



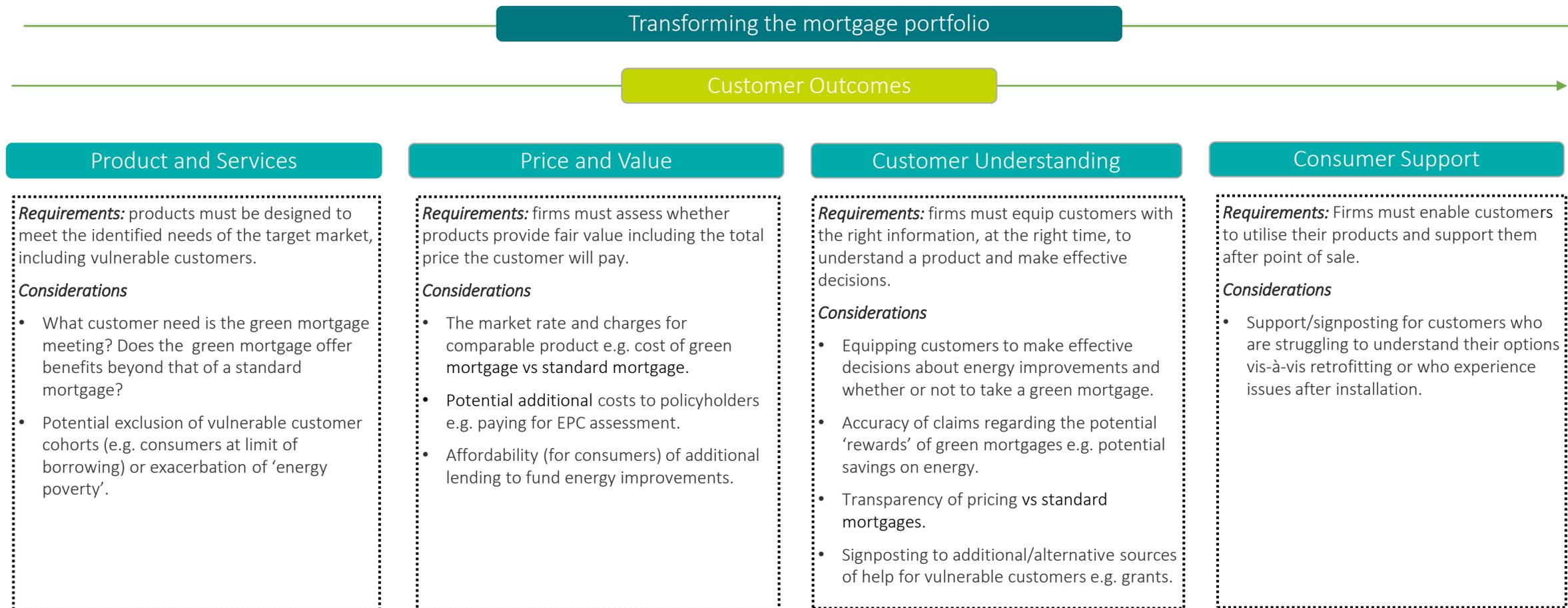
Appendix A

The FCA's Consumer Duty: regulatory 'guardrails' for transforming the mortgage portfolio

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The requirements set out under the Consumer Duty can act as guardrails for lenders as they look to transform the composition of their mortgage portfolio, helping them to develop high-quality green mortgages* and ensure appropriate standards of consumer protection. Using the consumer outcomes of the Duty as a starting point, we set out below some considerations for lenders.



*Green mortgages offer borrowers preferential terms to buy property that meets certain environmental standards. Often this will be new-build property that has a high energy efficiency rating but green mortgages can also be used to renovate properties to improve environmental performance.



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