

# PCW/Supplier Forum – Consumer Communication & Engagement Working Group – meeting 2

## Agenda - Thursday 3 June 2021 @ 2pm

Item	Topic
1	<i>Introduction</i>
2	<i>Discussion: Minimum Messaging requirements and clarity over responsibilities:</i> <ul style="list-style-type: none"><li>➤ <i>Update on latest ‘Relevant Date’ definition</i></li><li>➤ <i>Areas where communication consistency may be beneficial to the consumer:</i><ul style="list-style-type: none"><li>○ <i>Next steps</i></li><li>○ <i>Cooling-off</i></li><li>○ <i>Switch speed</i></li></ul></li></ul>
3	<i>Consumer Requested Switch dates</i>
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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- Continued discussion on the topic of the **typical consumer journey, alongside consumer perceptions and expectations.**
- Further to discussions at the first Working Group meeting, continue to discuss and agree where the consistency of consumer communication/messages may be beneficial.
- Agree approach to Customer Requested Switch dates, further to Forum member action from the first Working Group.
- Consideration of the journey from a consumer perspective, including what a customer may reasonably expect to experience.
- Provide oversight of the proposed Working Group approach and confirmation of future meeting dates.
- Review the Working Group Actions Log.
- Review and update the Forum Risk Register as required.
- Finally, consider AOB from Working Group members.