

## Christopher Collins Featured in *Compliance Week* on FCA's Off-Channel Communications Focus

October 7, 2025

Financial Markets and Funds Partner Christopher Collins was quoted in *Compliance Week's* coverage of the UK Financial Conduct Authority's (FCA) evolving approach to off-channel communications. Speaking to the behavioral drivers behind continued use of unapproved messaging platforms, Collins observed, "The real challenge is understanding why certain employees, particularly senior ones who should know better, still reach for WhatsApp when they understand the rules." He also underscored the regulator's current posture, noting the FCA is pursuing "a more measured supervisory approach focused on behavioural change, culture and governance, rather than punitive action." Chris's comments come amid heightened FCA scrutiny of leadership accountability, consequence management and the effectiveness of recording and monitoring controls. The article highlights that while many firms have improved policies and technology, recurring breaches continue to test firms' culture and governance, reinforcing the need for practical, enforceable compliance frameworks.

["U.K. enforcement appetite over off-channel comms grows as U.S. wanes,"](#) *Compliance Week*, October 1, 2025

*\*Subscription may be required for article access.*

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