

# 2<sup>nd</sup> annual responsible mortgage lending conference



17<sup>th</sup> March 2010, INMARSAT, Old St., London

## PROGRAMME

**0845 Registration and refreshments**

**0930 Welcome and introduction from chair**

John Howard, former Chairman of the **Financial Services Consumer Panel**

**0940 Keynote address: responsible lending in the current environment**

Dr Vince Cable, deputy leader, **Liberal Democrats**

**1010 Lending responsibly**

- Widening the scope of responsibility in the mortgage lending environment
- What lenders are likely to have to do as a result of the MMR
- Mortgage lenders good practices

Andy Mielczarek, head of retail products, **HSBC Bank plc**

**1045 Coffee break**

**1105 How the FSA's mortgage market review will impact lending decisions: more rules, less certainty?**

- The lender is ultimately responsible, but what are the broader impacts?
- Affordability assessments: regulating the inputs and process to control outputs
- Responsible borrowing: will the MMR erode or enhance consumer responsibility?

Matt Smith, senior policy adviser, **Council of Mortgage Lenders**



#### 1140 Dealing with complaints

- FOS responses to particular challenges this year
- Mortgage work in particular, trends and forecasts
- A look at how FOS decide cases (fair and reasonable)
- Process with specific reference to some cases focusing on (ir)responsible lending

Caroline Mitchell, lead ombudsman, **Financial Ombudsman Service**

#### 1215 Lunch

#### 1315 How have lenders reassessed checks and balances on their use of intermediaries?

- Pre credit crunch, influx of new lenders with relaxed criteria
- Change in market dynamics post credit crunch - lending retrenchment, margin and quality over market share, increase in fraud, new build issues
- Increase in collusion between valuers/solicitors/brokers,
- Increased FSA monitoring and dealing with fraudulent brokers
- Increasing checks around income verification
- The need to share information
- Impact of MMR

Ian Andrew, head of intermediary sales, **Nationwide Building Society**

#### 1350 Unsecured credit - regulatory developments

- An economic overview
- Changes to legislation
- A better regulatory landscape

Eric Leenders, executive director, **British Bankers' Association**

#### 1425 Responsible second charge lending

- Overview of the market
- Regulatory requirements via the OFT
- Regulatory reform in 2010
- Responsible lending over the credit cycle

Fiona Hoyle, head of consumer finance and fraud, **Finance and Leasing Association**

#### 1500 Refreshments

#### 1520 A company wide TCF Audit

- Understanding the importance of the FSA's cultural framework
- Why an internal TCF audit chimes with responsible lending

John Hunter, **Intouch Consulting**

**1555 Finding the right balance between marketing and lending responsibly**

- Lending culture: the triumph of Marketing over Risk
- Marketing methods that should be consigned to history
- The heart of the problem: failure to understand the customer
- The lingering threat of bad marketing practice

Mungo Dunnett, managing director, **Mungo Dunnett Associates**

**1630 Chairman's closing address**

John Howard, former Chairman of the, **Financial Services Consumer Panel**

**1635 Conference ends**