



The Insurance
Institute of London
Chartered Insurance Institute

Continuing Professional Development Certificate

Consumer vulnerability and the impact of Coronavirus

Date Friday 15 May 2020

Time 1.00pm - 2.00pm

Speaker Martin Lines, Business Development Director, Just Group plc

Learning outcomes In this financial services webinar, Martin Lines discussed the key drivers of vulnerability, their heightened relevance caused by the current pandemic and steps firms can take to improve outcomes.

By the end of this webinar members would have gained an insight into:

- The key themes of vulnerability and how they are relevant in a major crisis.
- The key steps from the FCA's guidance on consumer vulnerability.
- How to develop skills and capability in this area.



CII CPD event accredited - demonstrates the quality of an event and that it meets CII member CPD scheme requirements.

This lecture or podcast can be included as part of your CPD requirement should you consider it relevant to your professional development needs. It is recommended that you keep any evidence of the CPD activity you have completed and upload copies to the recording tool as the CII may ask to see this if your record is selected for review.

