

Delivery, Change and People: 2012-2014 and beyond

Clive Maxwell, Chief Executive, Office of Fair Trading

Recent successes:

Penalty of
£58.5m
imposed
on BA

Yes
Loans'
licence
revoked

Airline
payment
card
surcharge
changes

Mobility
aids
enforce-
ment

Two SOs:
online
hotels and
trucks

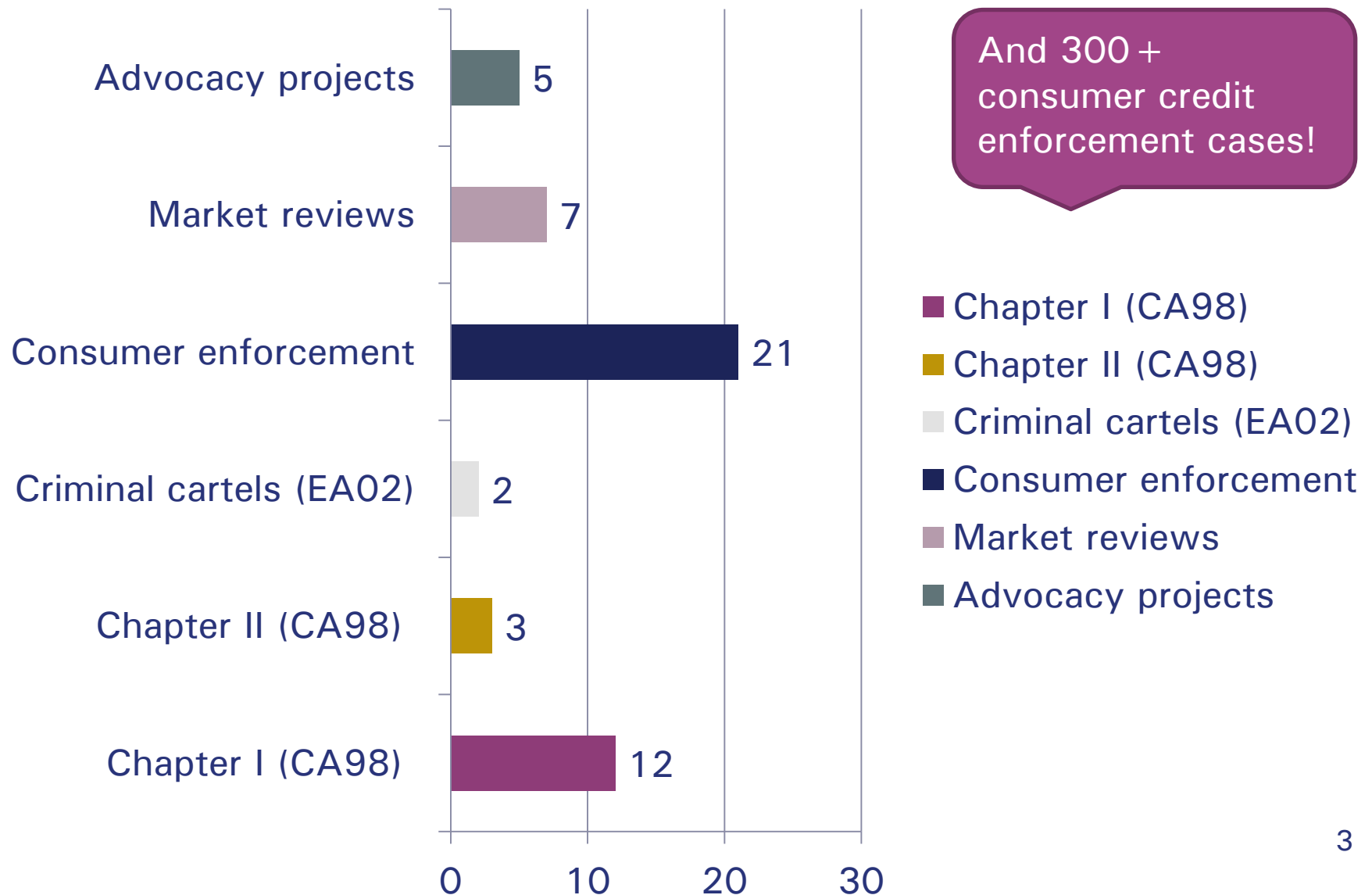
Private
healthcare
market
referred to
CC

Require-
ments
imposed
on Wonga

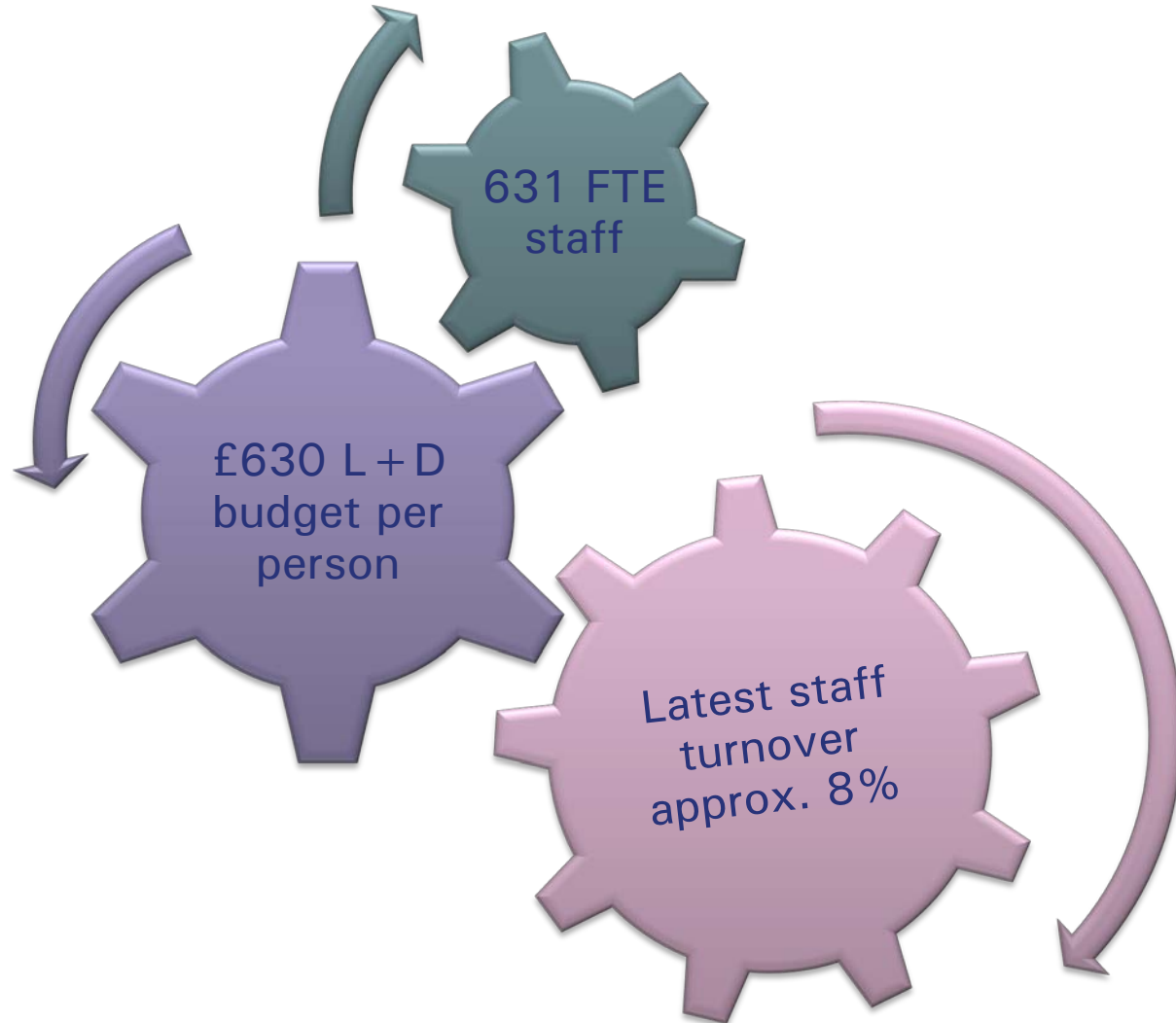
Court
action
against
unlicensed
Olympic
ticket sales

Launch
of the
payday
review

Current cases :



Our people:



Conclusions:

- Keeping our foot on the pedal
- Enabling new institutions to hit the ground running, and
- Motivating, engaging and enthusing staff

Questions?