

# PCW/Supplier Forum – Consumer Communication & Engagement Working Group – meeting 3

## Agenda - Thursday 1 July 2021 @ 2pm

Item	Topic
1	<i>Introduction &amp; meeting aims</i>
2	<i>Cooling-off – confirm definition &amp; messaging approach</i>
3	<i>Principles of Consumer messaging</i> <ul style="list-style-type: none"><li>➤ <i>Including consideration of Risk R007 – Potential for consumer confusion</i></li><li>➤ <i>Unhappy path messaging</i></li></ul>
4	<i>Consideration of the journey from a Consumer perspective</i>
5	<i>Proposed Work Plan for this Working Group and dates of future meetings</i>
6	<i>Review of Actions Log</i>
7	<i>Updates/additions to the Forum Risk Register</i>
8	<i>AOB</i>

# Meeting aims....

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- Consideration of cooling-off arrangements and the provision of legislative clarity on when, within the consumer journey, the cool-off period commences.
- Discuss ‘principles of consumer messaging’ and develop an accurate and consistent consumer messaging framework, associated with cooling-off and other critical process elements.
- Consider Risk R007 – *‘Potential for customer confusion as the timeframe for switch completion dramatically reduces’*.
- Discuss consumer expectations from a communication/engagement perspective and align this with messaging principles outcomes.
- Consider the Working Group Work Plan and confirm approach to resolution of outstanding topic areas.
- A review of the Working Group Actions Log.
- Review and update the Forum Risk Register as required.
- Finally, consider AOB from Working Group members.