

## Mark Aengenheister

Director  
London

### Biography

Mark is a highly skilled programme manager. With 20 years' experience, he manages complex regulatory, remediation and operational programmes and brings efficiency to smaller projects. Mark's clients range from large retail and investment banks to high growth start-ups. He has worked with consultancy firms, for global banks and as an independent consultant. His understanding of the regulatory context and the operational, systems and governance constraints within which clients operate, enables him to work collaboratively with client teams and think creatively to find solutions for keeping projects on track and propose alternative approaches if needed.

Mark manages the Hogan Lovells Consulting business to ensure legal and consultancy teams work seamlessly with our clients to address needs across risk, control, governance and change.

### Representative experience

Managing the legal and consulting deliverables on a programme for setting up a new retail digital bank and liaising with the bank's delivery, legal and consulting teams

Managing the set-up of an outsourced legal delivery function and advising high growth start-ups on efficiency in the legal and compliance teams



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### Practices

Financial Services

Financial Services Regulatory  
Consulting

Hogan Lovells Solutions

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### Industries

Financial Institutions

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### Areas of focus

Remediation

Compliance Effectiveness

Compliance Readiness

Complaints Management

Regulatory Due Diligence

UK Retail Bank Programme lead for delivery of remediation activities, working with regulators and nominated representatives

Legal & Regulatory lead for setting up new US based entities to support business growth for UK payments firm

Business Readiness and Implementation lead for major system re-platforming

Consultant to firms for the design and establishment of internal change delivery structures

## Latest thinking and events

### ■ News

- UK access to cash: FCA publishes final rules

### ■ Insights and Analysis

- UK FCA publishes findings on firms' treatment of Politically Exposed Persons

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### ■ News

- UK Consumer Duty: FCA publishes results from insurance multi-firm review of outcomes monitoring

### ■ News

- UK FCA finalises changes to create stronger framework to support borrowers in financial difficulty

### ■ News

- UK Consumer Duty: FCA gives more implementation feedback and some focus areas for closed books work