

Annex A

'I am writing to request further information about firms' readiness for the incoming Consumer Duty.

The FCA has previously stated it has sent a number of surveys to firms to assess their readiness.

Please provide:

- *copies of any and all surveys sent to firms regarding their preparedness for the Consumer Duty.*
- *the latest aggregated and anonymised results of these surveys as at the date this request is answered.*
- *any and all estimates the FCA has conducted on the amount of supervisory resources required – e.g. staff hours - and potential volume of enforcement actions it could take based on these levels of readiness.*

Where possible please segment this data by the main activity conducted by the firm e.g. insurance, financial advice, consumer credit etc.'