



Providing tailored forbearance support to firms

Introduction

Running a successful regulated business today means managing constant change – from shifting customer expectations to increasing regulatory demands. If you're a decision-maker, you're likely to be balancing growth, operational efficiency and regulatory expectations – all while aligning these with your business objectives. And when the FCA's focus shifts or a key process falters, the repercussions can ripple across your entire organisation.

At Auxillias, we've built a reputation for helping firms just like yours navigate these complexities. With decades of combined experience, our team of industry experts doesn't just understand regulatory expectations – they've worked alongside businesses to align these requirements with operational and strategic goals. From designing operational strategies to improving customer engagement and ensuring compliance, we deliver solutions that drive value and resilience.

But this isn't just about reacting to issues as they arise. The smartest businesses act when things are going well, ensuring they are prepared long before they come under regulatory scrutiny. This is the time to be proactive, not reactive – to dig deep into your processes, identify opportunities for improvement and build resilience that positions your business for long-term success.

Example cases

We have recently seen two large fines given to large businesses in our sector over their treatment of customers in financial difficulty. The penalties are part of the FCA's growing emphasis on treating customers fairly, following the launch of the consumer duty regime in July 2023. Read more here:

- **FCA fines TSB Bank plc (TSB) £10,910,500**
- **FCA fines Volkswagen Finance £5.4m**

We have incorporated key learnings from these fines

and built them into the policies and procedures we develop, ensuring our clients proactively address recent regulatory developments and embed best practices in forbearance and customer treatment in line with the FCA's expectations.

Auxillias service offering

At Auxillias, we provide practical support tailored to your needs. Our team of experienced lawyers, compliance professionals and industry experts deliver solutions designed to protect your business and build customer trust.

Our clients consistently highlight the measurable improvements we've helped them achieve. They say:

"Auxillias' expertise in consumer finance law and regulatory frameworks has been invaluable. The team's knowledge and support gave us the confidence to tackle even the toughest compliance challenges."

"What sets Auxillias apart is its ability to truly understand the commercial realities we face. The team delivers practical solutions that make a real difference to our business."

We're here to take the pressure off your team, offering clear, actionable advice to ensure your business thrives – even in the face of uncertainty.

How we can help

1. Training for teams, managers and leaders

- **Upskilling teams:** Tailored courses to enhance the capabilities of your teams, ensuring they are equipped to manage operational and compliance challenges effectively.
- **Empowering leaders and managers:** Focused sessions on understanding regulatory changes, upcoming risks and the duties of senior management. Our programmes – including training

on the Senior Management and Certification Regime (SMCR) – prepare leaders to navigate the evolving financial services environment.

- Delivered through classroom sessions, workshops or online webinars for flexibility.

2. Enhanced support for customers

- Proactive approaches to supporting customers in arrears.
- Guidance on providing clear and transparent forbearance options.
- Training on managing vulnerable customers and evidencing compliance.
- Practical steps to assess affordability through income and expenditure forms.

3. Vulnerable customer management

- Techniques to recognise signs of customer vulnerability, including financial hardship, health concerns or life changes.
- Practical frameworks for creating personalised, compliant support strategies for vulnerable customers.
- Guidance on integrating vulnerability considerations across customer journeys and operational touchpoints.
- Equip teams with skills to handle sensitive conversations and build trust while maintaining compliance.

4. Complaints handling

- Comprehensive training on DISP rules to ensure your team fully understands regulatory expectations for handling complaints.
- Frameworks to identify recurring issues, streamline complaint management processes and prevent future complaints.
- Guidance on crafting clear, compliant final response letters that resolve complaints effectively and strengthen customer trust.
- Support to manage Financial Ombudsman Service cases with confidence, minimising reputational and financial risks.

5. Affordability assessments

- Clear guidance on FCA expectations for assessing customer financial positions, ensuring decisions are based on reliable and comprehensive information.
- Establishing consistent methodologies for

evaluating affordability, balancing regulatory requirements with customer fairness.

- Avoiding common pitfalls, such as insufficient documentation or inconsistent application of affordability criteria, to maintain compliance and protect customer outcomes.
- Strategies to ensure fair assessments, especially for vulnerable customers.

6. Documentation, policies and processes review

- Conducting comprehensive reviews of policies and procedures to identify gaps and align with evolving regulatory standards.
- Crafting policies tailored to your business model, embedding compliance into all aspects of operations.
- Ensuring processes are scalable, efficient and aligned with long-term strategic goals while meeting regulatory obligations.

7. Customer communications review

- Reviewing and enhancing all customer-facing materials, from letters to digital messages, for clarity, compliance and impact.
- Designing call scripts and written communications to deliver concise, customer-focused messages that build trust and reduce misunderstandings.
- Ensuring all communications adhere to FCA standards, reducing complaints and demonstrating a commitment to transparency and fairness.

8. Redress and remediation support

- Strategies to address FCA-identified failings.
- Support in developing frameworks, segmentation processes and competency reporting.
- Liaison with stakeholders and regulators to ensure effective implementation.

9. End-to-end reviews

- As leading experts in end-to-end operational and regulatory reviews, we assess every aspect of your business to ensure alignment with best practices and regulatory requirements.
- This includes a thorough evaluation of processes, systems, customer touchpoints and strategic frameworks.
- Why conduct an end-to-end review? It uncovers hidden inefficiencies, mitigates risks and identifies opportunities to future-proof your business.

Why Auxillias?

We're not just legal and compliance experts; we're your partners in success. Here's what sets us apart:

- A team of industry experts who have firsthand experience delivering operational and regulatory solutions.
- A proven track record of reducing regulatory intervention risks while enhancing operational efficiency.
- Practical, actionable support tailored to your business needs.
- A customer-centric approach that aligns regulatory expectations with broader business goals.

Let's work together

With FCA scrutiny and customer expectations on the rise, now is the time to act.

Your team

Jo Davis – CEO

Jo has over 20 years' experience at a senior level and co-founded Auxillias, a law firm that specialises exclusively within the consumer, motor, asset finance and leasing sectors, in 2020. She provides financial services advice (non-contentious and contentious) across a wide range of finance products and helps build online finance platforms for the broker and the lending market. Jo provides legal counsel and compliance and regulatory advice to her clients and has been ranked by Chambers as one of the leading lawyers in the UK in consumer finance since 2009.

Jo also sits on the Leasing Foundation and the CCTA board as well as being a board advisor to two fintechs.

Daksha Mistry – COO

Daksha has worked within the banking and financial services for over 20 years, working for a number of major law firms in the UK, and as an in-house solicitor at GE Capital. For seven years she was also involved in supporting businesses and leading major projects as an in-house consultant at many large banks. Daksha's legal, regulatory and compliance expertise comes from working on both contentious and non-contentious matters on technical Consumer Credit queries and FCA rules and regulations. Daksha has also assisted a number of new start-ups to launch their businesses within the financial services sector and more recently on customer digital platforms where she helps brokers and lending clients to build compliant online finance platforms.

Shannon Faulkner

Shannon Faulkner is an experienced operations strategist with over 20 years of expertise in business transformation, specialising in operational effectiveness, strategic leadership and technology integration within the financial services and automotive sectors. Beginning her career in sales before progressing into leadership roles in financial services, Shannon now provides consultancy services, strategic coaching and tailored training programmes to help businesses achieve sustainable growth. As a certified business and success coach and AI project manager, she supports leaders in defining their mission, optimising processes and building high-performing teams. Originally from Canada and now based in the UK, Shannon's adaptability and drive are evident in both her professional achievements and personal challenges – including training for an Ironman.

Businesses that thrive under scrutiny don't wait until problems arise – they take proactive steps to strengthen their operations and ensure resilience. Whether it's addressing hidden inefficiencies, adapting to evolving regulations or preparing for the unexpected, the time to act is now. Let Auxillias partner with you to align regulatory expectations with your business objectives, simplify compliance and enhance your overall operations for long-term success.

Contact us

Contact us today for a no-obligation consultation via [this link](#) and see how we can help you turn challenges into opportunities for success.



Jo Davis
Jo.Davis@auxillias.com
+44 (0)7741 240114



Daksha Mistry
Daksha.Mistry@auxillias.com
+44 (0)7458 304068