, helping you stay on top of requirements, maintain momentum and respond to regulatory changes with confidence.



WHY WORK WITH ME?

- ✓ 20+ years senior management in the automotive industry
- ✓ DPO and Consumer Duty Champion experience
- ✓ Proven track record of embedding compliance into everyday operations
- ✓ Practical, commercial and results-focused
- ✓ Independent perspective you can trust



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