

## Consent Order Summary

2017 – 2018: Quarter 1

There were a total of twelve Consent Orders agreed during Quarter 1

Six cases involved breaches identified by a regulatory visit: Three cases where a firm did not have robust systems to keep clients' money secure, one case of competence and two reviews regarding General Insurance Mediation. The consent orders in these cases included requirements to attend workshops and to pay the costs of the RICS investigation and monitoring of compliance with the order.

Six cases arose from complaints raised by members of the public. The terms of these consent orders included fines, the payment of RICS investigation costs, and action to attend training.