



TRM newsletter: June 2023 – Consumer Duty report

Consumer Duty has changed the protection landscape for advisers and their clients alike. So what can advisers do to ensure they provide the real value people are looking for?

With the cost-of-living crisis, it would be easy to assume that cost is the main factor people consider when considering their protection options.

Research recently conducted by MetLife however found that is less often the case than other factors, and that what happens when people make a claim, how often they can use the service, and providing a variety of ways of providing support can often be more important.

To find out more about how Consumer Duty could affect your conversations, read our report here (<https://www.metlife.co.uk/protection-puzzle/>) to find out what really matters to people when it comes to value.

You can also join our webinar on the 23rd June at 11:00 (<https://onemetlife.webex.com/weblink/register/rb192b31ca83078c751417799df14b8dd>) and one of our team will help you understand what this could mean for your client conversations, and ensuring Consumer Duty provides you with an opportunity to delivering better outcomes for your clients.

If you like to speak to someone about our individual protection policies, call us today on 0800 917 2221, or email protection@metlife.com

Products and services are offered by MetLife Europe d.a.c. which is an affiliate of MetLife, Inc. and operates under the “MetLife” brand.

MetLife Europe d.a.c. is a private company limited by shares and is registered in Ireland under company number 415123. Registered office at 20 on Hatch, Lower Hatch Street, Dublin 2, Ireland. UK branch office at Invicta House, Trafalgar Place, Brighton BN1 4FR. Branch registration number: BR008866. MetLife Europe d.a.c. (trading as MetLife) is authorised and regulated by Central Bank of Ireland. Deemed authorised by the Prudential Regulation Authority. Subject to regulation by the Financial Conduct Authority and limited regulation by the Prudential Regulation Authority. Details of the Temporary Permissions Regime, which allows EEA-based firms to operate in the UK for a limited period while seeking full authorisation, are available on the Financial Conduct Authority’s website.

LinkedIn [@MetLife UK](#)