

A bite-size breakdown



of the **FCA** **Business Plan** 2016/17

The Financial Conduct Authority (FCA) releases a report every year to set out its aims and objectives for financial firms. We've read the report in detail to break down important points for brokers in the year ahead.

What is the FCA Business Plan?

The Financial Conduct Authority (FCA) Business Plan and Risk Outlook 2016/17 report sets out to parliament, businesses and consumers how the FCA plans to follow its objectives, what its priorities are and how it will measure success. As the risks to conduct tend to be long term, the list remains much the same year on year.

What are this year's key points?

1. Culture and governance

The FCA believes poor culture and poor conduct are closely related so culture remains a key focus of this year's plan. The FCA will use a range of tools and methods to engage with firms individually, with tailored discussions for each sector. They'll promote constructive conversations with various stakeholders, including industry and consumer groups, to gain a better understanding of how to achieve long-lasting cultural change across markets.

2. Advice

Offering affordable and professional advice to meet consumers' changing and complex needs is crucial. The FCA plans to deliver the Financial Advice Markets Review and their supervisory focus will continue to be on supporting increased professionalism.

3. Treatment of existing customers

This is to make sure long-standing consumers benefit from effective competition, a fair deal and greater transparency.

A closer look at innovation and technology

To help create stronger systems and new sources of competition the FCA also plans to:

- increase awareness and capacity of Project Innovate
- launch a regulatory sandbox
- define its, and the industry's, risk tolerances in RegTech
- communicate to firms its expectations with regard to effective IT and operational resilience
- use the results from the call for input on big data use in general insurance to better understand how big data affects customers and whether it fosters competition
- work with the Treasury and Bank of England to ensure a joined-up risk-based approach to cybercrime
- monitor developments in automated advice.

What other areas will the FCA focus on?

- Sustainable regulation
- General insurance and protection market-based activity
- Other sectors' market-based activity
- EU initiatives
- Competition powers
- Enforcement
- Developing policy
- Understanding consumer behaviours
- Raising consumer awareness



Read the full report [here](#).

You can also find related courses on Aviva Development Zone at [mydevelopment.zone](#)

| Retirement | Investments | Insurance | Health |



For insurance intermediaries only. We take all reasonable steps to ensure that information is accurate and up-to-date; however, independent advice is always recommended. Aviva, to the fullest extent permissible by law, does not warrant or guarantee the accuracy or validity of the content and shall not be liable to you for any losses you may suffer whatsoever (whether directly or indirectly) as a result of your use or reliance on such information.

Aviva Insurance Limited, Registered in Scotland Number 2116. Registered Office: Pitheavlis, Perth PH2 0NH. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.