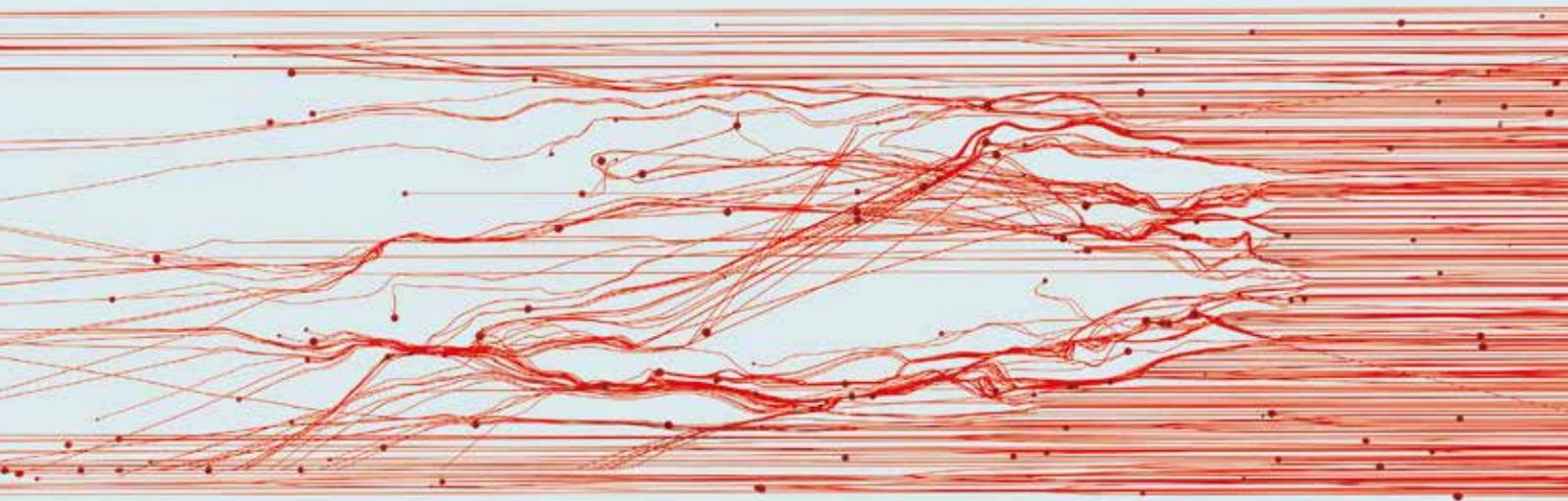


Ongoing **Support** and  
**Expertise** through  
Regulatory Change





# Introduction

Hazell Carr is one of the UK's leading providers of specialist regulatory resource and outsourcing expertise within the Financial Services industry.

As a regulated organisation we have an in-depth understanding of the impact of regulation and the work that is required to ensure compliance.

Our aim is to ease you through Consumer Credit authorisation, cut through the jargon and support you every step of the way.

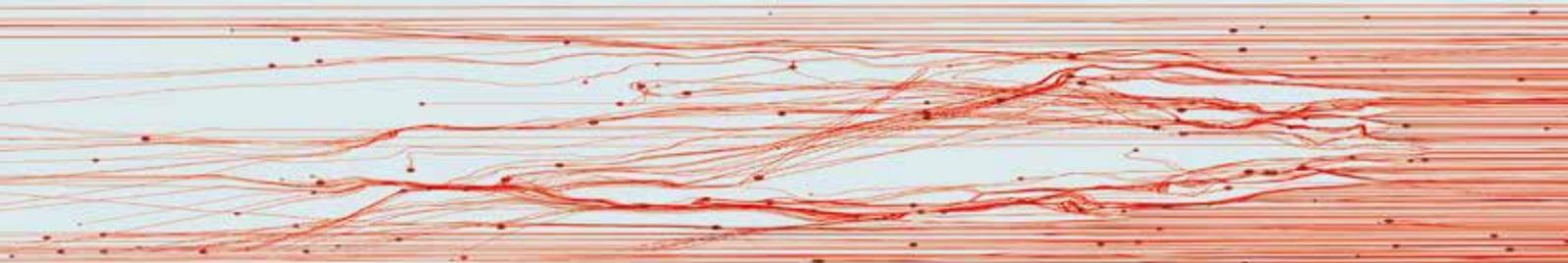
Hazell Carr supplies cost effective, high calibre solutions to support our clients through their regulatory journey and beyond.

# What we offer

**Skills and expertise** – We have over 3,000 Financial Services consultants with a wide range of expertise including consumer credit.

**Resourcing** – Our specialist resource can be mobilised anywhere in the UK at short notice. Whether you need one expert for one week, or a large number of consultants for longer periods of time, our service can be tailored to precisely meet your requirements.

**Brand and reputation** – Established in 1997, we have worked with over 100 organisations covering multiple industries. Hazell Carr has an industry-leading reputation for the provision of interim resource and outsourcing services.



# How we can help

**Preparation for authorisation** – We can assist you throughout the preparation process through reviewing the application pack and ensuring you have everything ready for authorisation.



**Ongoing regulatory support** – We are there to help you understand the new regime and can provide you with support as and when required.

**Financial promotions approval** – Our financial promotion experts are able to review your promotional material to ensure compliance.



**Specialist interim resource** – Dealing with peaks in volume, losing a critical member of your team or undertaking a new project can have a massive impact on your business and it can take time to find the right people.

We can provide interim resource in the following areas:

- Project Management
- Compliance
- Quality Checking
- Monitoring
- Business Reviews
- Complaint Handling



**Risk management** – Our financial services specialists have the experience to help you identify key risks and provide guidance on how these should be eliminated.



**Training design and delivery** – We are able to provide you with experienced trainers to assist with your requirements, ensuring understanding of fair customer outcomes and regulatory compliance.

**Complaints management** – Whether you require support with your complaint handling methodology or an extra pair of hands to handle a peak in complaints, we are able to step in quickly and ease the impact on your day to day business.



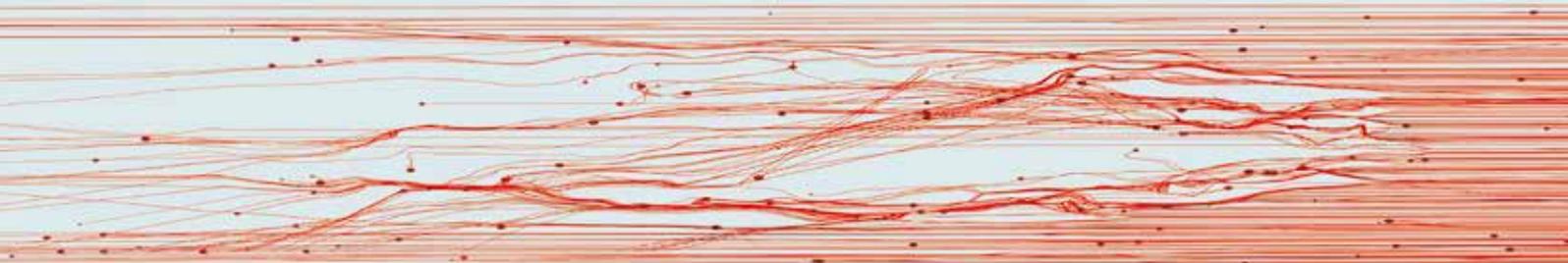
# The benefits

**Removing the stress of authorisation** – Our specialists and subject matter experts have substantial Consumer Credit expertise developed over multiple projects. Hazell Carr could assist or even relieve you of the everyday regulatory burden of the authorisation process.

**Providing a solution tailored to your needs** – We would work with you to truly understand your business and its needs; we would adopt your internal approach and ensure that the systems and controls agreed are right for you.

**Supplying industry-leading experience as and when you need it** – As well as a pool of over 3,000 Financial Services consultants, Hazell Carr has substantial financial services experience. We have the expertise and capability to provide support whenever you need it, meaning consultants can be deployed anywhere in the UK at short notice.

**Reducing your regulatory risk** – Hazell Carr works on the principle of delivering projects 'right first time', minimising the risk of costly errors or rework. Our compliance services will enable you to deliver your regulatory obligations on time and to a high standard, reducing your exposure to regulatory risk.



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