



Protecting the public: our consumer protection review

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Consumer protection review

- Why now?
 - Changing legal landscape
 - Increase in number and size of interventions
 - Different risks

Aims

- Consumers at the heart of this review:
 - consumers appropriately protected when using regulated firm
 - public confidence and trust in legal services is maintained
 - competitive, dynamic legal market that supports access to justice through enabling consumer choice while keeping costs of legal services down
- Wide lens – seeking as many views as possible

Scope

- What we will cover in the review:
 - our policy and operational arrangements for identifying and managing or mitigating risks in the marketplace to clients and client funds
 - our compensation fund arrangements in light of the risks identified

Scope

- Policy and operational arrangements - want to explore a broad range of issues and questions including:
 - how we identify sector risks
 - how we monitor firms and approval processes for firms
 - rules and controls around client money, approach to firms' structures and ownership models

Scope

- Compensation fund arrangements:
 - safety net for consumers
 - wide ranging questions and ideas that we will explore – includes maximum payouts, caps and who the fund covers

Changes already underway

- Reviewing internal processes
- Strengthening monitoring processes
- Independent Legal Services Board (LSB) review

Timeline – longer term

- Thematic review: accumulator firms and acquisitions
- Develop policy, begin implementing changes
- Late 2024: public consultation
- Early 2025: review consultation findings and decisions
- Mid to late 2025: submit to LSB any proposed rule changes, implementation of changes

Your views

- Extensive engagement programme between now and July – legal, consumer groups and public
- Considering approach across other regulators, sectors and jurisdictions
- Get in touch: consumerprotectionreview@sra.org.uk