

Examples of work against our 2015/16 Business Plan priorities



A strategic markets-led approach to regulation

2 new market studies

investment and corporate banking & asset management

2 new Calls for Input

mortgage competition & 'Big Data' in general insurance

Published 12 thematic reviews including:

oversight and control of financial benchmarks, debt management advice & investment portfolio suitability

Fair and Effective Markets Review

7 further benchmarks entered regulation

Assessed the controls of **20 banks** who submit to LIBOR

Completed our **FX Remediation Programme**

Supporting competition

Our Innovation Hub has helped **230** firms



Protecting consumers

Published final **Retirement Income Market Study**

Successfully integrated over **25,000 consumer credit firms** into FCA regulation

Agreed **23 redress** schemes delivering **£334m to consumers**

Issued **185 consumer alerts**

Published our review into **fair treatment of long-standing life insurance customers**



Individual accountability

Implemented the Senior Managers and Certification Regime (SM&CR) – over **41,000 people** working in over **1000 firms** now covered by SM&CR

Published **new rules on remuneration** in the banking sector

Issued **17 fines** totalling **£4.2m**

Prohibited **24 people** from working in regulated financial services

Published **new rules on whistleblowing**



International issues

Hosted the **40th IOSCO Conference**

Continued the FCA's **significant leadership** role in international fora

Positive findings for the **IMF FSAP** assessment of the FCA



Our people

As at **31 March 2016 we had 3,337** staff

Staff turnover was **11.5%**

Improved our ranking in **Stonewall's Top 100 Employers** from 82 to 40

Delivered **6,400 training days** to our staff

