

## Caroline Walters

Adviser

### Biography

With over 25 years' experience in financial services, Caroline has developed a reputation for providing pragmatic, insightful advice and support drawn from her experience as a director in a global Bank and a top 4 consulting firm, working predominantly across financial services as well as energy and telecoms. She has delivered a variety of complex projects which have resulted in the successful design and delivery of new products, sales processes, remediation, complaints improvement and all aspects of conduct risk and strategy.

Caroline's NED experience allows her to consider the likely risk, operational and commercial considerations from the firm's perspective. This is reflected in her pragmatic approach to supporting and advising clients.

Caroline frequently works with firms to determine and mitigate key regulatory risks or deliver practical solutions where risks have crystallised. She is relied upon to provide balanced advice that takes account of both regulatory requirements and commercial objectives of clients.

### Latest thinking and events

- Insights and Analysis
  - UK Consumer Duty: Lessons learned
- News
  - Financial Institutions Horizons 2024
- Hogan Lovells Events
  - FT Board Director Programme: Board Masterclass



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### Practices

Financial Services Regulatory  
Consulting

Financial Services

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### Industries

Financial Institutions

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### Areas of focus

Remediation

Compliance Effectiveness

Compliance Readiness

Complaints Management

Regulatory Due Diligence

Risk Management, Governance, and  
Compliance

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