



The Insurance  
Institute of London  
Chartered Insurance Institute

# Continuing Professional Development Certificate

## Managing consumer vulnerability to meet regulations

Date

**Tuesday, 04 November 2025**

Time

**4:30 pm – 5:30 pm**

Speaker

**Andrew Gething, Founder and managing director, MorganAsh**

In this IIL financial planning webinar in association with the European Financial Planning Association, Andrew Gething explores how financial institutions can better manage consumer vulnerability, not only to meet regulatory expectations, but to deliver meaningful, empathetic service.

### Learning Objectives

- Regulatory developments across Europe, including the UK's Consumer Duty
- Practical challenges in implementing vulnerability-sensitive practices
- The role of financial advice in navigating complex personal and legal situations
- How digital tools can help firms identify and support vulnerable clients
- Opportunities to harmonise standards and promote trust across borders

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