

IRSG Market Conduct Subgroup – Focus Area

So far, as already discussed, the outline can be divided between the **Legislative Initiatives** (PRIPs, IMD II) and the work on **Consumer Protection** issues.

The main topics for discussion should revolve around the following items:

1. **Distribution of products**
 - selling practices & misselling of various insurance products, in particular life policies such as unit-linked products
 - remuneration schemes & conflict of interest (MIFID II & IMD I)
 - new distribution channels and their impact upon the industry
 - market transparency
 - usage of meaningful KID
2. **Complaints handling** systems
 - promoting transparency and best practices across EU, but how?
3. **Claims management** practices, especially in motor insurance
4. **Bodily injury claims** in motor insurance, common loss-adjusting practices
5. **Comparison websites** – key challenges in writing and enforcing proper regulation; unified regulatory framework
6. **New trends in financial services** and their impact on the industry and on consumers everywhere, including **financial innovation**
 - mobile phone insurance
 - telematics
 - use of social media
 - packaged bank accounts bundled with the sale of insurance products
7. **ADR**-Alternative Dispute Resolution