Managing and monitoring vulnerability

MorganAsh

Contents

ⓘ Please be aware that firms can configure MARS to suit their specific needs. Therefore, some options outlined in this guide may differ from your system, and some of these fields detailed may not be available on your system. This is explained in the guide *MARS configuration*.

MARS, the MorganAsh Resilience System, is a tool which helps organisations to both manage vulnerable consumers and to comply with the FCA's Consumer Duty regulations. Since vulnerability and Consumer Duty are relatively new disciplines, there is a need to introduce some new concepts – as well as helping you use the MARS tool itself.

To help you get the full use of MARS, we provide assistance in several ways.

- **A glossary of terms**
- **Online help**
- **Video tutorials**
- **Written tutorials**

There are six written tutorials:

- Introduction to MARS
- The MARS Resilience Rating
- Adding new customers
- Managing and monitoring vulnerability
- Creating and amending treatments
- MARS configuration

The tutorials can be **downloaded from our website**.

An introduction to the MARS Resilience Rating

At the heart of MARS is the MARS Resilience Rating. Understanding this is one of the most important parts of using MARS – but the rating is designed to be easy to understand and communicate.

It's not useful to label people as 'vulnerable' or 'not vulnerable'. Vulnerability isn't binary – indeed, most people are vulnerable in some ways at some point in their lives. Typically, around half of adults fall into the FCA's description of who could be vulnerable.

This isn't a novel concept: we don't class people as 'rich' and 'poor' when providing a credit score, because it's simply not useful nor helpful. In the same way, MARS takes a collection of consumer 'characteristics' and gives each a score; these are aggregated to provide a single MARS Resilience Rating: a number from 1–10, with 1 being the most vulnerable and 10 being the most resilient.

ⓘ **You don't have to worry about the algorithms doing their work behind the scenes: inputting the correct information and understanding the resulting score is enough.**

The 'home' page/screen

The MARS home screen shows a list of cases, along with a chart showing the progress level of the total caseload. You can sort cases using the up/down arrows on the column headers.

MARS | home management info treatments ▾ configuration ▾ users glossary help mk.marsdemo ▾
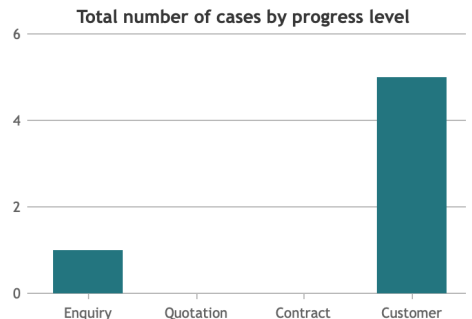
Welcome

For security reasons – don't use the browser back button, use the navigation buttons provided.

[New single case] [New joint case] or click on a case ID to open it

Total number of cases by progress level

Show 25 entries   Search:

Case Id	Consumer name	Date created	User Reference	Created by	MARS Rating	Date Rating Assessed
433481	Elizabeth Bennet	13/02/2023	Longbourn	Jane Austen	No Rating yet	
433480	Fitzwilliam Darcy	12/02/2023	Longbourn	Jane Austen	No Rating yet	
433479	Charles Bingley	12/02/2023	Longbourn	Jane Austen	1	13/02/2023
433478	Charlotte Lucas	12/02/2023	Longbourn	Jane Austen	No Rating yet	
433477	Jane Bennet	10/02/2023	Longbourn	Jane Austen	10	13/02/2023
433476	Lydia Bennet	09/02/2023	Longbourn	Jane Austen	1	10/02/2023

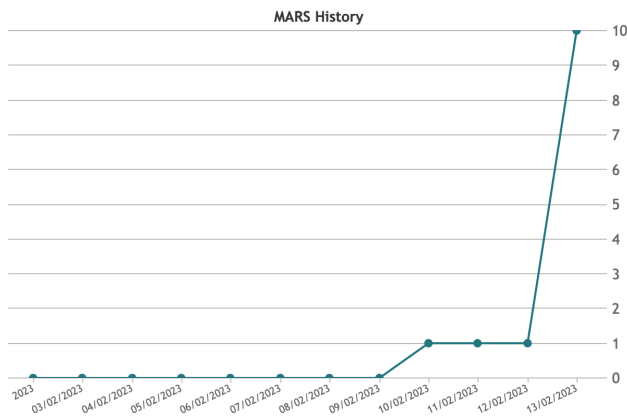Showing 1 to 6 of 6 entries   Previous   [1]   Next

Viewing/editing a case

Clicking on the case ID number will allow you to access an individual case, to see all of the information on that consumer.

|		
433481	Elizabeth Bennet	13/02/2023
433480	Fitzwilliam Darcy	12/02/2023

The MARS Resilience Rating

Once you have opened a case, the top of the page shows two graphs,

The first graph displays how the MARS Resilience Rating has/hasn't changed over time (oldest to newest, from left to right).

The chart uses the MARS Resilience Rating, which goes from 1–10, with 1 being 'extremely vulnerable' and 10 being 'very resilient'.

1   Extremely vulnerable (in grave difficulty, with no solution)

2   Very vulnerable (in difficulty)

3   Vulnerable

4   Somewhat vulnerable

5   Potentially vulnerable

6   OK

7   In good order

8   Resilient

9   Resilient and competent

10 Very resilient
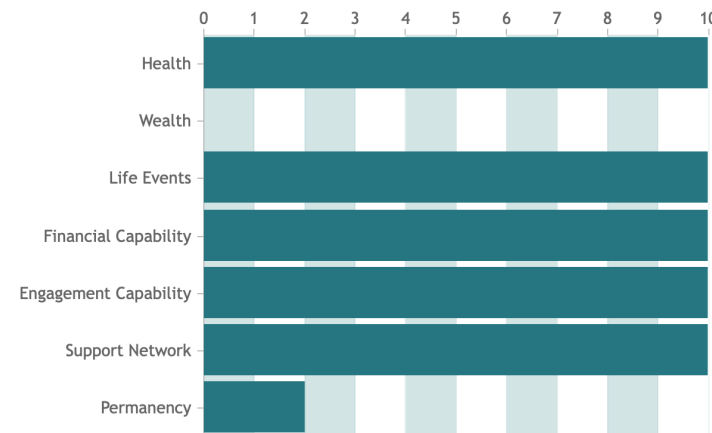
The second chart is a histogram, showing a breakdown of the different components of characteristics for the consumer. This shows both 'primary' and 'secondary' characteristics within the same chart.

The primary characteristics are:

- **health** – the individual's health, including both physical and mental health.
- **wealth** – how much money or debt the individual has.
- **life events** – this includes everything from divorce, bereavement, loss of employment and so on.

The secondary characteristics break things down into more detail, and are:

- **financial capability** – how much the consumer understands the financial matters at hand.
- **engagement capability** – how much the consumer is able to engage with institutions; this includes their attitude, digital capability – and any language or other barriers.
- **support network** – this measures if they are alone with no support, or if they have a partner or family who can help them overcome or mitigate any vulnerabilities.
- **permanency** – this is designed to give an indication if the consumer's vulnerability issues will get better or worse soon.

Both primary and secondary characteristics are similarly rated – between 1–10.

> ⓘ **Please note: the MARS Resilience Rating is typically presented as a whole number which has been rounded up. This simplifies its use within treatments and management information.**

Underneath the charts are several buttons. These are: 'MARS rating history', 'case details', 'consumer details', 'consumer characteristics', 'case history' and 'assessment answers'. Clicking these allows you to access, and in some cases edit, the case/consumer information. The button acts to 'expand' the information onto the page; clicking it again collapses and hides that information.

The MARS rating history

The MARS rating history keeps an audit trail of every time a change to the characteristics and the rating is made. A new row is generated each time a change is made, allowing you to see changes over time. This includes the MARS Resilience Rating's numerical values – the latest set of which is displayed in the graph at the top of the page. The latest assessment is presented in the top row.

Mars rating history

Refresh Treatments

Add Manual Values

Date	Source	Status	Product	Full Mars	Life Events	Health	Wealth	Financial Capability	Permanency	Support Network	Engagement Capability	Treatments	Report
13/02/2023	Alan O'Neill via Questionnaire	Customer	Mortgage application	10.0	10.0	10.0	–	10.0	2.0	10.0	10.0		Download
13/02/2023	Alan O'Neill via Questionnaire	Customer	Mortgage application	10.0	10.0	10.0	–	10.0	2.0	10.0	10.0		Download
10/02/2023	Andrew Gething via Questionnaire	Customer	Mortgage application	1.0	8.0	1.0	–	9.9	2.0	10.0	2.0	Depression	Download
10/02/2023	Andrew Gething via Questionnaire	Customer	Mortgage application	1.0	8.0	1.0	–	9.9	2.0	10.0	2.0	Depression	Download
10/02/2023	Andrew Gething via Questionnaire	Customer	Mortgage application	1.0	8.0	1.0	–	9.9	2.0	10.0	2.0	Depression	Download

The assessment certificate

Under the final column heading, 'report', you will see a 'download' link. This downloads the MARS assessment certificate as a PDF file, which displays the details of the most current assessment. This can be used for compliance purposes. If your organisation uses an API (application programming interface) to connect to MARS, then the API may be used to pass the certificate to the connected system. Clicking on 'download' will either open the PDF in your browser or download it to your computer (usually to the 'downloads' folder) – how this works will depend on how your browser and computer are configured.
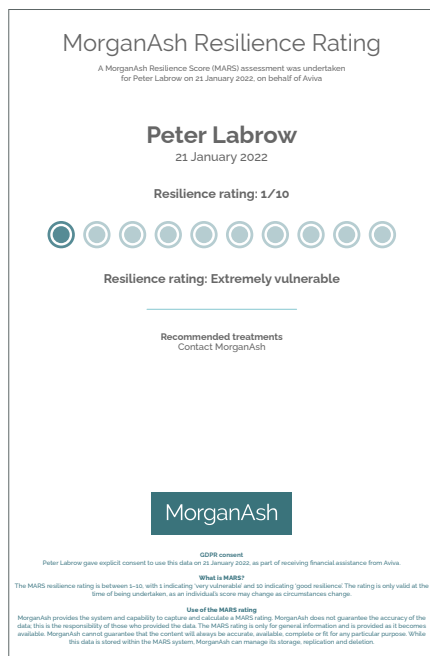
Refresh treatments

Above the table you will see two buttons, the first of which is 'refresh treatments'. Clicking this will add any treatments to the table which may have been added to MARS since the last review.

Refresh Treatments

Adding manual values

The second button, 'add manual values', allows an instance of MARS Resilience Ratings to be added manually. Only the high-level ratings can be added. These will be added as a new row to the rating history table.

Characteristic Type   ✕

Life Events

10 ⌄

Health

10 ⌄

Wealth

0 ⌄

Financial Capability

10 ⌄

Permanency

2 ⌄

Support Network

10 ⌄

Engagement Capability

10 ⌄

NB - Treatments which are dependent by detail characteristics will not change, when high level changes are made here. To trigger a change in the treatment for detailed characteristics please make changes in the questionnaire itself.

Add   Back

As an example, this could be used where a thorough wealth assessment or affordability assessment has been undertaken using other systems – following which the rating can be added/updated here.

Please note: because many treatments are triggered by detailed characteristics, these will not change if the high-level rating is changed.

Case details

Clicking on 'case details' allows you to view all of the details for the case. If you wish to then edit these, you can do so by clicking on the 'edit/update case details' button. This opens up a new 'edit case' page, where you can amend any of the details added when the case was created, or since it was last updated.

MARS Rating	10 (Very resilient)
Case reference	433477
User reference	agtest21
Date case created	10/02/2023
Status	Customer
Questionnaire type	Medium
Financial assessment	No
Protected characteristics assessment	No
Identity issues assessment	No
Will/LPA assessment	No
Assessment method	Email consumer with on-line form
Products of concern	Mortgage application

Consumer details

Clicking on 'consumer details' allows you to view all of the details for the consumer, such as the person's name, date of birth and contact details. These can all be edited by clicking on the 'edit/update consumer details' button.

Consumer details

Consumer characteristics

Clicking on 'consumer characteristics' provides an update on the progress of the assessment – whether the data has been supplied or not. If the questionnaire has not been completed, then a reminder email can be sent, by clicking the 'resend email to consumer' button – however, this option is not shown after the consumer has completed the questionnaire. Please note: the link for the questionnaire expires after 7 days; if the consumer wishes to compete the questionnaire after this time, then a reminder will need to be sent.

Consumer characteristics

Consumer characteristics report

The 'download report' button provides a PDF download of the consumer characteristics report – this includes all the questions and answers provided in the assessment. Please note: only those questions which have been answered are provided; any surplus questions are excluded.

Completing or amending the questionnaire

If you need to complete or change the questionnaire yourself, you can do this by clicking on the 'add/update information yourself' button.

Add/Update information yourself

Please be aware that the questionnaire is 'reflective', so you may be asked to provide further detail, depending on the answers provided to other questions. It is not necessary to complete every question; indeed, even if just one item is captured then a MARS Resilience Rating is still calculated.

> ⓘ Please note: each time the questionnaire is edited, this action is recorded within the MARS Resilience Rating history, to provide an audit trail.

Case history

Clicking on 'case history' shows the records of every action undertaken – such as 'case created', 'case updated, portal access email sent to consumer', 'consumer has accessed portal', 'questionnaire opened' and 'questionnaire completed'. This is particularly useful to see if the consumer has completed the questionnaire, or if a reminder email has been issued. The latest actions are provided at the top.

The 'add comment' button allows users to add a comment, perhaps if they have spoken to or have received other communications from the customer. For example, "Spoke to Mrs Smith, and she reported her health has greatly improved – and so have amended the health questions." Comments are also recorded within the case history, to provide a complete audit trail.

Add Comment

Assessment answers and risk characteristics

Clicking on the 'assessment answers and risk characteristics' button provides access to the answers given by the consumer on the questionnaire. This shows the question, the answer, any MARS Resilience Rating score assigned and the date and time the answer was provided. These cannot be changed, to maintain validity of the audit trail.
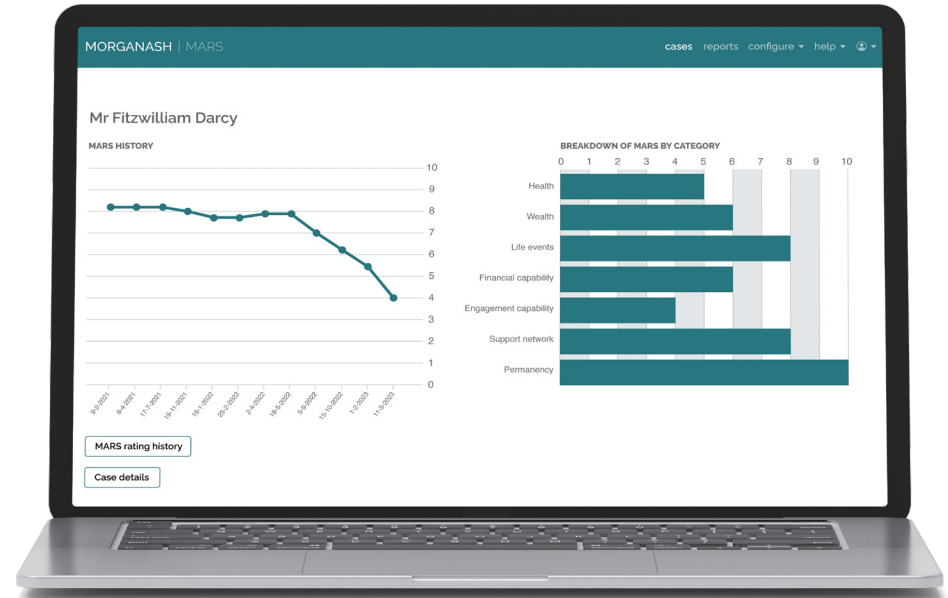
About MARS

The MorganAsh Resilience System, MARS, helps organisations to demonstrate compliance with the FCA's Consumer Duty regulations and puts consumers at the heart of their business.

There is an increasing need for financial services firms to understand their consumers – and to record any actions taken to ensure good, fair outcomes. MARS is an easy-to-use, online system which enables organisations to accurately assess consumers' characteristics and any potential harms – and then recommend appropriate actions to mitigate those potential harms in a consistent, structured way. It helps firms meet, and demonstrate compliance with, the FCA's Consumer Duty and vulnerability requirements.

MARS generates an objective, consistent 'Resilience Rating' – like a credit score. MARS also helps to determine any next steps needed to mitigate any potential harm. This is all supported by on-demand human services (provided by a team of fully qualified nurses) to help with more difficult assessments – and to provide additional services which support vulnerable consumers.

Find out more about MARS

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