

## Consent Order Summary

2017 – 2018: Quarter 3

There were a total of eleven Consent Orders agreed during Quarter 3

Nine cases involved breaches identified by a regulatory visit: Eight cases where a firm did not have robust systems to keep clients' money secure and one case where the firm had failed to uphold professional standards. The consent orders in these cases included requirements to attend workshops, paying the costs of the RICS investigation and balancing the amount of monies in the client money account.

Two 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 improve controls around security of clients money.

