

## Calendar of thematic work

(23 published between 1 April 2014 and 31 March 2015)

### **Apr 2014**

Supervising retail investment firms: being clear about adviser charges and services

Clarity of fund charges

### **May 2014**

Insurers' management of claims – household and retail travel

Commercial insurance intermediaries

### **Jun 2014**

Best execution

Enhanced transfer values (ETV)

Self-investment personal pensions (SIPP) operators

Price Comparison Websites (PCWs) and GI add-ons

Non-advised and simplified investment advice

### **Aug 2014**

PPI complaint handling and proactive consumer contact

### **Sept 2014**

Mobile banking and payments

### **Nov 2014**

Conflicts of interest in wealth management firms

Managing bribery and corruption risk in commercial insurance broking

How small banks manage money laundering and sanctions risk

Complaint handling

### **Dec 2014**

The Retail Distribution Review (RDR) post-implementation

Non-advised annuity sales practices

### **Feb 2015**

Asset management firms and the risk of market abuse

### **Mar 2015**

Governance over mortgage lending strategies

Infrastructure firm supervision: Fixed income MTFs

Arrears and forbearance in high-cost short-term credit (HCST)

Structured products: Review of product development and governance

Managing the performance of staff – guidance consultation and thematic review