

CRM Code Review Roadmap 2021

Key Activity	Key Activity	Key Activity	Key Activity	Key Activity
<ul style="list-style-type: none"> Analysis of responses to the Code consultation Completion of effective warnings review Analysis of CRM data from signatories and report published CRM review report publication 	<ul style="list-style-type: none"> Planning for implementation of CRM report recommendations Implement Code changes including Governance and Oversight sections Issue a Call for Input with regards to: emergent scams, expanding scope to other business models and sending/receiving bank liability 	<ul style="list-style-type: none"> Conduct consultation workshops with respect to Call for Input Analysis of the inputs and submissions for Call for Input Convene roundtables to develop Code success measures and data consistency Work to implement CoP provision* Review and update of consumer information document Issue revised practitioners guide to take account of the FCA's vulnerability guidance 	<ul style="list-style-type: none"> Finalisation of success measures and data consistency Publish outputs of Call for Input 	<ul style="list-style-type: none"> Build data requirements into the Code Final updates to Code and guidance to reflect outputs from Call for Input

*Subject to regulatory and wider payment developments

