

Arrears and possessions

Thursday, 22nd October 2020 (10:00 – 13:30)

This webinar focuses on the impact of the current pandemic on arrears & collections functions. Expert speakers will help navigate the myriad of recent regulatory change giving attendees a clear view on regulator expectations.

Coronavirus has had an unprecedented impact on the mortgage market. Prior to the pandemic we had a sustained period of low arrears and possessions, this is likely to change in a challenging economic environment. As the country is weaned off government and lender forbearance this webinar will explore the short, medium and longer-term impacts on arrears and collections.

Approximately 2 million payment deferrals have been granted to date, many firms needed to embrace digital solutions to efficiently deal with large volumes of customers. Industry experts will explain how technology can be utilised to improve the efficiency of arrears functions.

£250

VAT EXEMPT
BSA MEMBERS
& ASSOCIATES

Payment to be made by credit card only.

Places can be cancelled without charge up until Thursday 8 October.. No refunds can be given after that date but substitutions can be made free of charge.

REGISTER

ONLINE
www.bsa.org.uk/possessions

AGENDA:

Time for questions will be built into each session.

We encourage you to submit questions before the event by emailing events@bsa.org.uk

- 10:00 **Welcome and introduction**
Harinder Chohan, Policy Manager, BSA
- 10:05 **Economic environment**
- The UK economy is recovering from an unprecedented recession and the economic impact of this pandemic will be felt for some time to come. BSA Chief Economist Andrew Gall will explore the potential impact on the arrears & possessions and the wider housing market.
- Speaker:** Andrew Gall, Chief Economist, BSA
- 10:25 **Exploring the regulatory landscape**
The onset of Covid-19 led to a flurry of regulator activity, TLT Solicitors will explore FCA expectation around customers impacted by the pandemic and look forward to key upcoming regulatory changes. This session will include:
- FCA COVID-19 Phase 3 Guidance: Exit from payment deferrals and beyond
 - Arrears and forbearance toolkit and MCOB 13: Legal/regulatory risk areas and practical steps to mitigate.
 - What's on the horizon?
 - Breathing Space regulations
 - Vulnerable customer treatment: the FCA's latest guidance consultation
 - Interest-only mortgages reaching term expiry: FCA expectations following the COVID-19 pandemic.
- Speakers:** Robin Penfold, Partner, TLT Solicitors LLP
Graham Walters, Partner, TLT Solicitors LLP
- 11:15 Comfort break
- 11:30 **CASE STUDY:**
Leveraging technology to support customers in financial difficulty
Newcastle Building Society working with Paylink have created a digital income and expenditure tool utilising open banking to improve efficiencies in collections. This has delivered impressive results including a seamless route into free debt advice provided by Payplan. Newcastle will share some of their key learns and Paylink will demonstrate how utilising technology can achieve better outcomes for your collections function.
- Speakers:** Michael Conville, Head of Mortgage Operations, Newcastle Building Society
Camille Brown, Client Relationship Manager, Paylink
Peter Munro, Partnerships Director, Payplan
- 12:15 **PANEL DISCUSSION:**
What will the next 12-18 months look like for arrears & collections functions?
- Speakers:** Russell Woodward, Head of Support Services, Coventry Building Society
Susan Rann, Chief Executive Officer, Paylink
Lee Usher, Creditor Engagement Manager, Money & Pensions Service
Paul Broadhead, Head of Mortgages & Housing, BSA
- 12:55 Mini comfort break
- 13:00 **The use of Digital ethics in assessing vulnerability**
The economic fall-out of COVID will change how we define vulnerability, increasing numbers of customers will fall into FCA definitions of that category. The transition to digital and automated processes will give industry greater tools to enable the identification of vulnerability. However, this opens up many organisations to risk through the use and access to greater sources of data on individuals. Sopra Steria will lead this session. They are a pioneering provider of digital transformation solutions with particular emphasis on the application of ethics to digital solutions.
- Speaker:** John Brownbill, Strategic Sales Director, Sopra Steria
Jen Rodvold, Head of Digital Ethics & Tech for Good, Sopra Steria
- 13:30 **Summary and close**

£250

VAT EXEMPT
BSA MEMBERS
& ASSOCIATES

*Payment to be made by
credit card only.*

*Places can be cancelled
without charge up until
Thursday 8 October.. No
refunds can be given after
that date but substitutions
can be made free of charge.*

REGISTER

ONLINE
[www.bsa.org.uk/
possessions](http://www.bsa.org.uk/possessions)