

## CONDUCT REGULATION INTERN

**Location:** ABI, One America Square, 17 Crosswall, London, EC3N 2LB

We operate a policy of spending a minimum of 40% of our working time in the office on average over the course of a month. (Flexibility can be discussed).

**Team:** Conduct Regulation

**Internship Duration:** 8 weeks

**Dates of Internship:** Tuesday 1 July to Friday 22 August 2025

**Induction/Training Day (compulsory):** Wednesday 25 June 2025 (9.30am to 4.30pm)

**Hours:** 9am – 5pm Mon - Fri with 1 hour per day unpaid for lunch (35 hours per week)

**Salary:** London Living Wage (currently £13.85 per hour)

**About The Association of British Insurers (ABI):** <https://www.abi.org.uk/>

The ABI is the voice of the UK's world-leading insurance and long-term savings industry, which is the largest sector in Europe and the third largest in the world. We represent over 300 firms within our membership, including most household names and specialist providers, giving peace of mind to customers across the UK.

The role of the ABI is to:

- Get the right people together to help inform public policy debates, engaging with politicians, policymakers, and regulators at home and abroad.
- Be the public voice of the sector, promoting the value of its products and highlighting its importance to the wider economy.
- Help encourage consumer understanding of the sector's products and practices.
- Support a competitive insurance industry in the UK and overseas

**We do not sell insurance, nor are we regulators of the sector.**

When meeting us, you'll quickly discover that the best thing about the ABI is the people. We're hugely proud that 98% of our people think individual differences are respected and we feel empowered to bring our whole self to work without fear of judgment and embrace all our differences as every voice matters.

The ABI has a relaxed, friendly, and collaborative workplace culture. Although we work in an open plan office, there are many phone booths and meeting rooms that can be easily reserved for focus time. In addition, the intern will be able to work remotely from home on some days according to ABI policies.

## **Project: Treatment of Customers in Vulnerable Circumstances**

### **About the role:**

Recent Financial Conduct Authority (FCA) research found that vulnerable customers, such as those suffering from domestic abuse, mental health issues, or in difficult financial situations, are more likely to report a negative experience with financial services firms, such as their bank or insurer, than non-vulnerable customers. The study also discovered that a quarter (25%) of people in vulnerable circumstances are uncomfortable discussing their condition with their financial services provider.

Anyone can become vulnerable as a result of their health, life events, ability to endure financial or emotional shocks, or a lack of financial or technological literacy. The ABI and its members are fully committed to ensuring that vulnerable customers feel comfortable disclosing their personal circumstances to their financial services provider and guaranteeing that they receive the support they need when they do. This project would be at the heart of this effort, enhancing the lives of customers throughout the UK.

The project will look at how insurers could work more flexibly to meet the needs of their vulnerable customers, as well as practical methods to improve the specialised help they provide. Given the complexities and changing nature of vulnerability, this project will make an important impact as it is a high-profile subject at the forefront of the FCA's regulatory agenda.

### **Outcomes**

- Developing a problem statement outlining actionable steps the insurance industry can take to provide greater levels of support for vulnerable customers.
- Engaging with the FCA on regulatory expectations in this area.
- Conducting member interviews.
- Supporting the work of the ABI Customer Vulnerability Network and Working Group.

### **Skills and qualifications required for the role:**

- Ability to work independently having been given clear instructions from the team.
- Ability to produce text (to be proof-read and approved by the team).
- A curiosity in learning about ways in which insurers can meet the needs of vulnerable customers.
- Research and writing skills.
- Willingness to demonstrate the behaviours associated with the ABI Values.

**Interviews will take place during weeks commencing 12 May and 19 May 2025.**