

## Institute and Faculty of Actuaries, **Regulatory Board**

<b>Subject</b>	Update on the implementation of the Professional and Regulatory Support Helpdesk	
<b>Meeting date</b>	14 May 2024	
<b>Previous Steer/Approval</b>	February 2020	Board <b>approval</b> of proposals for a new 'Professional and Regulatory Support Helpdesk'
	May 2020	<b>Update</b> to Board on refined, final proposals following the Board's steer
	July 2022	<b>Update</b> to the Board on plans for the review of the professional and regulatory support services for Members
	November 2022	<b>Update</b> to the Board on the review of regulatory support services, including next steps
<b>Related horizon scan code</b>	N/A	
<b>International issues considered?</b>	Yes – services relate to the whole membership	
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<b>Reviewer</b>	David Gordon, Senior Review Actuary	
<b>Purpose</b>	Noting	

### **A: Executive summary**

1. This paper provides an update to the Regulatory Board (the Board) on the launch of the Professional and Regulatory Support Helpdesk (the Helpdesk), which replaces the Professional Support Service (PSS) and regulation inbox as the main service for members' regulatory enquiries.
2. The paper also sets out the implementation and promotional plans for the coming months to ensure maximum member exposure to the new Helpdesk.

### **B: Introduction**

3. The last substantive update to the Board on this matter was provided in November 2022, with the paper setting out the findings from the Executive's review of the existing regulatory support services offered to Members.
4. The paper also set out the proposed changes to the current services, together with next steps and key milestones for the project.
5. The proposed changes relied upon the implementation of a new Customer Relationship Management (CRM) system and a refreshed Member Portal and were therefore very much dependent on wider IFoA digital transformation projects.

6. A significant amount of work has been carried out on these areas over the last year and we are now in a position to implement the new Helpdesk, which will benefit from the technological advancements the IFoA has made in recent months.

### **C: Background summary**

7. A review of the existing professional and regulatory support services for Members was carried out by the Executive and built upon a previous review carried out in 2019/20.
8. The objective of the review was to ensure our services reflect the needs of our Members and reinforce the IFoA's supportive approach to its regulatory role.
9. A number of information gathering exercises were carried out to collate feedback on the existing services, including engagement with external stakeholders and Members about the services and analysis of wider data from the member survey.
10. Concerns on the existing services received through feedback can be split into four main themes:
  - Lack of awareness about the support offered
  - Timing of responses
  - Methods of communication
  - Panel sizes
11. The new Helpdesk has therefore been developed to address those concerns and provide a more accessible and efficient process for members.
12. The full background can be found within paper 10 of the November 2022 Regulatory Board meeting (please contact [rbsecretary@actuaries.org.uk](mailto:rbsecretary@actuaries.org.uk) for a copy of the paper, if required).

### **D: Professional and Regulatory Support Helpdesk**

13. The new Helpdesk offers a number of improvements to the existing services to ensure the member experience is as streamlined and user-friendly as possible.
14. The most notable changes are:
  - A Helpdesk telephone line will now be available so that members can speak directly to a member of the Regulatory Policy Team;
  - The member portal will include a dedicated Helpdesk section with information on the support available and an online form to enable members to submit more detailed queries;
  - Members will have the option to choose how they would like to receive a response to their enquiry; and
  - All queries will be recorded on the IFoA's CRM to allow the Executive team to track queries and obtain a wider and more detailed suite of information for reporting purposes.
15. Work has been carried out to expand the panels who support the Helpdesk, with two new volunteers appointed in recent weeks and further work continuing to further expand the international presence on the panels.

16. There will also be improvements to the panel member experience, with an introductory session taking place to introduce the new members of the panels and the new aspects of the process.
17. The intention is to provide more direct updates to panel members when relevant changes are happening, with annual sessions for all panel members to come together and share their experiences.

**E: Next steps**

18. The Helpdesk is due to be launched in the week beginning 27 May, with various communications planned before, during and after this period.
19. Further volunteer recruitment will be carried out over the coming months to ensure a diverse range of expertise is available to assist with queries.
20. Further panel engagement will take place to ensure panel members feel supported.
21. The Executive will continue to review other areas of regulatory support that might be required, and a full post-implementation review will be carried out when the Helpdesk has been in place for one year.
22. A report covering the work of the service will continue to be submitted to the Board annually.

**F: Conclusions**

23. The Board is asked to **note** this update.