

# Enhance your broker oversight with Auxillias!

As a consumer credit lender, ensuring your brokers comply with FCA regulations isn't just a duty, it's a promise to your customers and your business. At Auxillias, we know how important it is to have robust oversight processes that meet the FCA's requirements under CONC 1.1.2 and the principles of the Consumer Duty.

UK consumer credit lenders need to have a robust broker oversight programme in place to comply with regulatory requirements and to protect the interests of their customers. In an industry where brokers act as intermediaries between lenders and borrowers, it is crucial to actively manage these relationships to maintain high standards of conduct and mitigate potential risks. A well-structured oversight programme will ensure that brokers comply to FCA regulations, including the principles outlined in CONC 1.1.2 and the Consumer Duty, by being transparent and accountable.

The recent *Johnson v FirstRand* court case show just how important it is for lenders to maintain effective oversight of their brokers' activities to mitigate risks and ensure compliance with regulatory standards. In this case, the court highlighted how inadequate management can lead to significant financial and reputational damage for lenders, as brokers may act outside of agreed protocols or fail to uphold the necessary standards of conduct. This serves as a timely reminder that a broker oversight programme not only protects consumers but also safeguards lenders against potential legal liability, so all parties can operate in a fair and accountable environment. By prioritising effective oversight, lenders can increase their operational resilience and trust within the market.

By managing your brokers effectively, lenders can increase operational efficiency, reduce compliance risks and also build trust with consumers, ensuring that they receive fair treatment and suitable credit and leasing products that meet their needs. Ultimately this proactive approach protects the firm's reputation and contributes to a more ethical and responsible lending environment.



## Why choose Auxillias?

Our expert team can help you navigate the complex landscape of broker oversight by:

- **Drafting or reviewing policies and procedures:** make sure your frameworks are up to date and FCA compliant
- **Review existing oversight systems:** identify gaps and improve your current broker management processes
- **Creating comprehensive new programmes:** start from scratch with tailored solutions designed to fit your specific needs and objectives.

With our knowledge and experience, we help consumer credit lenders to maintain high standards of compliance and build trust in their lending practices.

## Contact us

Book a free 30 minute consultation via [this link](#) to discuss your broker oversight needs' or contact Jo or Simon on the details below.

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

**Simon Brown**  
Simon.Brown@auxillias.com  
+44 (0)7855 747038