

SALES COMPLAINTS COURSE

4 half days

Part 1 - Are we liable?

Objectives of Complaint Handling

The Compliance Rules

- Negligence
- Disclosure
- Best Advice
- Know your customer
- Analysing risk

Products

- Endowment decision trees
- Pensions, regular premium, stakeholder & drawdown
- Whole of life policies
- Single premium and savings contracts

Causation

Insistent customers

Execution-only

Part 2 - Redress

Basic rules for compensation

- Damages under the FSMA and negligence
Reducing damages for dissipated sums - the Bowden problem
- Guarantees

Products

- Mortgages, endowments and pensions
- Pensions
- Single premium investments
- Churning

Customer negligence

Part 3 - Investigating and Resolving Cases

Identification

Different rules for dissatisfied customers and complainants

Acknowledgment

Investigation

Time-limits and reporting requirements

Relationship between complaint handling and discipline

Drafting final response letters

Settlement

FOS - jurisdiction and how it works

Limitation