

# Conduct Risk Management: Treating customers fairly through LIBOR transition

## UNDERSTAND YOUR OBLIGATION TO YOUR CLIENTS



### DURATION

~45 mins – 1 Hour



### DELIVERY CHANNEL

eLearning



### SHAREABLE CERTIFICATE

Earn a Certificate of completion



### DIFFCULTY

Intermediate Level

Get started 

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### COURSE OVERVIEW & BENEFITS

This course covers the identification and management of conduct risk for firms that are, or will be, engaged in the transition away from the Interbank Offered Rates (IBOR) toward new alternative risk-free rates like the Secured Overnight Financing Rate (SOFR).

'Conduct Risk Management: Treating customers fairly through LIBOR transition' enables market participants to identify and mitigate conduct related risks. The course covers key considerations relating to the development of client communications and education strategies when dealing with clients in relation to LIBOR transition.

In this course, participants will also gain an understanding of a best practice framework in developing their client engagement strategy and planning. Case studies are integrated into this course.

### LEARNING OBJECTIVE

Build the skills and knowledge required to identify and manage conduct risks associated with client communication strategy in relation to LIBOR transition.

### COMPETENCIES GAINED

#### Participants will be able to:

- Understand your obligations to your clients during the transition away from LIBOR
- Identify the major conduct risks for an organizations as they transition away from LIBOR
- Understand best practices relating to building a client communication strategy
- Understand client communication content and logistical considerations of client communications
- Understand best practices relating to education and training strategies for both internal employees and external clients
- Understand Record keeping and monitoring obligations
- Learn through case-study based scenario training
- Learning is validated with a final assessment (80% pass rate required to earn course certificate)

### TARGET AUDIENCE

This intermediate level course is suitable for anyone whose work includes interacting with clients whose products are currently linked to LIBOR, both on a direct and indirect basis. Recommended for front office individuals and / or client facing individuals.

### COURSE FEE

USD \$300 for individuals. We offer discounted pricing for enterprise sales, please contact [sales@SOFRacademy.com](mailto:sales@SOFRacademy.com)