



# CSA review

Issue 4 (2025)

In this issue:

How misinformation is harming consumers / CSA Market Insights Report / CSA Event Materials / NEW! CSA Digital Academy Training Workshops / FCA publishes speech from UKCC

# Contents

## Issue 4 (2025)

### | **CSA Updates and Developments**

Including strategic initiatives, industry developments and news that impact our members and stakeholders

### | **CSA Learning and Professional Development Updates**

Explore new learning opportunities, programmes and educational resources designed to enhance professional skills and support continuous development in the sector

### | **FCA and Regulatory Affairs**

Insights into recent updates from FCA and other regulatory bodies, including compliance guidance, policy work and key developments.

### | **Member News**

New announcements, partnerships and useful resources



## How misinformation is harming consumers: New CSA report

While the majority of customers engage constructively with their debts, a growing minority are falling prey to misinformation and disinformation.

Those responsible for spreading this kind of information often target the most vulnerable with enticing messages about escaping their financial circumstances, encouraging consumers to adopt strategies driven by misinterpretation of the law or baseless conspiracy theories.

As the challenge posed by misinformation continues to grow, it is essential that we explore potential solutions to mitigate their effects and avoid needless consumer harm.

In November CSA released a report calling on the Government and Information Commissioner to turn the tables on online 'finfluencers' who give inaccurate and potentially financially harmful advice to unsuspecting consumers, including those already facing significant problem debt.

The report – Misinformation: Addressing and preventing consumer harm – recommends Ministers strengthen existing Online Safety Act protections against fake online advice, and is calling for a unified, cross-sector response involving regulators, government bodies and consumer organisations to agree on interventions that would support consumers in debt to get accurate information and guidance online.

Daniel Spenceley, Head of Policy at CSA, writes: "It is frequently the most vulnerable who face the consequences of trusting in misinformation and we need to act now to empower the authorities to take action to tackle it. If stakeholders and policymakers act on the recommendations we are making, we believe this will help reduce harm and minimise opportunities for bad actors to exploit misinformation."

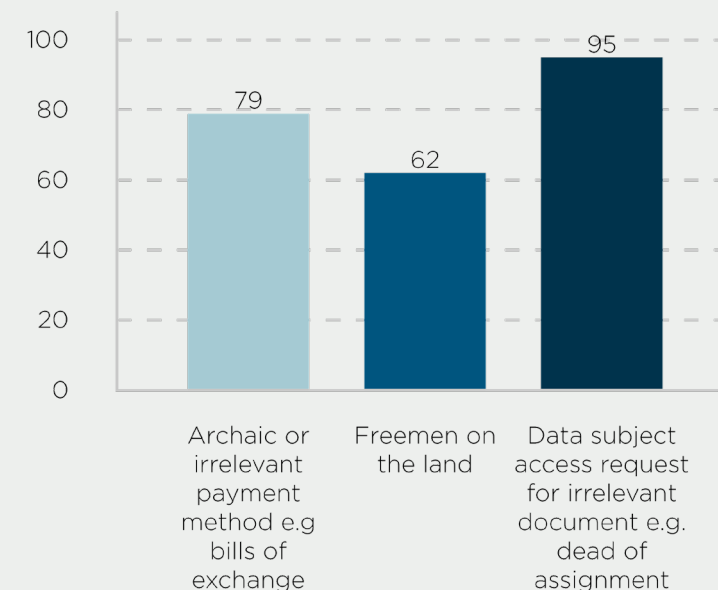
The paper also recommends:

- Cross-sector collaboration on resources and support
- Stronger accountability for misinformation
- Minimise opportunities for exploitation

[View the full report.](#)

### Percentage of firms seeing a steady or rising levels of these complaints / claims

Figure 1 CSA member event survey, March 2025



## Misinformation: preventing consumer harm



voice of the collections industry

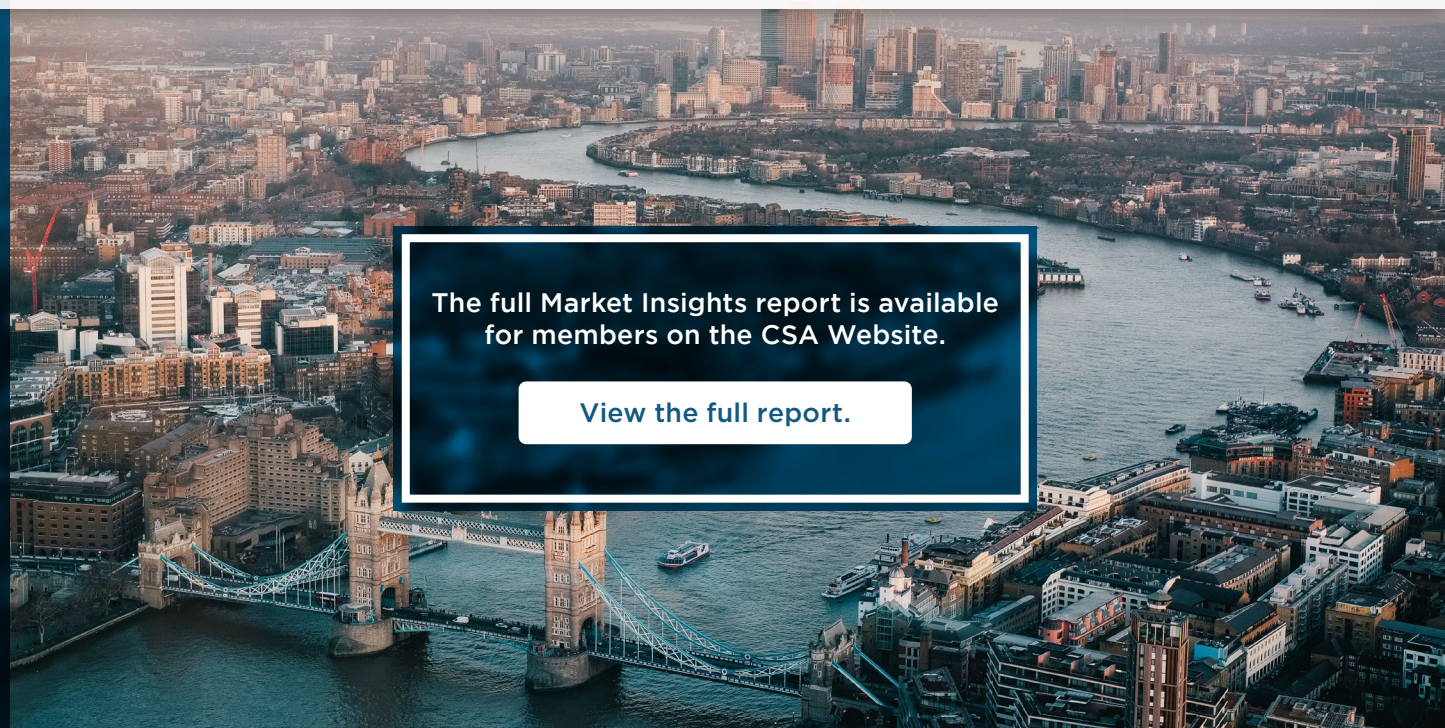


# CSA Market Insights Report 2023 - 2024

The CSA has produced this report which shares some of the insights from a range of data sources, including data submitted by CSA Members as part of the most recent full set of Data Gathering Initiative (DGI) data covering 2023/24.

Thank you to our Full and Foundation Members who submit annually to our DGI and will already have received a copy of this report.

**Publication of this report is strictly limited to CSA membership. Due to the nature and sensitivity of CSA Member DGI data we would kindly ask you not to share this report outside of your organisation.**



## The scale of UK debt

Our DGI data gives us a clearer picture of the amount of debt that is being managed by CSA members with members reporting debt purchases of almost £6 billion worth of debt throughout the 2023/24 reporting period. Members also reported the face value of debt owned in 2024 across the membership was £44.8 billion.

In terms of successful recovery, this indicates that CSA members are recovering anywhere between 8% and 10% of the debt referred to them.

## The value of the collections workforce

More than 10,000 people are employed across the CSA membership in both collector and non-collector roles. The ratio leans around 60:40 between collections and non-collections roles, with the latter encompassing a range of critical back-office areas including compliance, quality assurance, training and IT.

We know that in 2023/24, CSA members reported that they had recovered £3.45 billion across the consumer debt they managed and £1.07 billion across their commercial debt. This equates to an average return of around £435,000 per employee in the sector.

## Complaints data

In the 2023/24 DGI data, CSA members reported that 106,166 new complaints were received. When contrasted with the volumes of complaints escalated to the FOS and the CSA, it is apparent that very few require escalation. For example, of the 106,166 complaints made to CSA members, only 0.15% of those were subsequently escalated to the CSA for consideration.

Consumer credit, unsurprisingly, accounts for a large proportion of the complaints and enquiries that are made, echoing our statistics on the proportion of consumer credit debt managed by CSA members.

## Virtual Members' Meeting Materials

### October: Legal Rulings and Consultation Updates

[Download the materials](#)

- CSA Update
  - Market Insights paper
  - Recent legal ruling affecting business use of unqualified staff to run litigation under solicitor supervision
- Vexatious DSAR claims - Ashley Winton (Winton & Winton Solicitors)
- Recent key consultation responses for members

### November: Enhancing Customer Support and Tackling Misinformation

[Download the materials](#)

- CSA Update
- Improving signposting for non-English speaking customers
- CSA misinformation paper
- CSA market insights paper

### December: Strengthening Cyber Security and Risk Management Strategies

[Download the materials](#)

- CSA Update
- How to improve online security and protect against cyber threats
- Insights into the roles of cyber insurance in mitigating risks and managing cyber incidents
- Open forum

## Supplier Member Webinar

### How VRPs can power the next evolution of payments: Acquired

[Download the materials](#)

This 30-minute webinar, held on Wednesday 19 November with Lawrence Byers, Senior Product Manager at Acquired.com, explored:

- How Variable Recurring Payments are reshaping collections and lending sectors.
- How they put customers back in control while reducing fraud and failed payments.
- How VRPs outperform CPAs and Direct Debits in terms of cost, reliability, and flexibility.
- Plus, a live demo and real-world use cases from early adopters.

Don't miss this chance to see how VRPs can power the next evolution of payments in the credit and collections industry.

Speaker - Lawrence Byers / Senior Product Manager / Acquired.com



## CSA host HR workshop covering the removal of the Certification Regime and the 28 reforms in the Employment Rights Bill

\*Recording now available to purchase\*



On Tuesday 25 November, the CSA hosted an HR Workshop - Building Integrity and Accountability. The session explored the FCA's increasing focus on Non-Financial Misconduct, with insights from Sarah Thomas, Partner at Addleshaw Goddard, who brings over 20 years' experience advising some of the most high-profile FCA enforcement cases in this space.

Additionally, Amit Rao, Senior Compliance Manager at Addleshaw Goddard, discussed proposed reforms to SMCR, including the removal of the Certification Regime and the associated benefits, challenges and risks.

Finally we looked at the upcoming Employment Rights Bill and its 28 major reforms, with Alice Brackenridge from WorkNest outlining what these changes will mean for firms.

[If members would like to purchase a recording of the meeting, please click here.](#)



## HR insights shared with the CSA

Multinational Law Firm Dentons has shared some of its reflections on the themes that their Employment Law team have seen in the financial sector over the past year with the CSA.

### **Non-financial misconduct**

Many firms have informally earmarked the new year for a more structured review of their internal controls to ensure alignment with the FCA's guidance on non-financial misconduct, though there is some comfort that the FCA is not planning further sector-wide culture surveys.

### **Preventing sexual harassment**

Large financial services firms are increasingly setting the benchmark on assessing the risk of sexual harassment. Requests for in-person, scenario-based training are high.

### **Neurodiversity and inclusive practice**

There is an increased awareness of neurodiversity, and HR teams are becoming more attuned to the adjustments needed across the employee lifecycle.

### **Whistleblowing trends**

The FCA's Prescribed Persons Annual Report showed an increase in whistleblowing activity, with 1,131 reports between April 2024 and March 2025.

### **Employment Tribunal claims**

Dentons have seen a continued growth in Employment Tribunal Activity, with employers factoring further increases into their 2026 budgets as a result of the Employment Rights Bill.

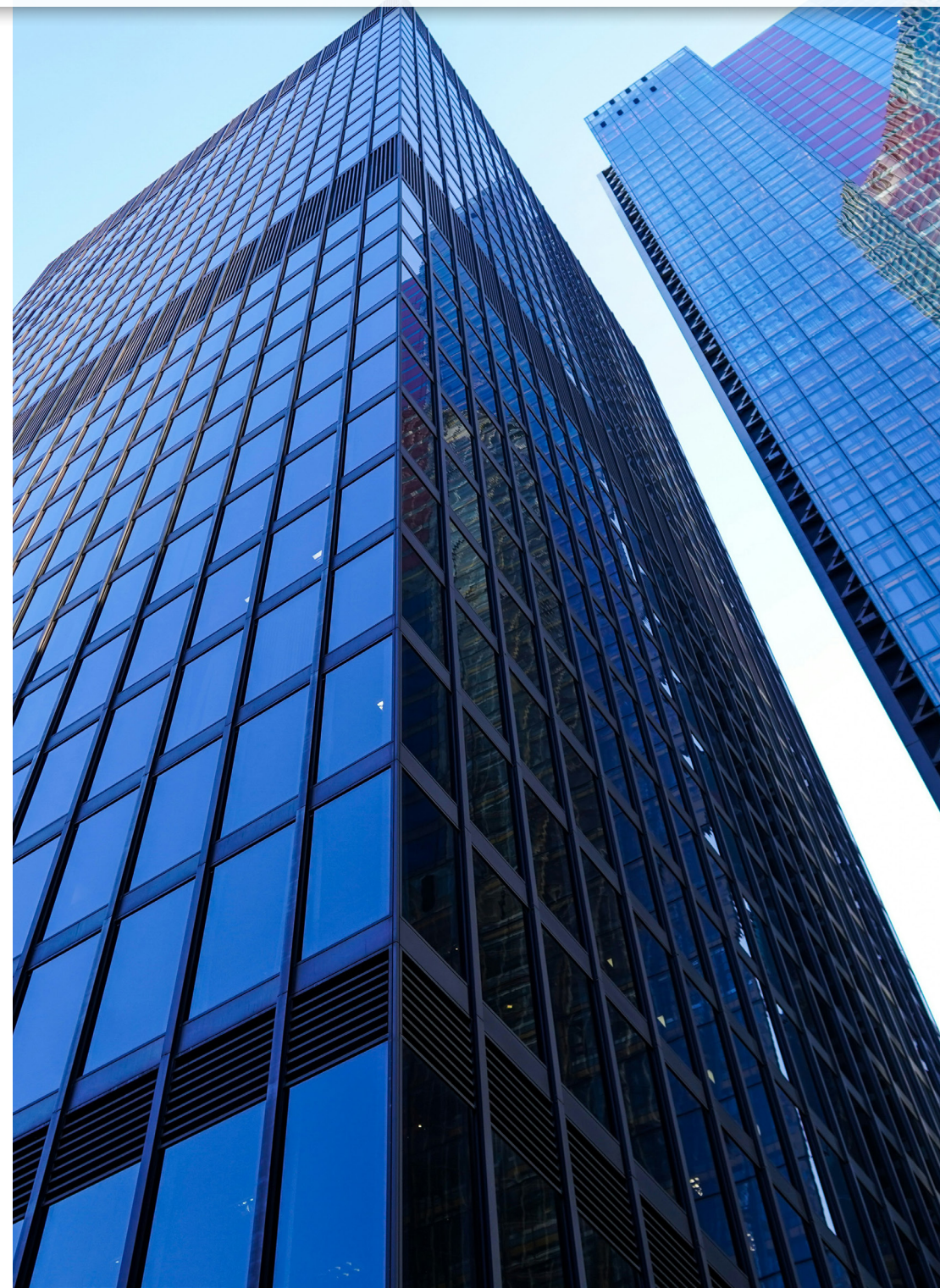
Dentons also noticed an increase in employers asking them to help design responsible, AI-enabled solutions that enhanced decision making, streamline workflows and identify emerging trends in claim patterns.

### **Maternity pay and family leave**

Some firms have begun to re-evaluate clawback provisions for enhanced family leave pay, despite increased generosity over recent years.

### **Return to the office**

Firms that have not previously taken a firm stance on return-to-office mandates are revisiting the position, often in the context of collaboration needs, performance management and culture expectations.



## CSA 2026 Events

The CSA is pleased to announce the upcoming events for 2026.

Please keep an eye on our weekly CSA Events email for announcements as registrations open.

### January

**Virtual Members' Meeting**  
Thursday 15 January | Online

**The Debt Collection Industry**  
Part 1 | Tuesday 20 January | Online

**L&D Networking Event**  
Wednesday 28 January | Online

### February

**The Debt Collection Industry**  
Part 2 | Tuesday 17 February | Online

**Virtual Members' Meeting**  
Thursday 19 February | Online

**Annual General Meeting**  
Thursday 26 February | Online

### March

**Regulation Roundtable**  
Wednesday 11 March | Scotland

**Virtual Members' Meeting**  
Thursday 19 March | Online

**Legislation and Regulation**  
Tuesday 24 March | Online

**L&D Networking Event**  
Wednesday 25 March | Online

**CSA Workshop**  
Tuesday 31 March | Online

### April

**Regulation Roundtable**  
Wednesday 15 April | Manchester

**Virtual Members' Meeting**  
Thursday 16 April | Online

**The Vulnerable Customer and  
Consumer Duty**  
Tuesday 21 April | Online

### May

**Regulation Roundtable**  
Wednesday 13 May | London

**Virtual Members' Meeting**  
Thursday 14 May | Online

**Complaints Handling**  
Part 1 | Tuesday 19 May | Online

**L&D Networking Event**  
Wednesday 20 May | Online

**CSA Workshop**  
Thursday 28 May | Online

### June

**Complaints Handling**  
Part 2 | Tuesday 8 June | Online

**Virtual Members' Meeting**  
Thursday 18 June | Online

### July

**Complaints Handling**  
Part 3 | Tuesday 7 July | Online

**L&D Networking Event**  
Wednesday 15 July | Online

**Virtual Members' Meeting**  
Thursday 23 July | Online

### August

**Financial Crime and  
Money Laundering**  
Tuesday 18 August | Online

### September

**UKCCC**  
Thursday 10 September | Burton

**Consumer Outcomes**  
Tuesday 22 September | Online

**L&D Networking Event**  
Wednesday 23 September | Online

### October

**Governance and Culture**  
Tuesday 13 October | Online

**Regulation Roundtable**  
Wednesday 21 October | Scotland

**Virtual Members' Meeting**  
Thursday 22 October | Online

### November

**Negotiation Skills and  
Objection Handling**  
Tuesday 10 November | Manchester

**Regulation Roundtable**  
Wednesday 11 November | Manchester

**L&D Networking Event**  
Wednesday 18 November | Online

**Virtual Members' Meeting**  
Thursday 19 November | Online

**CSA Workshop**  
Tuesday 24 November | Online

**Regulation Roundtable**  
Wednesday 25 November | London

### December

**Leadership and Management**  
Tuesday 8 December | Online

**Virtual Members' Meeting**  
Thursday 17 December | Online

[View past CSA Event Materials](#)

## CSA responds to FCA and FOS consultations

The CSA has submitted comprehensive responses to the Financial Conduct Authority's (FCA) consultation on modernising the redress system (CP25/22), and HM Treasury's review of the Financial Ombudsman Service (FOS).

Across both consultations, we welcomed proposals to improve clarity and consistency in the redress system, including enhancing the "fair and reasonable" test in law and requiring the FCA to provide regulatory views on ambiguous rules.

However, we highlighted concerns about FOS acting as the sole gatekeeper for referring such issues to the FCA and called for a more transparent and inclusive process with appeal options. We also backed the introduction of a registration stage to confirm complaint validity and prevent charges for cases outside FOS's jurisdiction.

To ensure the success of these reforms, we emphasised the need for cultural change within FOS, more consistent decision-making, and timely implementation of the proposed changes.

[View our response to the FCA](#)

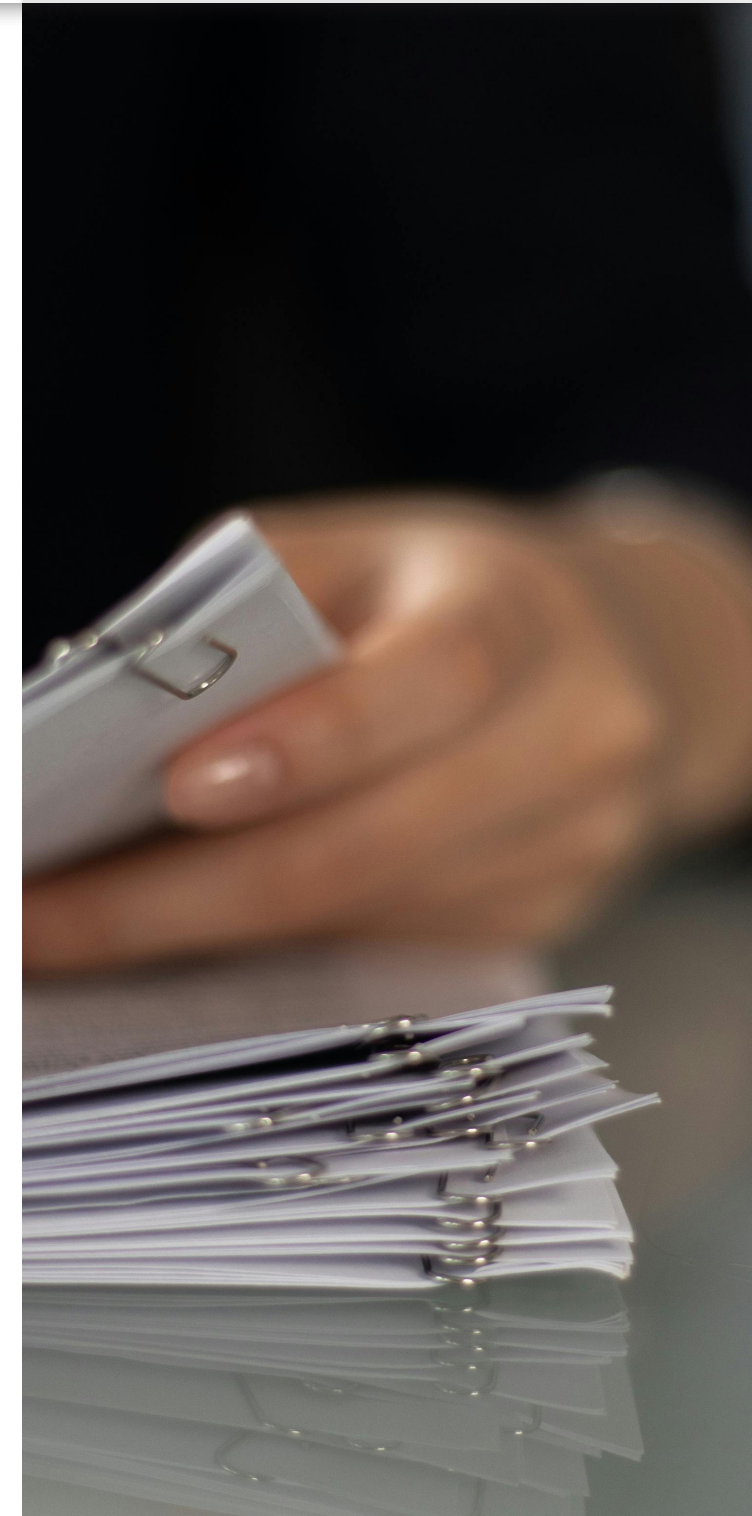
[View our response to FOS](#)

## CSA responds to motor finance redress consultation and writes to FCA

The CSA has submitted its response to the FCA's consultation on the motor finance redress scheme. Buried in the consultation is a proposal that would potentially introduce liability for the redress scheme for debt purchasers, a proposal that could have grave ramifications for the sector as a whole, not to mention creditors. We have therefore put together a response to the consultation, setting out the myriad reasons why the FCA should not proceed with this approach – fairness; undermining of contract law; poor customer journey; scheme not designed for debt purchasers.

We have also separately written to the FCA's chief executive, Nikhil Rathi, to express our concern and to highlight the FCA's complete failure to engage with the industry in any way on this subject.

[View the motor finance consumer redress scheme consultation](#)



## CSA Board nominations: online portal opens Monday 5 January 2026

The Credit Services Association's Annual General Meeting will take place on Thursday 26 February 2026 (10.00-11.00) as a virtual event.

The online portal to accept nominations for Board Director candidates will open on Monday 5 January 2026.

There will be four vacancies available, and nominations are sought from eligible (full) member candidates.

The CSA has made commitments to strive towards greater diversity and inclusiveness in both our executive team and at Board level – and we would particularly wish to encourage nominations from women and ethnic minority groups. A diverse senior team helps to ensure we achieve a broad range of skills and experience in the way the CSA is governed, so we would urge you to nominate yourself or encourage a colleague who might be a good potential Board member; we're happy to speak with anyone interested to set out what's involved and how much of a commitment it is. A great first step is to contact us to learn more about how our Board works.

## CSA CEO Chris Leslie re-elected to FENCA board



Following the FENCA Annual General Meeting, CSA CEO Chris Leslie has been re-elected to the FENCA Board, along with several other board members and FENCA President Claus Spedtsberg.

Speaking on the elections, FENCA said: "We are pleased to announce that all were re-elected with a unanimous vote, reflecting the confidence of the membership in their continued leadership."

FENCA represents the interests of the European credit management, debt collection and debt purchase sector at European level, coordinating with the institutions of the European Union, stakeholders in the European financial services industry, consumer groups and the European public.

## New CSA Blog - Addressing Industry Challenges

On Thursday 20 November Claire Aynsley, Head of Membership at CSA, joined a panel of experts at the Credit & Collections Technology Think Tank event.

The panellists' discussion covered areas including what pressures are shaping customer behaviour, how the ever-changing regulatory framework is one of the main challenges facing the industry, and whether current regulatory approaches are improving customer outcomes or creating unintended burdens.

[Read the full blog here.](#)

## CSA launch LinkedIn Newsletter

The CSA has launched a weekly LinkedIn Newsletter which shares the CSA's recent activity, as well as important updates from across the debt collection and wider financial industry.



[Subscribe to the Newsletter](#)

## FCA publishes speech from UKCCC 2025

The Financial Conduct Authority's regulatory update at the recent CSA's UK Credit & Collections Conference (UKCCC) outlined its five-year strategy to strengthen consumer trust, rebalance risk, and support sustainable growth while maintaining consumer protection as a core priority. Key initiatives include streamlining regulatory returns, modernising the redress system, and supporting Consumer Credit Act reforms to reduce burdens on firms and improve transparency.

The FCA has set out several sector-specific priorities for the next 12 months, starting with improving the tone and clarity of firms' communications. Firms are expected to adopt supportive messaging that encourages constructive engagement and avoids intimidating language, with the FCA using data-led reviews to monitor compliance. Additionally, firms must regularly review and update their regulatory permissions, as the FCA will continue to cancel unused or unnecessary permissions. Fair Value remains a key focus, with firms required to justify debt collection fees and demonstrate alignment with FCA principles, including CONC and Consumer Duty.

Other areas of concern include delays in resolving disputed debts, which the FCA views as falling short of Consumer Duty expectations, and significant inconsistencies in complaint handling. Some firms fail to identify or record complaints properly, provide clear signposting, or offer accessible channels for lodging complaints. The FCA will continue monitoring complaints data and provide feedback to firms, aiming to remove friction and improve transparency. These measures reflect the regulator's commitment to ensuring fair treatment, clear communication, and robust consumer support across the sector.

[The full statement can be read on the CSA website here.](#)

# UKCCC 2025

11 SEPTEMBER | MANCHESTER

IN ASSOCIATION WITH

 **DATA ON  
DEMAND**

#UKCCC

UKCCC heading back to the  
home of English football

## Hilton St George's Park Thursday 10 September 2026

The 2026 event will once again be held at St George's Park, Burton on Trent on Thursday 10 September.

St George's Park is home to all 23 of England's national football teams, and sits on the edge of the National Forest, positioned within 330 acres of Staffordshire countryside.

Open to both CSA members and non-members, the UKCCC brings together professionals from across the collections and wider credit industry to discuss the most pressing issues faced by firms and their customers, and industry stakeholders.



Event highlights from 2024

Average UKCCC rating



4.5 stars

Average networking rating



4.4 stars

Average exhibition rating



4.3 stars

UKCCC  
2026  
ST GEORGE'S PARK | BURTON

[Find out more on the UKCCC website](#)

\*Ratings from to UKCCC 2025 delegate feedback

## Another award win for CSA Learning and Lowell

For the second time this year, CSA Learning and Lowell have jointly won an award, this time the Excellence in Training award at the Collections and Vulnerability Awards 2025. Run by Credit Strategy, the Awards recognise the incredible resilience and innovation of collections professionals who are leading the way in tackling customer vulnerability.

To win the Excellence in Training category, the two companies had to fend off tough competition from finalists Leeds Building Society and The Money Advice Trust. The judges were impressed with how the CSA tailored its [Level 2 Credit Controller & Collector apprenticeship programme](#) to offer Lowell a bespoke 12-month blend of regular learning. As part of this unique programme, CSA and Lowell also included Mental and Financial wellbeing training, working with Money Ready, a youth financial literacy charity, to deliver engaging content. This resulted in all apprentices taking immediate action to improve their own wellbeing, and then using this knowledge to help Lowell's customers.

Commenting on the win, CSA Director of Learning and Development Harvey Watson said: "I am delighted that we have picked up another award this year for our work on this initiative. Different sets of judges are clearly impressed with the evidence-based success of the collaboration and are recognising the benefits bespoke training can bring to both business and employee. When a training programme is tailored to a business' needs as well as the needs of its staff, it is a cost-effective way to develop and retain skilled staff. Winning this industry award again, against tough competition (again!), helps to solidify our position as one of the top training providers working in the sector and I would urge any members interested in this type of [bespoke training](#) to get in touch!"

Kathryn Morgan, Lowell Financial's Managing Director added: "We are thrilled to have been recognised alongside the CSA for our joint commitment to developing our people and supporting customer wellbeing. This award highlights the value of tailored, collaborative training programmes in equipping our colleagues with the skills and confidence to make a real difference to customers' lives, particularly those who are most vulnerable. Our partnership with the CSA has enabled us to deliver meaningful, practical learning that puts wellbeing at the heart of everything we do."

The awards ceremony took place on Wednesday 16 October at The Monastery in Manchester.

COLLECTIONS &  
VULNERABILITY  
AWARDS

Headline partner

LANTERN  
GROUP

LANTERN  
GROUP



COLLECTIONS &  
VULNERABILITY  
AWARDS

Headline partner

LANTERN  
GROUP

#CVawards

LANTERN  
GROUP

## The Budget and Apprenticeships: what Members need to know as Levy and Non-Levy Payers

Harvey Watson - Director of Learning and Development, CSA

Leveraging apprenticeship reforms can help you, as CSA members, build capability, boost compliance, and manage emerging skill gaps in areas like operations, consumer duty, and dealing with the most vulnerable in society.

So how does the budget affect Apprenticeships and what are the key changes and updates for members?

**For Non-Levy Paying Employers** - we know most of our members are non-levy payers so we wanted to highlight the changes relevant to you, and as part of this remind you that apprenticeship schemes have ZERO training cost, low administration requirements (we do it for you!), and are a great pathway to build early career talent.

### 1. Fully funded apprenticeships for under 25s

From April 2026, training and assessment for apprentices aged 16-25 will be 100% government-funded, no co-investment needed.

### 2. Employer NI savings

SMEs employing apprentices under 25 also save on employer National Insurance contributions, offering further payroll relief.

**For Levy-Paying Employers** - for our levy paying employers, after reviewing the changes, we want to encourage you to scale up pipeline flow and align apprenticeship starts with levy availability. This will help to close operational skills gaps before funds expire.

### 1. End of 10% government top-up

Employers will now only receive exactly what they pay in, reducing their training budget by ~10%.

### 2. Levy funds expire after 12 months

Unused levy funds will no longer roll over for 24 months—strict “use it or lose it” policy requires quicker planning.

### 3. Increased post-levy co-investment

Once levy funds are depleted, the government contribution drops from 95% to 75%, raising the employer's share from 5% to 25%.

### 4. Modular training (“Apprenticeship Units”) from April 2026

Short, targeted modules in high-demand skills like digital and compliance can improve agility and reduce training inertia.

For more information on how you can utilise the apprenticeship levy for both non levy payers and levy payers, please get in touch - [harvey.watson@csa-uk.com](mailto:harvey.watson@csa-uk.com).



## CSA Digital Academy Training Workshops

CSA Learning is hosting a new series of Training Workshops for 2026 – a fantastic opportunity for professionals in the credit and collections industry to sharpen their skills and stay ahead of the curve.

Led by CSA tutors and subject matter experts, there will be one sector-specific workshop each month – these bite-sized sessions packed with practical insight – will cover compliance, negotiation, leadership, technology, resilience, and more.

Highlights from the 2026 calendar include:

- **Navigating legislation and regulation with confidence**
- **Mastering negotiation and objection handling**
- **Building resilience and emotional intelligence**
- **Leadership and project management essentials**
- **Customer service excellence and communication skills**
- **Staying ahead of industry trends and FCA guidance**

The full list of monthly workshops can be found below.

<b>The Debt Collection Industry Part One</b> Tuesday 20 January   Online	<b>The Debt Collection Industry Part Two</b> Tuesday 17 February   Online	<b>Legislation and Regulation</b> Tuesday 24 March   Online	<b>The Vulnerable Customer and Consumer Duty</b> Tuesday 21 April   Online
<b>Complaints Handling Part One</b> Tuesday 19 May   Online	<b>Complaints Handling Part Two</b> Tuesday 9 June   Online	<b>Complaints Handling Part Three</b> Tuesday 7 July   Online	<b>Financial Crime and Money Laundering</b> Tuesday 18 August   Online
<b>Consumer Outcomes</b> Tuesday 22 September   Online	<b>Governance and Culture</b> Tuesday 13 October   Online	<b>Negotiation Skills and Objection Handling</b> Tuesday 10 November   Online	<b>Leadership and Management</b> Tuesday 8 December   Online

[Book now](#)

## CSA APPRENTICESHIPS.

Increase retention. Unlock capability. Build capacity.

## THE DIGITAL ACADEMY.

Learning for everyone everywhere.

## BESPOKE LEARNING SOLUTIONS.

What you want when you need it.

[Visit the CSA Learning website](#)

## FCA makes further reductions to its data reporting requirements

The FCA has announced additional reductions to its reporting requirements for 11,000 firms, following previous reporting cuts in August 2025, to 36,000 organisations. The new cuts are for Retail Mediation Activities returns, intending to benefit firms carrying out retail intermediary activities.

## FCA publishes Consumer Duty review update and key focus areas for 2025-2026

The FCA has outlined four priority areas under the Consumer Duty. These include assessing how firms are embedding the Duty, improving outcomes for customers in vulnerable circumstances, enhancing the quality of customer support, and reviewing the fairness of product value. The FCA is particularly focused on how firms use data to monitor and demonstrate good outcomes, and it encourages openness about both effective and poor practices to help raise standards across the sector.

Members should also be aware that the FCA is reviewing how closed products and services are managed, with a focus on reducing harm and improving oversight. Firms are expected to show proactive compliance, supported by governance structures that align with the Duty's principles. A strong organisational culture that prioritises positive consumer outcomes is essential, and Members should be prepared to evidence their progress through clear data and reporting.

[View the FCA's consumer duty focus area page here.](#)

[View the Consumer Duty requirements review here.](#)

## The FCA and Practitioner Panel publish their 2024/25 survey findings

The FCA, working with the Practitioner Panel, has published the results of its 2024/25 survey of regulated firms. The findings offer a snapshot of how firms view the FCA's performance, with satisfaction and trust levels remaining broadly in line with previous years. The Practitioner Panel noted the importance of using this feedback to inform future improvements and to support the delivery of the FCA's five-year strategy.

Firms highlighted several areas where further progress is needed, including better support for business growth, fewer data requests, and clearer, more efficient supervisory communications. In response, the FCA has already begun making changes, such as updating listing and disclosure rules, and consumer advice, and launching an AI innovation lab.

[View the FCA and Practitioner Panel survey findings here.](#)

## FCA's Jessica Rusu delivers speech on their vision for growth-focused regulation

At the Future of Fintech conference, Jessica Rusu, Chief Data, Information and Intelligence Officer at the FCA, presented a new regulatory direction designed to support innovation and economic development. Key initiatives include the Supercharged Sandbox and AI Live Testing, which offer controlled environments for firms to trial new technologies. The FCA also launched the Smart Data Accelerator to advance Open Finance, encouraging secure data sharing and improved outcomes for consumers. These measures form part of a wider strategy to position the UK as a leading destination for fintech investment, with specific plans for crypto regulation and a new Scale-Up Unit to assist fast-growing businesses.

[View the full speech here.](#)

## Intrum share European Consumer Payment Report 2025

The latest European Consumer Payment Report. (ECPR) paints a complex picture of UK households a market where optimism is rising, yet financial vulnerability is deepening. For CSA members, Intrum believe these insights are more than statistics; they're a call to action for how we design credit journeys, collections strategies, and customer support.

The report includes:

- Consumer confidence vs financial reality
- The Money Management Index
- How technology is driving change
- Consumer financial health

[View the full report](#)

## Nick Cherry appointed as Divisional CEO at Phillips & Cohen Associates, Ltd. and Ardent Credit Services

Nick Cherry has been appointed as Divisional CEO at Phillips & Cohen Associates, Ltd. and Ardent Credit Services.

Speaking on his appointment, Nick said: "Our goal is to be the service provider of choice for clients in all of our markets and to constantly give clients a reason to trust us and explore ways to broaden the partnership."

## Everyday People Financial Corp. acquires ACT Credit Management Limited

Financial services provider, Everyday People Financial Corp. has acquired ACT Credit Management Limited. Commenting on the acquisition, Everyday People said: "We are proud to announce our fifth acquisition, marking another key milestone in the expansion of our revenue cycle management business pillar."

## Opos Limited appoint new Head of Business Development

Lewis Nixon has been appointed new Head of Business Development, operating across Opos Limited and DDI Software.

Scott Dawson, Managing Director at Opos and DDI said: "Lewis now joins us to support the next phase of growth across both Opos and DDI. His knowledge, passion for technology, and commitment to improving industry standards align perfectly with our vision and future plans."

## ARC Europe acquired by Credit Clear

ARC Europe have been acquired by digital payment technology provider Credit Clear, with ARC Europe's Co-Founders intending to continue in their existing roles.

Speaking on the acquisition, Credit Clear CEO and MD, Andrew Smith, said: "By integrating ARC Europe's operations with Credit Clear's we aim to enhance efficiency via the scalability of our digital-first model and drive superior outcomes in the UK and European collections markets."

## Lantern appoints new COO

Lantern has announced that it has appointed Charlotte Symonds as its new Chief Operating Officer (COO). Commenting on the appointment, Paul Mason, Lantern CEO, said: "It's fantastic to welcome Charlotte to the team, whose expertise is already helping to shape our operations to deliver outcomes for our customers facing financial challenges. We're confident she will play an integral role in helping us continue to support vulnerable people and tackle the UK's personal debt problem head-on."

## Phillips & Cohen Associates announces new structure under PCA Global Ventures parent and appoints divisional CEO

PCA Global Ventures has launched as the parent company overseeing a global family of brands in financial recovery and estate management services. The group includes Phillips & Cohen Associates, Ltd., Ardent Credit Services, Invenio Financial, and The Estate Registry, which encompasses LegacyNOW, InheritNOW, and NotifyNOW.

## Denise Crossley joins Data on Demand board

Former CSA board member, Denise Crossley, has joined the board of CSA Supplier Member, Data on Demand.

Denise said: "Data On Demand is solving practical problems with intelligent data. I'm thrilled to support a team that puts outcomes for consumers and clients at the centre of innovation."

## CSA shares End of Year survey

The CSA has shared its end of year survey asking members how it performed during the past 12 months and what their priorities are for the year ahead.

Thank you to those members who have already completed the survey which helps the CSA to focus its efforts and resources in the right way.

The deadline to complete the survey is Wednesday 24 December.

[Complete the survey](#)



voice of the collections industry