

APCC Autumn Conference  
Wednesday 28<sup>th</sup> September 2023

# KONEXO

At the offices of Eversheds/Konexo  
1 Wood Street, London, EC2V 7WS

8.30 – 8.45	Breakfast sponsored by <b>CO:MENTIS</b> COGNITIVE ASSESSMENT ENGINE
8.45 – 9.00	Registration and delegate packs sponsored by  COMPLIANCE RECRUITMENT SOLUTIONS <small>by former Compliance Officers</small>
9.00 – 9.05	Welcome and housekeeping – Julie Ampadu, APCC Chair
9.05 – 09.45	<b>Toby Hall   Head of Department: Appointed Representatives   FCA</b> <b>Rachel West   Head of Department: Authorisations   FCA</b>  Toby and Rachel will be providing an update on the regulators work since the rule changes for Principals/AR's. Whilst reflecting into the work since December 2022, they will also advise the regulators direction of travel and planned work for 2024.   <b>FCA</b> SPEAKER
09.45 – 10.15	<b>Amerdeep Somal – The Complaints Commissioner</b>  Amerdeep will be providing a summary of her 3 years at the Complaints Commissioner focusing on her report to the FCA in light of the failing of London Capital Finance, and what the Commissioner will be looking at in the next 3-year tenure ship.
10.15 – 10.45	<b>Simon Collins   Managing Director   Financial Services Advisory   Konexo UK</b>  Simon will be looking at Consumer Duty and its impact on the Senior Management Regime since as well as The Edinburgh Reforms announcing it will 'commence a Review into reforming the Senior Managers & Certification Regime' and the outcomes of the recent Discussion Paper and Treasury Call For Evidence.
10.45 – 11.00	Coffee Break
11.00 – 11.30	<b>Panel Discussion   How insurance complements compliance   Protean Risk</b>  As a follow on to a recent webinar ran for the APCC, this panel session will look at how insurance and compliance intertwine and what we can be doing to support our clients in the area. This interactive session will involve an audience debate/ Q&A session.
11.30 – 12.00	<b>Mike Cain   Partner   Leigh Day</b> <b>Jeffrey Jupp   Barrister   7 Bedford Row Barrister Chambers</b>  Mike and Jeffrey will be providing an overview of UK legal landscape on Whistleblowing in Employment with a Q&A.

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<p><b>12.00 – 12.30</b></p>	<p><b>Jo Barker   Head of Engagement London   Speakers for schools</b></p> <p>Speakers for schools will be providing insight into their work to educate schools, colleges, and training providers of how the Financial Services sector can be a valued career pathway, benefitting both the employer and the student.</p>
<p><b>12.30 – 13.30</b></p>	<p><b>Lunch sponsored by DWF/Zing</b></p> 
<p><b>13.30 – 14.00</b></p>	<p><b>Michelle Hoskins   Founder &amp; CEO   Standards International</b></p> <p>This session will give you a better understanding of why it is essential to take care of you first – after all, you are the most important person in your life! As well as an understanding of why the 5 WOWW!<sup>®</sup>s of Wellbeing!<sup>™</sup> should be a daily focus for everything that you do, all of the time.</p> <p><b>Speaker Content sponsored by</b></p> 
<p><b>14.00 – 14.30</b></p>	<p><b>Harry Scoffin   Journalist and Housing Campaigner   Co-founder of Commonhold Now</b></p> <p>Harry has worked tirelessly with Treasury and Government to get a fair solution for multi occupancy tenants who have suffered bad outcomes in the General Insurance space since the Grenfell tragedy.</p>
<p><b>14.30 – 15.00</b></p>	<p><b>Robbie Constance   Partner/Head of Financial Services Regulatory   DWF Law</b> <b>Andrew Jacobs   Partner/Head of Regulatory Consulting   DWF Law</b></p> <p>Andrew and Robbie will provide an update on Consumer Duty post implementation, as well as providing an update on Enforcement/Supervision cases that they are working on and the likely trends they are seeing in the regulated space into 2024.</p>
<p><b>15.00 – 15.30</b></p>	<p><b>Lauren Long   Ombudsman Leader, Head of Practice-Equality and Vulnerability   The Financial Ombudsman</b></p> <p>Lauren will be providing us with an update on how FOS have seen the first 2 months of Consumer Duty fit into the work FOS undertake. As well as Consumer Duty, Lauren will advise how FOS are dealing with Vulnerable Customers as well as giving an overview of the trends they now expect to see for the rest of 2023 into 2024 as the industry fully beds in Consumer Duty.</p>
<p><b>15.30 – 18.00</b></p>	<p><b>Networking event sponsored by</b></p> 