

# Press Release

**For immediate release**

**Date: 10<sup>th</sup> June 2020**

## **TISA's Consumer Engagement Policy Council Appoints New Chair**

The Investing and Saving Alliance (TISA) has appointed Nationwide's Nicola North as Chair of its Consumer Engagement Policy Council.

This appointment follows the departure of Tom McPhail from Hargreaves Lansdown who chaired the council since 2018. Nicola North, who was acting as Deputy Chair during this period, will now lead the council as Chair, in its work to improve the financial resilience of UK consumers through its focus on Financial Guidance, Vulnerable Customers and promoting a Savings Culture amongst young people.

The Consumer Engagement Policy Council comprises seventeen member firms who meet on a regular basis to provide oversight of TISA's consumer facing policy activity, including:

- Engaging with the FCA and Government stakeholders to promote enhanced financial guidance to enable more personalised support and better consumer decision making
- Raising good practice standards to support vulnerable customers, including providing a free self-assessment tool to assist financial firms in progressively improving their processes and customer services
- Running an annual competition for students to propose solutions that support and encourage saving amongst young people

Nicola North, Regulated Advice Change Operations & Efficiencies Manager at Nationwide commented:

'I am very pleased to be taking the Chair of the council at such a key time in the progress of its work. The group has always been focussed on delivering tangible benefits for UK consumers and it has been a pleasure to work with committed people from across the industry. Consumer access to meaningful financial guidance, supporting vulnerable people and the need to re-establishing a culture of savings are themes close to my heart and I look forward to helping the council to achieve further successes.'

TISA are also pleased to announce that Kevin Okell, Managing Director at Altus, has accepted the role as Deputy Chairman. Altus has been a strong supporter of the work to enhance consumer experiences when dealing with financial services and developed the Vulnerability Radar to promote good working practices amongst the industry.

Kevin Okell, Managing Director at Altus commented:

'I have always valued the open and robust discussion of consumer issues in meetings of TISA's CEPC, and I am delighted to be working with Nicola in leading the group in its efforts. I am particularly pleased that the group remains focussed on improving outcomes, and that I have been able to play a part in providing solutions that have benefitted consumers.'