



### Our Business

#### Financial Difficulty and Vulnerability

Every organisation which transacts directly or indirectly with consumers faces increasing social, political and regulatory expectation relating to how their customers are engaged, treated and protected.

Where firms interact with customers who may be in financial difficulty or potentially vulnerable circumstances the expectations are enhanced. The Financial Conduct Authority, The Gambling Commission and OFGEM continue to issue fines and sanctions for poor customer treatment and protection.

Our experienced team at Map Room have supported organisations to pro-actively develop or transform their capability in these areas and delivered some of the most challenging enforcement programmes in the UK to date.

We work with clients across industries to ensure that appropriate policies and strategies are in place, effectively executed and appropriately monitored to protect consumers and organisations for the long term. We also provide regulatory, transformation and remediation programme and outcome testing support.

#### About Us

Map Room is a specialist consultancy practice operating across markets in the UK, US and Mainland Europe. We provide expertise, specialist resourcing and advisory services to clients across complex specialisms including Risk Management, Transformation, Resilience and Sustainability

#### Practitioner Led

As a practitioner led organisation our Directors, Consultants and Associates are experts in their respective fields with a depth and range of experience un-matched by traditional consultancy firms. Our teams are built on talented individuals with real-world knowledge and application.

#### Our History

Map Room was formed in 2012 and is a Bateman Collins International Group company. The Group was founded with the objective of transforming traditional markets including executive search, consultancy and leadership advisory. Now operating across three continents from our London HQ we deliver on a global scale in the most complex markets.

### Complex and Critical Relationships

At Map Room we consider there are two critical interactions between organisations and their customers which determine the strength and length of the customer relationship...

- Initial Customer Acquisition Experience
- Supporting the Customer when they need it most.

Collections, Complaints, Vulnerability and Specialist Support teams across organisations have the greatest and most complex role to play in maintaining customer protection, wellbeing, retention and loyalty.

Across industries from Financial Services to Gaming to Health Care the increasing regulatory focus on customer outcomes as the core measure of consumer protection places further importance on the effectiveness of these critical functions.

### Scale of The Debt Challenge

<b>£1.6 Trillion</b>	The total amount of consumer debt outstanding in the UK
<b>£31,000</b>	Average UK Household Debt in 2020
<b>112%</b>	Average Debt Per Household to Average Household Income
<b>2,600</b>	New Debt Advice Cases handled by Citizens Advice Every Day in 2019

**26 Years**

The length of time it would take an average UK Household to repay their consumer credit debts

### Vulnerable Customers



32% of UK Adults are considered financially vulnerable



13.9 Million People in the UK have a recognised disability



50% of UK Adults participate in gambling, 7% are identified as at risk of problem gambling.



3 Million UK Incidents of Fraud each year



1 in 4 People in the UK experience mental health problems each year



Over 3 Million People in the UK are living with severe or terminal illness

### Map Room Services

- Conduct and Compliance Advisory
- Customer Outcome Testing and Compliance Monitoring
- Policy, Strategy and Implementation Design
- Regulatory and Transformation Programme Delivery
- Section 166 and Regulatory Enforcement Support
- Technology Design and Delivery
- Remediation Programme Design and Delivery
- Specialist Resourcing
- Debt Advice, Charity and Academic Partnering
- Research and Thought Leadership

- BE A FORCE FOR GOOD
- BE DISRUPTIVE
- OPERATE WITH INTEGRITY
- CONTINUALLY INNOVATE
- DELIVER ENHANCED VALUE