# Consumer Duty

**Distributor Response** 





### **Key links**

EMT reporting: PRIIPS and MIFID II (mandg.com)

#### Value Assessment report

Professional investor: <u>Annual Value Assessment</u>
Private Investor: <u>Annual Value Assessment</u>

#### **UK Funds**

Professional investor: Fund page
Private Investor: Fund page

#### Non-UK Funds

Professional investor: Fund page
Private Investor: Fund page

# Are M&G Investments expecting any further information from distributors?

Yes. Currently there is no industry consensus on what information or the mechanism to exchange this information from distributors to manufacturers. M&G Investments will be working with the Investment Association to explore potential opportunities. However as there is no definite plan or timelines, we will be exploring an alternative which is a bespoke in-house questionnaire. We will be reaching out to our distributor network in due course to provide details and request responses.

# 2. What Value Assessments have been undertaken by M&G Investments?

M&G Investments have undertaken different Value Assessments based on the investment fund type and is outlined below:

- UK domiciled funds Assessment of Value according to COLL regulation
- Non-UK domiciled funds Value for Money assessment
- UK Investment Trusts Annual fund review

In due course our approach & methodology to these Value Assessments may change and will be reflected in the EMT reporting accordingly.

## Will M&G Investments be amending existing distribution agreements in place with distributors?

No. M&G Investments treat all distributors alike and our existing distributor agreements already obligate M&G Investments and Distributors to adhere to FCA regulations and all applicable guidance. Therefore, we believe it is neither necessary nor appropriate to make amendments to accommodate the Consumer Duty regulations specifically. Any side letters or amendments issued by distributors will be rejected.

#### What information and format are M&G Investments 4 providing to distributors?

M&G Investments will be providing additional reporting of Value Assessment results for relevant investments within the industry-wide agreed revision to the EMT template (version 4.1). The scope of relevant investments is:

- UK domiciled funds (OEICs & Charity Unit Trusts)
- Non-UK domiciled funds (Luxembourg SICAVs)
- **UK Investment Trusts**

The EMT reporting is available on our website here: PRIIPS and MIFID II (mandg.com)

The Value Assessment report for our UK domiciled funds is available here: Annual Value Assessment | M&G plc (mandg.com)

**Note:** The Value Assessment report does not cover the non-UK domiciled funds or UK Investment Trusts (as per current regulatory requirements).

All our fund ranges are further supplemented with a suite of fund documentation which are available below (select 'Fund Literature' tab > select your required fund > click on 'Documents'):

- UK domiciled funds & Investment Trusts: Our funds | UK | M&G (mandg.com)
- Non-UK domiciled funds: Our funds | Lux | M&G (mandg.com)

Please note we will not be able to respond to individual requests for information in differing formats, as all the information required is available in the links above. We will have available information on AssetQ and Door for anyone using these platforms.

## 5. Has M&G Investments had any interaction with industry groups with respect to Consumer Duty?

Yes. M&G Investments have had active discussions with the Investment Association and been involved in multiple working groups and round tables with other manufacturers & distributors within the industry. We have also had discussions with the FCA directly, informing them of our plans and actions and sought feedback as necessary.

# Contact



#### Financial Adviser Helpline

#### 0800 328 3191\*

For further information on the M&G fund range, just speak to your usual M&G representative or call our Financial Adviser Helpline. Lines are open Monday to Friday 08:00 to 18:00.

- info@mandg.co.uk\*\*
- **₱** Financial Advisers online www.mandg.com/contactus
- Write to us at:

**M&G Customer Relations** PO Box 9039 Chelmsford **CM99 2XG** 



<sup>\*</sup>For your protection calls may be recorded or monitored. Before assisting you with your enquiry, we will ask you to: Identify yourself, provide your firm's FCA number and confirm certain information relating to our mutual customer.

<sup>\*\*</sup>Please note that information contained within an email cannot be guaranteed as secure. We advise that you do not include any sensitive information when corresponding with M&G in this way.