

## Minutes

Meeting: FCA Board  
Date of Meeting: 17 June 2020  
Venue: Meeting held via Skype

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Present:	Charles Randell (Chair)	Alice Maynard
	Liam Coleman	Sam Woods
	Richard Lloyd ( <i>from item 2</i> )	Christopher Woolard
	Jeannette Lichner	Tommaso Valletti

Apologies: Bernadette Conroy, Sarah Hogg, Catherine Bradley

In attendance: Set out in Annex A

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### 1 Quorum and declarations of interest

- 1.1 The meeting noted there was a quorum present and proceeded to business.
- 1.2 None of the directors present declared any interest in the matters to be considered at the meeting.

### 2 Further support for consumer credit customers – payment deferrals and overdraft support

- 2.1 The Board noted that the initial package of measures that had been introduced to support customers facing temporary financial hardship due to the Covid-19 pandemic was coming to an end. The Board agreed that it was vital that customers continue to have the advice and support they need and are clear on the options available to them.
  - 2.2 The Board noted that it had already published guidance setting out how the FCA expects firms to provide ongoing support to mortgage customers and that it was now proposed to issue guidance on the approach to consumer credit borrowers, including those with personal loans, credit cards and overdrafts.
  - 2.3 The Board considered the draft guidance. It noted that, unlike the guidance issued in respect of mortgage customers, it would be up to the firm to decide whether a further payment deferral was the appropriate support for the customer. The Board considered the reasons for this. It was explained that the new guidance did not remove any existing rights from the customer. It was also noted that consumer credit products attracted higher rates of interest than mortgage products (significantly so, in respect of some products) which gave rise to a risk that customers may be minded to continue a payment deferral with interest accumulating that was not in their best interest.
  - 2.4 The Board noted that a number of protections had been incorporated in the guidance to ensure that firms act in the interest of customers but also asked for further details of the
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supervision strategy. The Board also suggested some further protections, including the requirement for firms to take account of proposals from debt advice charities.

- 2.5 The Board **approved** the proposed approach and **authorised** the executive to publish the proposed guidance, taking account of comments raised in the meeting.
- 2.6 The Board **approved** the proposal to consult on disapplying the rules set out in the paper presented to the Board to enable firms to operate in accordance with the guidance.

### **3 Any other Business**

- 3.1 There being no further business, the meeting closed.

**Charles Randell**  
Chair

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**ANNEX A: Attendees\***

Sean Martin	General Counsel
Sheldon Mills	Interim Executive Director, Strategy & Competition
Simon Pearce	Company Secretary
Ian Runacres	Private Secretary, Chairman's Office
Beverley Walker	Manager, Central Secretariat
Nisha Arora	Director, Consumer & Retail Policy
Anthony Daughton	Manager, Wholesale & Investments Competition
Ian Searle	Manager, Payments Policy

\* Relevant associates and professional business support staff were also in attendance