

## CASE STUDY



# Customer remediation: Defined Benefit pensions

## A leading advice and investment management firm

### Challenge

Following an FCA review, the firm uncovered widespread issues of unsuitable advice around defined benefit (DB) pension transfers. With regulatory pressure mounting, the firm needed to set up a large-scale remediation project at speed.

To complete the project within the FCA's tight timescales, our client needed a 70-strong team with immediate availability. As the firm struggled to find a first-rate compliance resource at short notice, this programme proved to be a drain on the firm's time and budget.

### TCC solution

Thanks to our extensive pool of over 30,000+ pre-vetted contractors, we rapidly ramped up a highly skilled team of 78 pension reviewers, team managers and quality checkers. TCC handled the entire onboarding process for our client, from initial interview through to induction training.

As compliance experts, we knew exactly what our client needed, and our rigorous competency framework ensured our associates were ready to hit the ground running from day one.

When we identified that the client needed another eight contractors at the last minute, our scalable resourcing model enabled us to provide the additional resource quickly and integrate them seamlessly into the team.

The nature of the project meant high confidentiality, and all activity had to be conducted on a secure site. So, as well as providing the resource, we gave our client exclusive use of our remediation centre in Leeds – along with IT and telephony infrastructure, and our RegTech-supported customer contact system.



020 3772 7230



hello@tcc.group



tcc.group

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## Outcomes and benefits

TCC's flexible and responsive approach meant that the client had the project up and running very quickly and was able to meet the FCA's timescales for remediation delivery.

1. Crucial resource deployed much quicker than any other provider.
2. As compliance experts first and foremost, we knew that our client needed high-quality, experienced contractors. We designed a rigorous assessment and onboarding process to make sure the team was ready from day one.
3. Our flexible approach to resourcing delivered a quick response to our client's changing needs, including scaling up the infrastructure and additional resource.

