

Hazell Carr in Consumer Credit

Cash Converters has been supported by Hazell Carr during the FCA application process. Hazell Carr provided a highly experienced subject matter expert to undertake a thorough review of relevant processes, systems and controls. All findings were subsequently collated and delivered to the Cash Converters management team in a comprehensive report.

The focus of the Hazell Carr consultant was to operate as a 'critical friend' and to provide helpful information and guidance derived from first-hand industry experience. The Hazell Carr approach was supportive and empathetic, with the consultant taking time to listen to our staff and understand our business. The review itself focused on a number of areas, and included analysis of the:

- Draft application.
- Regulatory business plan.
- Business risk assessment process.
- Outsourcing approach.
- Treating Customers Fairly procedures.
- IT systems.
- Business continuity and disaster recovery plans.
- Regulatory returns process.
- Compliance procedures and manual.

The review and subsequent report have helped to inform the approach Cash Converters is taking to the FCA application process. All activity was completed very swiftly, meaning the feedback could be rapidly incorporated into the Cash Converters application. Hazell Carr were easy to work with and I would have no hesitation recommending their regulatory support services to other organisations operating in the consumer credit market.

Suzanne Evans, Head of Compliance
Cash Converters



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