

## **Transcript for DBAAT video**

### **Completing the causation tab**

#### **Screen 1**

DBAAT training

Completing the Causation tab

#### **Screen 2**

This video provides an overview of the causation tab in the assessment tool, including its purpose.

The causation section proceeds on the assumption that the client suffered a loss. Redress will be considered separately.

#### **Screen 3**

Only complete the causation tab if the firm has given unsuitable advice or where the insistent client process or disclosure was not compliant. The tool will help you by greying out areas you do not need to complete.

#### **Screen 4**

The causation tab assesses whether the firm's non-compliant conduct is likely to have caused the client to take an action that caused them loss.

For example: Did the firm's failure to recommend the client remain in their DB scheme cause the client to transfer?

#### **Screen 5**

There is a presumption that clients rely on the advice they are given by pension transfer specialists when they decide to transfer.

#### **Screen 6**

Causation links the firm's action to the client outcome.

This is an important step when considering whether the consumer has suffered a loss that requires redress. You should calculate redress separately.

Causation is a factual assessment.

#### **Screen 7**

You should consider whether, on the balance of probabilities, the firm's non-compliant conduct caused the client to take an action that caused them loss. Take into account:

The client's demands, needs and intentions at the time of advice

The relevance of any features of the ceding arrangement or proposed arrangement to the client's demands, needs and intentions

The relevance of any failures to provide information about the scheme and its benefits; and

The client's knowledge and experience

**Screen 8**

Further information and examples to help you to carry out the causation test is found in section 6 of the instructions.

**Screen 9**

FCA

Financial Conduct Authority