

Directors Club

DIRECTORS CLUB UNITED KINGDOM

A PLACE AT THE TABLE

DINNER & DEBATE

THE LANGHAM

NOVEMBER 24TH 2022

BLACK TIE



Directors Club

Directors Club United Kingdom cordially invites you to take a place at the table for the autumn gathering of the **Banking & Financial Services Industry Council**, an unforgettable evening of fine dining and roundtable discussion, addressing the title:

Raising The Bar On Customer Care: Creating The Capacity & Culture To Deliver The FCA's Consumer Duty

Join a group of client-centric leaders from significant Banking & Financial Services companies for a relaxed roundtable conversation on the challenges of meeting the Consumer Duty rules.

WHEN

Thursday, November 24th 2022

Champagne Reception 6.30pm

Dinner & Debate 7pm - 9pm

Coffee & Conversation from 9pm

Carriages at 11pm

WHERE

The Postillion private dining room, The Langham, Portland Place, London W1.

OCCASION

This magical evening will begin with a Champagne reception, allowing guests to break the ice. Jon Snow, your host and chair of Directors Club, will formally welcome the guests and invite you to take a place at the table. After the first course, the evening's discussion will begin. The relaxed, moderated roundtable conversation will run until coffee. Guests may then stay and network informally. Carriages are at 11pm.

DISCUSSION

Raising The Bar On Customer Care: Creating The Capacity & Culture To Deliver The FCA's Consumer Duty

Over the main course and dessert, guests will be invited to share experiences of creating and agreeing a robust and deliverable implementation plan to meet the rules under the Consumer Duty. We will then look forward to the end of July 2023 deadline to apply the Consumer Duty rules to products and services and discuss the challenges this timescale presents.

The Chatham House Rule will be invoked, creating a trusted and confidential forum for exchanging insights and ideas.

RSVP

To confirm your place at the table, please complete the online RSVP form [here](#).

BLACK TIE

Guests may choose to wear tuxedo and black tie, cocktail dress, floor-length gown, or national formal wear.

COST

There is no cost. You are invited to attend as a guest of the Directors Club United Kingdom.

SPONSORS

This dinner and debate is generously supported by [Connect](#) and [ServiceNow](#). With their support we can achieve our mission and elevate our members. We encourage all guests to engage with our sponsor's representatives.

QUESTIONS

If you have any questions regarding this invitation, please contact Jo Miller on jo.miller@directorsclub.org.uk

SO FAR IN 2022

DINNER & DEBATES AT THE LANGHAM & CLARIDGE'S



