

The Exchange Providing fair comparisons

Supporting Consumer Duty

Just some of the ways The Exchange is supporting you deliver the principles of Consumer Duty





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The Exchange - Providing fair comparisons

Within The Exchange, Iress follows the principle that any quotes returned should meet all the values, and offer all the features requested by the adviser.

Where a provider cannot return the exact quote as requested, it is possible for them to respond with 'variations', but these should be equal to, or exceed what was originally requested.

Highlighting these variations is key to ensuring both advisers and customers fully understand the options being offered by each provider.





Consumer understanding

The Consumer Duty's 'consumer understanding' outcome requires firms to give consumers the information they need on benefits associated with products and in a way they can easily understand.



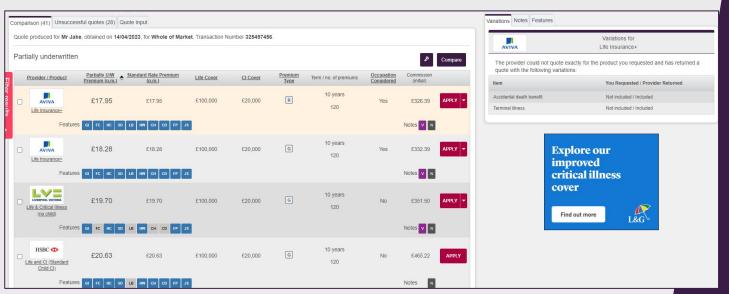
Oluwatomi Adeogun Associate Product Manager



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- Easily identify variations in a quotes details of variations displayed on the variations tab on the result screen
- Product specific variation rules differ across each protection product
- Clearly represented A purple highlighted v button denotes each product with variations on the quote result screen







Consumer understanding



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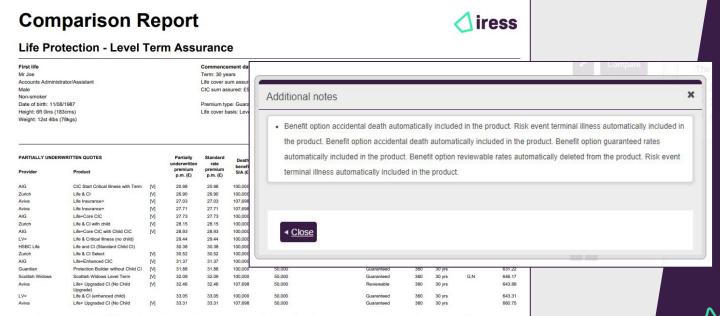
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- Additional information additional notes on variations for each quote can be found in the "Notes" tab on the result screen
- Comparison report allows you to quickly view which products have varied all in one summary document

IVI Different quotation basis from that requested [CI Commission style changed [B] Buy Now [R] Rental [LS] Low-start [VP] Variable premium [A] Alternative Critical illness [D] Dual Life per client [T] Dual Life total cover

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Consumer understanding





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