

## Chapter 7

# Information about current account services

## 7.1 Application

### What?

7.1.1

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- (1) This chapter requires a *firm* to publish information about its provision of personal current accounts and business current accounts.
- (2) In this chapter:
  - (a) a “personal current account” means an account, other than a current account mortgage or a premium service account, which is a payment account within the meaning of the *Payment Accounts Regulations* (see ■ BCOBS 7.1.3G(2));
  - (b) a “business current account” means an account which would be a personal current account if the *banking customer* were a *consumer* (with the definition of “personal current account” in (2)(a) applying for the purposes of this sub-paragraph as if the words “or a premium service account” were omitted) (see ■ BCOBS 7.1.3G(3));
  - (c) each of the following is a “premium service account”:
    - (i) an account of a type:
      - (A) in respect of which *banking customers* receive better or faster service, assessed by reference to any of the information which the *firm* must publish under this chapter, than that provided in respect of one or more other types of personal current account held with the *firm* under the relevant trading name;
      - (B) which requires the *banking customer* to do either or both of the following:
        - (B) maintain a credit balance in the account, exceeding an amount specified by the *firm*, and
        - (B) make deposits into the account each month, exceeding an amount specified by the *firm*; and
      - (C) which is held by fewer than 20% of the holders of personal current accounts held with the *firm* under the relevant trading name (with the definition of “personal current account” in (2)(a) applying for the purposes of this sub-paragraph as if the words “or a premium service account” were omitted); and
    - (ii) an account:
      - (A) held by a *banking customer* who receives better or faster service, assessed by reference to any of the information which the *firm* must publish under this chapter, than the

- service provided to other *banking customers* holding the same type of personal current account with the *firm* under the relevant trading name (a “premium customer”);
- (B) where the *firm’s* treatment of the *banking customer* as a premium customer is dependent on the *banking customer* doing either or both of the following:
    - (B) maintaining a credit balance in the account, exceeding an amount determined by the *firm*, and
    - (B) making deposits into the account each month, exceeding an amount determined by the *firm*; and
  - (C) of a type of which the premium customers constitute fewer than 20% of the holders of personal current accounts of that type (with the definition of “personal current account” in (2)(a) applying, for the purposes of this sub-paragraph, as if the words “or a premium service account” were omitted); and
- (d) a “private bank” is a *bank* or *building society*, or an operationally distinct brand of such a *firm*, over half of whose personal current account customers each had throughout the previous financial year net assets with a total value of not less than £250,000. For this purpose:
- (i) net assets do not include:
    - (A) the value of the *banking customer’s* primary residence or any loan secured on that residence;
    - (B) any rights of the *banking customer* under a qualifying contract of insurance within the meaning of the *Regulated Activities Order*; and
    - (C) any benefits (in the form of pensions or otherwise) which are payable on the termination of the service of the *banking customer* or on their retirement and to which the *banking customer* (or the *banking customer’s* dependents are), or may be, entitled.
  - (ii) “previous financial year” means the most recent period of one year ending on 31 March.

### Who?

#### 7.1.2

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- (1) This chapter applies to a *firm* in relation to a current account measurement period (see ■ BCOBS 7.7.1R):
- (a) in respect of personal current accounts held with the *firm* under a trading name of the *firm*, if:
    - (i) at the start of the current account measurement period, 70,000 or more personal current accounts are held with the *firm* under that trading name; and
    - (ii) 70,000 or more personal current accounts were held with the *firm* under that trading name throughout the previous two current account measurement periods; and
  - (b) in respect of business current accounts held with the *firm* under a trading name of the *firm*, if:

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- (i) at the start of the current account measurement period, 15,000 or more business current accounts are held with the *firm* under that trading name; and
  - (ii) 15,000 or more business current accounts were held with the *firm* under that trading name throughout the previous two current account measurement periods.
- (2) This chapter does not apply in relation to:
- (a) an account held by a *banking customer* in respect of whom the main correspondence address held by the *firm* is outside the *United Kingdom*;
  - (b) an account held by a *banking customer* aged under 18 at the start of the relevant current account measurement period (see ■ BCOBS 7.7.1R(1)); or
  - (c) an account which may be used for a currency other than a currency of the *United Kingdom*.
- (3) This chapter does not apply to a *credit union*.
- (4) This chapter does not apply to a private bank.
- (5) But this *rule* is subject to ■ BCOBS 7.1.4.R.
- (1) This chapter applies to a *firm* separately in relation to personal current accounts and business current accounts, for each of its trading names as notified to the *FCA* in accordance with ■ SUP 16 Annex 16AR. For example, a *firm* which only has 50,000 personal current accounts and no business current accounts will not be subject to the requirements of this chapter (except where ■ BCOBS 7.1.4R applies). If a *firm* has two trading names, with 150,000 personal current accounts held with the *firm* under the first name and 50,000 personal current accounts under the second name, and only 10,000 business current accounts, the requirements of this chapter will apply to the *firm* only in respect of the first trading name and only in respect of personal current accounts (except where ■ BCOBS 7.1.4R applies). The numbers in ■ BCOBS 7.1.1R and ■ 7.1.2R apply to the number of accounts, rather than the number of account holders.
- (2) The definitions of “personal current account” and “business current account” both refer to the definition of a “payment account” under the *Payment Accounts Regulations*, that is: “an account held in the name of one or more consumers through which consumers are able to place funds, withdraw cash and execute and receive payment transactions to and from third parties, including the execution of credit transfers, but does not include any of the following types of account provided that the account is not used for day-to-day payment transactions: savings accounts; credit card accounts where funds are usually paid in for the sole purpose of repaying a credit card debt; current account mortgages or e-money accounts”. The *FCA* has issued guidance on that definition: see FG16/6 – Payment Accounts Regulations 2015.
- (3) A payment account under the *Payment Accounts Regulations* is one which is held by a consumer, namely a natural person acting for purposes which are outside that person’s trade, business, craft or

profession. A business current account (defined in ■ BCOBS 7.1.1R(2)(b)) is not a payment account because it is not held by a consumer, but is one which would be a payment account if the account holder were a consumer. The exclusion of “premium service accounts” (see (7)) does not apply to business current accounts.

- (4) Accounts held by *banking customers* whose main correspondence address is outside the *United Kingdom* are excluded both from the number of accounts and from the requirements of ■ BCOBS 7.3 to ■ 7.6. Accounts held by persons under the age of 18, or which can only be used for foreign currency, are also excluded; but a joint account should be included if one of the account holders is aged 18 or older.
- (5) BCOBS applies only to the activity of accepting deposits from *banking customers* carried on from an establishment maintained by it in the *United Kingdom* (see ■ BCOBS 1.1.1R). Therefore, this chapter only applies to accounts operated and activities carried out from *United Kingdom branches* and not, where a *firm* also has *branches* outside the *United Kingdom*, from non-*United Kingdom branches*.
- (6) ■ BCOBS 7.1.2R also makes provision for *firms* whose current account businesses are growing or contracting. For example, a *firm* which passes the 70,000 threshold for the first time on 29 March, and then stays above it, will have to measure the time it takes do to those things which ■ BCOBS 7.3 to ■ 7.6 require to be measured starting from 1 October, and to publish its first statistics (relating to the period from 1 October to 31 December) on or before 15 February of the following year. It will also have to publish the other information required by ■ BCOBS 7.3 to ■ 7.6 from 1 October. (See ■ BCOBS 7.7.1R.)
- (7) Premium service accounts are excluded from ■ BCOBS 7.3 to ■ 7.6. Premium service accounts are those personal current accounts which have eligibility criteria relating to minimum balances or minimum monthly deposits (or both), and whose holders receive better service than non-premium service accounts, based on any of the information or data which this chapter requires a *firm* to publish. For example, an account which has staff available to respond to relevant queries through telephone banking for more hours of the *day* than other accounts, or whose account holders can replace a lost debit card more quickly than other accounts, would be a premium service account. An account may be premium on the basis either that it is of a type only made available to eligible *banking customers*, or because the *banking customer* is treated as premium compared to other holders of accounts of that type. But an account is not a premium service account for this purpose if accounts of that type of account are held by 20% or more of the *firm's* personal current account *banking customers*, or, where the type of account is held by both premium and non-premium *banking customers*, the premium *banking customers* constitute 20% or more of the holders of that type of account. All accounts are treated as non-premium for the purposes of the 20% calculation.

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- (1) This *rule* applies to a *firm* to which this chapter does not otherwise apply in respect of either or both of personal current accounts and business current accounts held under a particular trading name.

- (2) This *rule* applies to information which covers the same subject matter as that to which any of the following *rules* apply (“regulated information”):
  - (a) ■ BCOBS 7.3.5R(1) (information about the speed of the account opening process);
  - (b) ■ BCOBS 7.4.1.R(1) (information about the time taken to replace a lost, stolen or stopped debit card);
  - (c) ■ BCOBS 7.6.1R(1) (information about operational and security resilience); and
  - (d) ■ BCOBS 7.6.3R(1) (complaints).
- (3) The *firm* must not publish any regulated information or include any regulated information in a communication or *financial promotion* addressed to a *banking customer* or a potential *banking customer*, unless the *firm* publishes information that:
  - (a) would meet the requirements of ■ BCOBS 7.3.5R, ■ BCOBS 7.4.1R, ■ BCOBS 7.6.1R or ■ BCOBS 7.6.3R as the case may be,
  - (b) has been calculated in accordance with the requirements of this chapter, and
  - (c) is published in the format and order required by this chapter as if the *firm* were a *firm* to which this chapter (apart from this *rule*) applied in respect of that information in relation to that trading name.
- (4) The requirement in (3)(c) to publish information in the order required by this chapter does not require a *firm* to publish information which, but for this *rule*, the *firm* would not be required to publish.

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- (1) If a *firm* does not have 70,000 personal current accounts, or 15,000 business current accounts, under a particular brand (i.e. trading name), this chapter does not require the *firm* to publish information about its personal current account service or its business current account service (as relevant) for that brand. However, if a *firm* chooses to publish information about that brand which is within the scope of any of the *rules* in his chapter, relating to speed of service, operational and security resilience or complaints (‘regulated information’), the *firm* must comply with the relevant *rule* in full as if this chapter did apply to that brand. This means that the *firm* must measure and calculate the information to be published, and publish it, as required by this chapter.
- (2) The same applies to a *credit union* or private bank that publishes any regulated information.
- (3) Where a *firm* is required to publish information under ■ BCOBS 7.1.4R, it should publish it in the order and format required by this chapter. But the requirement to follow a particular order of presenting information does not require the *firm* to publish information under a *rule* not specified in ■ BCOBS 7.1.4R(3) that it not would otherwise be required to publish.



## 7.2 What information is to be published and how is it to be measured?

### Publication of information about personal current accounts and business current accounts

7.2.1

**R**

- (1) A *firm* to which this chapter applies must publish the information and statements specified in ■ BCOBS 7.3 to ■ 7.6:
  - (a) separately, in relation to each trading name in respect of which the *firm* has 70,000 or more personal current accounts;
  - (b) separately, in relation to each trading name in respect of which the *firm* has 15,000 or more business current accounts; and
  - (c) subject to (2), separately for personal current accounts and business current accounts in relation to each of those trading names.
- (2) Where any of the information or statements which a *rule* in (3) requires a *firm* to publish is the same for both personal current accounts and business current accounts, the *firm* may publish a single set of information or a single statement for both personal current accounts and business current accounts.
- (3) The *rules* are:
  - (a) ■ BCOBS 7.3.1R (information needed to open a current account); and
  - (b) ■ BCOBS 7.3.3R (information about how an account may be opened).
- (4) But this *rule* does not oblige a *firm* to separate any data to which it provides a link under ■ BCOBS 7.6.3R (complaints) between personal current accounts and business current accounts.

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- (1) Where a *firm* is subject to this chapter in respect of more than one trading name, ■ BCOBS 7.2.1R requires the *firm* to publish separate information for each of its trading names. And where a *firm* is subject to this chapter in respect of both personal current accounts and business current accounts, ■ BCOBS 7.2.1R requires the *firm* to publish separate information for personal current accounts and business current accounts, for each trading name. (■ BCOBS 7.2.1R(3) provides for an exception, where standing information about personal current accounts and business current accounts is the same: in that case, the *firm* may publish a single set of information required by the *rules* listed in ■ BCOBS 7.2.1R(3) but should indicate that it applies to both personal current accounts and business current accounts.)

- (2) But the following *rules* apply to personal current accounts and business current accounts separately: *firms* should not publish a single set of information covering both categories. These *rules* apply to the category as a whole and not to different types of product or account within those two categories. If a *firm* offers more than one type of current account within either or both of those two categories under the same trading name, the information in relation to all those types of account is to be aggregated within the relevant category. The *rules* are:
- (a) ■ BCOBS 7.3.5R(1) (information about the speed of the account opening process);
  - (b) ■ BCOBS 7.4.1R(1) (information about the time taken to replace a lost, stolen or stopped debit card); and
  - (c) ■ BCOBS 7.6.1 (information about operational or security resilience).
- (3) ■ BCOBS 7.6.3R requires a *firm* to provide links to complaints data. ■ BCOBS 7.2.1R does not require the *firm* to separate that complaints data between personal current accounts and business current accounts; accordingly, the *firm* may provide the same links under ■ BCOBS 7.6.3R in respect of both personal current accounts and business current accounts.

**7.2.3**

**R** For the purposes of ■ BCOBS 7.3 to ■ 7.6:

- (1) a working account number is to be treated as generated for a *banking customer* only when the account number has been issued to the *banking customer* and the *banking customer* is able to make deposits into the account;
- (2) when a *firm* issues a debit card, personal identification number, item of information or any other thing to a *banking customer*, it is be treated as issued:
  - (a) on the same *day*, if the *banking customer* receives it that *day*; else
  - (b) on the *day* on which the *banking customer* would ordinarily be expected to receive it, in accordance with the delivery method by which the *firm* sent it;
- (3) a reference to an average number of *days* is a reference to the mean, expressed as a whole number of *days*;
- (4) “telephone banking” means a facility provided by the *firm*, other than mobile banking, which enables a *banking customer* to use voice telephony to ascertain the balance on an account and initiate a payment transaction on the account;
- (5) “mobile banking” means a software application provided by the *firm* which enables a *banking customer*, by use of an electronic device (including a smartphone, a tablet computer and a desktop computer) on which that application is installed, to ascertain the balance on an account and initiate a payment transaction on the account;



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- (6) "internet banking" means a facility provided by the *firm*, other than mobile banking, which enables a *banking customer* to use the internet to ascertain the balance on an account and initiate a payment transaction on the account; and
  - (7) internet banking is to be treated as enabled only when the *firm* has issued all information, and any devices specific to the *firm* (for example, a card reader), necessary for the *banking customer* to use internet banking.
- (1) ■ BCOBS 7.2.3R(2) specifies that, when a *firm* issues a debit card, personal identification number, item of information or any other thing to a *person*, it is to be treated for the purposes of ■ BCOBS 7.3 to ■ 7.6 as having been issued to a *banking customer* only when the *banking customer* would ordinarily be expected to have received it. For example, if a debit card is sent to a *customer* by first class post, it will be treated under ■ BCOBS 7.2.3R(2) as issued on the *day* after the *day* on which it was posted (or, if posted on a Saturday, as issued on the Monday); and if sent by second class post, as issued on the third *day* after the *day* on which it was posted (or, if posted on a Thursday, as issued on the Monday).
  - (2) When counting the number of *days* taken:
    - (a) *firms* should count each part of a *day* after the *day* from which the *firm* starts counting as a whole *day*;
    - (aa) something done on the same *day* as the *day* from which the *firm* starts counting should be counted as done within zero *day*; and
    - (b) something done on the *day* following the *day* from which the *firm* starts counting should be counted as done within one *day*.
  - (3) Where ■ BCOBS 7.3 to ■ 7.5 require a percentage or an average to be published, the percentage is to be expressed as an integer and the average is to be expressed as a whole number of *days*, with a fractional part of a figure which is 0.5 or over being rounded up and a fractional part of less than 0.5 being rounded down.

## 7.3 Account opening information

### Information needed to open a current account

#### 7.3.1

**R**

- (1) In relation to each type of personal current account and each type of business current account that it offers, a *firm* must publish either:
  - (a) a statement that the *firm* has published a list of the information and documents which, as a minimum, the *firm* requires to open an account for a *banking customer* who is not currently a *customer* of the *firm*; or
  - (b) a statement that the *firm* does not publish such a list.
- (2) The statement must be in the form specified in the first row of Table 1 in ■ BCOBS 7 Annex 1R.
- (3) A *firm* must not publish a statement as in (1)(a) unless the statement either includes the list or indicates where the list is available.
- (4) For the purposes of (3), a list is not to be treated as available unless it has been published in the same manner as the statement in (1).

#### 7.3.2

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- (1) ■ BCOBS 7.3.1R requires a *firm* to publish a statement indicating whether or not a list of the minimum information and documents necessary to open each type of account that it offers is available. That list must itself be published on the *firm's* website: this is the effect of ■ BCOBS 7.3.1R(3) and ■ BCOBS 7.7.2R. The statement must either include the list or provide a link to it.
- (2) The list should set out the minimum information and documents that the *firm* needs to open each type of account that it offers for a new *customer*. For example, the list might specify what types of proof of identity or proof of address the *firm* requires, whether they must be original copies or certified copies, etc.
- (3) *Firms* have discretion about how to present the list. If the list is the same for all, or most, of their accounts, they may choose to publish a single list and indicate any exceptions or differences that relate to particular accounts.
- (4) In individual cases, the *firm's* obligations under the *Money Laundering Regulations*, or its other anti-fraud procedures, might mean that the *firm* requires additional or more particular information or documents to open an account: ■ BCOBS 7.3.1R does not affect a *firm's* responsibility for discharging those obligations or carrying out

those procedures fully and properly. *Firms* are reminded of their obligations under ■ SYSC 6.1.1R and ■ 6.3.

- (5) *Firms* may wish to include a comment in their list of documents that additional information or documents may be required on a case-by-case basis. But ■ BCOBS 7.3.1R does not prevent a *firm* from publishing a more comprehensive list if it wishes to do so.

### Information about how an account may be opened

#### 7.3.3

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- (1) In relation to each type of personal current account and each type of business current account that it offers, a *firm* must publish information about whether it is possible to open the account:
  - (a) without visiting a branch;
  - (b) where a visit to a branch is required, without an appointment;
  - (c) on the basis of documents and information supplied in electronic form; and
  - (d) by post.
- (2) Unless the information is true in all cases, the information must include a statement to the effect that, although the information may be true in some cases, it may not be true in all cases.
- (3) The statement must be in the form specified in the second row of Table 1 in ■ BCOBS 7 Annex 1R, and must appear immediately below the information published under ■ BCOBS 7.3.1R and on the same webpage.
- (4) The *firm* must include, in the format and using the language specified in Table 6 of ■ BCOBS 7 Annex 1R, on the same webpage as, and immediately below, the information it publishes under ■ BCOBS 7.6.3R, either:
  - (a) a link to the information it has published under ■ BCOBS 7.3.1R and ■ 7.3.3R(1) to (3), or
  - (b) a statement that it does not publish information about how a *banking customer* may open an account or what information and documents the *firm* requires to open an account.

#### 7.3.4

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- (1) ■ BCOBS 7.3.3R(1) to (3) requires a *firm* to publish information about the manner in which each of its types of account may be opened. If the information is the same for all the *firm's* personal current accounts or, as the case may be, business current accounts, the *firm* may publish a single statement covering all of those accounts.
- (2) The *firm* may publish the information required by ■ BCOBS 7.3.1R and ■ BCOBS 7.3.3R(1) to (3) on the same webpage as it publishes other information about the accounts in question; however, the information must be easily accessible (see ■ BCOBS 7.7.2R(1)(b) and ■ 7.7.3G(1)) and the *firm* must include a link to that information, in the format of Table 6 of ■ BCOBS 7 Annex 1R, on the same webpage as the *firm* publishes information in the format of the other Tables in Part 2 of that Annex.

- (3) If the *firm* publishes the information required by ■ BCOBS 7.3.3R(1) to (3) on the same webpage as the other information which this chapter requires it to publish, the information required by ■ BCOBS 7.3.3R(1) to (3) should appear below that other information (that is, below Tables 2 to 8 of Part 2 of ■ BCOBS 7 Annex 1R).

### Information about the speed of the account opening process

#### 7.3.5

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- (1) This *rule* applies to information about the speed with which a *firm* can open an account.
- (2) A *firm* must publish the information in (3) about each of the following actions completed in a current account measurement period (see ■ BCOBS 7.7.1R):
- generating a working account number for a *banking customer* who is not already a *customer* of the *firm*;
  - issuing a debit card to a *banking customer* who requests one as part their application to open the account or for whom issue of a debit card is a term or condition of the account contract;
  - enabling internet banking for a *banking customer* who requests it as part their application to open the account or for whom provision of internet banking is a term or condition of the account contract; and
  - providing *credit* under an *authorised non-business overdraft agreement* or an *authorised business overdraft agreement* where the *banking customer* has requested such *credit* as part of their application to open the account.
- (3) The information is:
- the percentage of *banking customers* for whom the *firm* completed the relevant action on the same *day*;
  - the average number of *days* the *firm* took to complete that action; and
  - the number of *days* within which the *firm* completed that action for 99% of *banking customers* for whom that action was completed.
- (4) The *firm* must publish the information in the format specified in Table 7 of ■ BCOBS 7 Annex 1R.
- (5) That Table must appear on the same webpage as, and immediately below, the information the *firm* publishes under ■ BCOBS 7.3.3R(4).
- (6) For the purposes of (2)(a) and (3):
- where the *firm* has published a list under ■ BCOBS 7.3.1R in relation to that type of account:
    - the *firm* need only publish information about those cases where the *firm* does not require any information or documents additional to those specified on that list; and
    - the number of *days* taken to generate a working account number is to be counted from receipt of a complete

application which includes all the information and documents specified on the list;

(b) where the *firm* has not published a list under ■ BCOBS 7.3.1R in relation to that type of account, the number of *days* taken to generate a working account number is to be counted from receipt of an application (irrespective of whether the application is complete, or the *firm* requires information or documents not included in or submitted with the application).

- (7) For the purposes of (2)(b), (2)(c), (2)(d) and (3), the number of *days* taken is to be counted from the *day* on which the *firm* generates a working account number for the *banking customer*.
- (8) When calculating the information required by this *rule* to be published a *firm* may include data relating to a *banking customer* who is already a customer of the *firm* if the *firm* does not distinguish between such a *banking customer* and a *banking customer* who is not already a *customer* of the *firm* when completing each of the actions listed in ■ BCOBS 7.3.5R(2).

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- (1) *Firms* must publish information under ■ BCOBS 7.3.5R(3) separately for each of their trading names, and separately for personal current accounts and business current accounts for each of their trading names. (See ■ BCOBS 7.2.1R(1).)
- (2) *Firms* must publish the information in the format of Table 7 of ■ BCOBS 7 Annex 1R, on the same webpage as the other Tables in Part 2 of that Annex and in the order set out in that Part of that Annex.
- (3) Each of the actions mentioned in ■ BCOBS 7.3.5R(2) should be measured and published in relation to the current account measurement period in which that action is completed, irrespective of the current account measurement period in which each of those other actions is completed and irrespective of the current account measurement period in which the *banking customer* submitted the application for the account.
- (4) If the *firm* has published a list of the minimum information and documents it needs to open the account under ■ BCOBS 7.3.1R, it need only measure the time taken to generate a working account number for those straightforward cases where it does not need to request additional information or documents from the *banking customer*. If the *firm* has not published such a list, it should measure the time taken to generate a working account number from receipt of an application, irrespective of whether the application is complete or the *firm* requires additional information or documents not included in the application.
- (5) The *firm* should only treat *credit* as having been provided, for the purposes of ■ BCOBS 7.3.5R(2)(d), when the funds under an arranged overdraft granted at the time of account opening are available for the *banking customer* to withdraw. An arranged overdraft with a limit other than that requested should be counted; if no overdraft is granted, the account should not be counted for the purposes of ■ BCOBS 7.3.5R(2)(d).

(6) *Firms* are reminded of their obligations under ■ CONC 5.2 (Responsible lending) to carry out a creditworthiness assessment before entering into an agreement for an arranged overdraft. *Firms* are also reminded of their obligations under the *Money Laundering Regulations*. *Firms* should discharge those obligations, and carry out any other appropriate affordability and anti-fraud checks, fully and properly without curtailing or omitting them for the purposes of the information to be published under ■ BCOBS 7. *Firms* are also reminded of their obligations under ■ SYSC 6.1.1R and ■ 6.3.

## 7.4 Replacing a debit card

### Time taken to replace a stolen, lost or stopped debit card

7.4.1

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- (1) This *rule* applies to information about the time it takes a *firm* to replace a debit card which has been lost, stolen or stopped.
- (2) The *firm* must publish the following information about debit cards replaced in the relevant current account measurement period (see ■ BCOBS 7.7.1R):
  - (a) the percentage of debit cards which the *firm* replaced on the same *day*;
  - (b) the average number of *days* the *firm* took to replace a debit card; and
  - (c) the number of *days* within which the *firm* replaced 99% of the debit cards it replaced.
- (3) The *firm* must publish the information:
  - (a) in the format specified in Table 8 of ■ BCOBS 7 Annex 1R; and
  - (b) on the same webpage as, and immediately below, the information published under ■ BCOBS 7.3.5R.
- (4) For the purposes of this *rule*:
  - (a) the time taken is to be counted from the earlier of the *day* on which:
    - (i) the debit card is reported to the *firm* as lost or stolen; and
    - (ii) the *firm* stopped the debit card for any other reason; and
  - (b) a debit card is to be treated as replaced only when both the card and (where relevant) personal identification number have been issued to the *banking customer*.

7.4.2

**G**

- (1) The time taken to issue a replacement debit card need not include activation of the card. *Firms* are not required to measure the time taken to replace a card on expiry of the card.
- (2) *Firms* are reminded that regulation 71(6) of the *Payment Services Regulations* requires a payment service provider to allow the use of the payment instrument or replace it with a new payment instrument "as soon as practicable" after the reasons for stopping its use cease to exist.

## 7.5 Availability of certain services and helplines

### 7.5.1

**R**

- (1) A *firm* must publish information about the *days* on which and the times at which a *banking customer* may, by each of the methods specified in ■ BCOBS 7.5.3R(2) to (4), carry out each of the actions specified in ■ BCOBS 7.5.4R.
- (2) The *firm* must publish the information:
  - in the format specified in Table 3 of ■ BCOBS 7 Annex 1R; and
  - on the same webpage as, and immediately below, the information published under ■ BCOBS 7.5.2R.

### 7.5.2

**R**

- A *firm* must publish information indicating whether or not it is possible, twenty four hours a *day* and every *day* of the year, for a *banking customer* and, in relation to ■ BCOBS 7.5.5R(j) and (k), a potential *banking customer* to discuss with the *firm*:
- (a) each of the actions specified in ■ BCOBS 7.5.4R; and
  - (b) each of the matters specified in ■ BCOBS 7.5.5R.
- (2) A *firm* may publish information indicating that it is so possible only if it is possible to discuss those actions and those matters, by one or more of the methods specified in ■ BCOBS 7.5.3R(1), (3) and (4), with a member of staff of the *firm* who has been trained to discuss the relevant action or matter.
  - (3) If it is so possible, the *firm* must publish:
    - (a) by which of those methods it is possible; and
    - (b) the contact details for the *firm* for each method.
  - (4) If it is not so possible by all of the methods specified in ■ BCOBS 7.5.3R(1), (3) and (4), the *firm* must publish information about the *days* on which and the times at which a *banking customer* and, in relation to ■ BCOBS 7.5.5R(j) and (k), a potential *banking customer* may, by each of the methods specified in ■ BCOBS 7.5.3R(1), (3) and (4), discuss with the *firm*:
    - (a) each of the actions specified in ■ BCOBS 7.5.4R; and
    - (b) each of the matters specified in ■ BCOBS 7.5.5R.
  - (5) In the information published under (4), the *firm* may only indicate *days* on which and times at which the *banking customer* or potential *banking customer* may discuss the action or matter with a member of



staff of the *firm* who has been trained to discuss the relevant action or matter.

- (6) The *firm* must publish the information required by this *rule*:
  - (a) in the format specified in Table 2 of ■ BCOBS 7 Annex 1R, using the descriptions in the right hand column in each of ■ BCOBS 7.5.4R and ■ BCOBS 7.5.5R to refer to the actions and the matters; and
  - (b) on the same webpage as, and immediately below, the statement published in accordance with ■ BCOBS 7.7.2R(2).

**7.5.3** **R** The methods are:

- (1) telephone (other than telephone banking);
- (2) telephone banking;
- (3) internet banking; and
- (4) mobile banking.

**7.5.4** **R** The actions are:

|     | Action   | Description                     |
|-----|--|---------------------------------|
| (a) | ascertain the balance on the account   | checking the balance            |
| (b) | access a transaction history covering at least the previous 90 days  | accessing a transaction history |
| (c) | initiate a payment transaction to a payee in the <i>United Kingdom</i>   | sending money within the UK     |
| (d) | set up a standing order to a payee in the <i>United Kingdom</i>  | setting up a standing order     |
| (e) | initiate a payment in a currency other than a currency of the <i>United Kingdom</i> to a payee outside the <i>United Kingdom</i> | sending money outside the UK    |
| (f) | make a deposit by cheque   | paying in a cheque              |
| (g) | cancel a cheque  | cancelling a cheque             |

**7.5.5** **R** The matters are:

|     | Matter   | Description  |
|-----|--|--|
| (a) | use of a debit card to withdraw money in a currency other than a currency of the <i>United Kingdom</i> from a machine or at an establishment outside the <i>United Kingdom</i> | cash withdrawal in a foreign currency outside the UK |

|     |  |   |
|-----|--|---|
| (b) | overdrawing without a pre-arranged overdraft or exceeding a pre-arranged overdraft limit   | a lack of funds: including unarranged overdrafts, payments we allow despite lack of funds and payments we refuse due to lack of funds                               |
| (c) | a payment made from the account although the result of the payment is that the <i>banking customer</i> overdraws without a pre-arranged overdraft or exceeds a pre-arranged overdraft        |   |
| (d) | a payment not made from the account where the result of the payment would be that the <i>banking customer</i> overdraws without a pre-arranged overdraft or exceeds a pre-arranged overdraft |   |
| (e) | a direct debit within the meaning of the <i>Payment Services Regulations</i>   | a direct debit, or allowing someone to collect one or more payments from your account using your debit card number  |
| (f) | an attorney obtaining access to the account  | third party access to an account, for example under a power of attorney   |
| (g) | inability of a <i>banking customer</i> to access or use:<br>(i) internet banking; or<br>(ii) mobile banking  | problems using internet banking or mobile banking   |
| (h) | a suspicion of fraud on the account or a fraudulent transaction  | reporting a suspected fraudulent incident or transaction  |
| (i) | the stopping of a debit card, and the suspension of transactions on the account  | progress following an account suspension or card cancellation, e.g. following a fraud incident  |
| (j) | opening an account   | account opening: including eligibility for an arranged overdraft, what is required to open an account and an indication of what arranged overdraft may be available |
| (k) | eligibility for an arranged overdraft  |   |

**7.5.6**

**G**

- (1) This section requires *firms* to publish various types of information:
- (a) information about how and when *banking customers* can carry out certain actions on their account;
  - (b) information indicating whether or not 24-hour help is available for *banking customers* to raise queries about carrying out the actions on their account specified in ■ BCOBS 7.5.4R or about the matters specified in ■ BCOBS 7.5.5R, and for prospective *banking customers* to raise queries about account opening and overdraft availability;
  - (c) where 24-hour help is not available under one or more of the methods specified in ■ BCOBS 7.5.3R, information about how and when *banking customers* can raise queries about carrying out certain actions on their account and various other matters; and

how and when prospective *banking customers* can raise queries about account opening and overdraft availability; and

- (d) contact details for the *firm* for each method: for example, the telephone number for the relevant helpline or for telephone banking, the website address for internet banking, or the name of the application for mobile banking or a link to the place where the *banking customer* can download it.
- (2) A *firm* should only indicate that help is available (i.e. an action or matter may be discussed) where the *banking customer* or prospective *banking customer* is able to discuss the action or matter with a member of staff who has been appropriately trained to respond to such queries. This might mean, for example, a customer call centre responding to telephone queries or live webchat for internet banking, operated by appropriately trained staff. Automated responses, an FAQ list which filters out queries, or a messaging or mailbox system would not be sufficient; the discussion must involve real-time interaction.
  - (3) In respect of ■ BCOBS 7.5.1R and ■ BCOBS 7.5.2R, *firms* should complete Tables 2 and 3 in Part 2 of ■ BCOBS 7 Annex 1R by: stating “24 hours” in the relevant cell; or setting out in the relevant cell the days and the times at which *banking customers* can carry out the relevant actions, and discuss the relevant actions and the relevant matters, by the relevant methods; or stating “not possible” in that cell if an action cannot be done or a matter cannot be discussed by a particular method. *Firms* may annotate the Table to indicate whether different times apply to bank holidays.
  - (4) In Tables 2 and 3, if contact details or opening hours differ between types of account or between categories of *customer*, *firms* should either annotate the Table accordingly, or produce different copies of the Table for different types of account or categories of *customer*. And in Table 2, if the contact details for a particular matter differ from those given at the top of the relevant column for a particular method, *firms* should include the correct contact details for the relevant matter in the relevant row of that column.
  - (5) In relation to the matter in ■ BCOBS 7.5.5R(h), i.e. suspicion of fraud, *firms* are reminded that regulation 73(1)(c) of the *Payment Services Regulations* requires *payment service providers* to “ensure that appropriate means are available at all times” to enable *payment service users* to notify the *payment service provider* of the loss or unauthorised use of a *payment instrument*.

## **7.6 Publication of information about major operational or security incidents, and complaints information**

### **Major operational or security incidents**

- (1) This *rule* applies to information about the *firm's* operational or security resilience.
- (2) The *firm* must publish the information in (3) about the major operational or security incidents in respect of which the *firm* has submitted an initial report to the *FCA* under regulation 99 of the *Payment Services Regulations* in a current account measurement period (see ■ **BCOBS 7.7.1R**).
- (3) The information is:
  - (a) the total number of major operational or security incidents reported in the relevant current account measurement period (see ■ **BCOBS 7.7.1R**);
  - (b) the number of major operational or security incidents reported in that period, affecting each of:
    - (i) telephone banking;
    - (ii) mobile banking; and
    - (iii) internet banking;
  - (c) the total number of major operational or security incidents reported in that period aggregated with those reported in the preceding three current account measurement periods; and
  - (d) the number of major operational or security incidents reported in that period aggregated with those reported in the preceding three current account measurement periods, affecting each of:
    - telephone banking;
    - mobile banking; and
    - internet banking.
- (4) The *firm* must publish the information required by this *rule*:
  - (a) in the format specified in Table 4 of ■ **BCOBS 7 Annex 1R**; and
  - (b) on the same webpage as, and immediately below, the information published under ■ **BCOBS 7.5.1R**.

7.6.2

**G**

■ BCOBS 7.6.1R requires *firms* to publish information about the number of initial reports about major operational or security incidents that it makes to the FCA under regulation 99 of the *Payment Services Regulations*. The published numbers relate to: the total number of initial reports in the last current account measurement period, and in the last four current account measurement periods; and the number of incidents affecting each of telephone banking, mobile banking and internet banking, again in the last current account measurement period, and in the last four current account measurement periods. *Firms* are not required to publish separate numbers for commercial channels affected by a major operational or security incident other than telephone banking, mobile banking and internet banking.

**Information about complaints**

7.6.3

**R**

(1) This *rule* applies to information about *complaints* made to or about a *firm*.

(2) The *firm* must publish:

(a) either:

(i) an indication of where the *firm* has published a *complaints* data summary under ■ DISP 1.10A.1R in respect of the most recent reporting period under ■ DISP 1.10.4R, or

(ii) a statement that the *firm* was not required to publish such a summary; and

(b) either:

(i) if *Financial Ombudsman Service Limited* has published *complaints* data on its website relating to the *firm* in its most recent publication of complaints data, a link to that data, or

(ii) a statement that *Financial Ombudsman Service Limited* has not published *complaints* data on its website relating to the *firm* in its most recent publication of complaints data.

(3) The *firm* must publish the information required by this rule:

(a) in the format specified in Table 5 of ■ BCOBS 7 Annex 1R; and

(b) on the same webpage as, and immediately below, the information published under ■ BCOBS 7.6.1R.

7.7.1

**R**



**7.7 Publication of information about current accounts**

**How frequently must information be published?**

- (1) The information published under the *rules* specified in (2) must be published in respect of each current account measurement period on or before the publication date immediately following the end of that current account measurement period as set out in the table below.

| Current account measurement period                          | Publication date |
|---|------------------|
| the period beginning on 1 January and ending on 31 March    | 15 May           |
| the period beginning on 1 April and ending on 30 June       | 15 August        |
| the period beginning on 1 July and ending on 30 September   | 15 November      |
| the period beginning on 1 October and ending on 31 December | 15 February      |

- (2) The *rules* are:
  - (a) ■ BCOBS 7.3.5R (information about the speed of the account opening process);
  - (b) ■ BCOBS 7.4.1R (information about the time taken to replace a lost, stolen or stopped debit card);
  - (c) ■ BCOBS 7.6.1R (information about operational and security resilience); and
  - (d) ■ BCOBS 7.6.3R (complaints).
- (3) The information and statements published under the *rules* specified in (4) must be published and kept up-to-date.
- (4) The *rules* are:
  - (a) ■ BCOBS 7.3.1R (information needed to open a current account);
  - (b) ■ BCOBS 7.3.3R (information about how an account may be opened); and
  - (c) ■ BCOBS 7.5.1R and ■ 7.5.2R (information about the availability of certain services and helplines).

**How must information be published?**

7.7.2

**R**

- (1) A *firm* to which this chapter applies must:
  - (a) publish on its website the information and statements which this chapter requires it to publish;
  - (b) ensure that the information and statements are easily accessible by a *banking customer* or a potential *banking customer*; and
  - (c) notify the *FCA* of the website location where the information and statements are published, no later than the *day* of their publication.
  
- (2) A *firm* to which this chapter applies must include the following statement at the head of the webpage on which it publishes information and statements under the rules specified in ■ BCOBS 7.7.1R(2) and ■ 7.7.1R(4)(c): “The Financial Conduct Authority requires us to publish the following information about our [personal/business] current accounts:”.
  
- (3) A *firm* must make the information and statements published in accordance with this chapter publicly available free of charge by means of an application programming interface, if it is a *firm*:
  - (a) to which this chapter applies;
  - (b) which is subject to the provisions of either or both of:
    - (i) article 13 (release of service quality indicators) of the Retail Banking Market Investigation Order 2017; and
    - (ii) regulations 69(2)(a) and 70(2)(a) of the *Payment Services Regulations*; and
  - (c) which uses an application programming interface for the purposes of a provision specified in (b).
  
- (4) A *firm* to which (3) applies must:
  - (a) ensure that the application programming interface it uses for the purposes of (3) is itself made publicly available free of charge; and
  - (b) if it is a *firm* which is subject to article 13 (release of service quality indicators) of the Retail Banking Market Investigation Order 2017, use the Open Banking FCA Service Metrics API Specification v.1.0.0, or a substantially similar API, to make information and statements available for the purposes of (3).
  
- (5) A *firm* which is subject to article 13 (release of service quality indicators) of the Retail Banking Market Investigation Order 2017 must:
  - (a) on the webpage on which it publishes information under that article, include a link to information which it is required to publish under the rules specified in ■ BCOBS 7.7.1R(2) and ■ 7.7.1R(4)(c); and
  - (b) on the webpage on which it publishes information under the rules specified in ■ BCOBS 7.7.1R(2) and ■ 7.7.1R(4)(c), include a link to information which it is required to publish under that article.

## 7.7.3

G

- (1) *Firms* should publish information and statements under this chapter on their websites. The *FCA* would view the information and statements as “easily accessible” if the information and statements, or a link to the webpage(s) on which the information and statements are published, are prominently displayed on the *firm’s* or the brand’s homepage for personal current accounts or, as the case may be, business current accounts.
- (2) A *firm* may publish the information required by ■ BCOBS 7.3.1R and ■ BCOBS 7.3.3R(1) to (3) on the same webpage as it publishes other information about the accounts in question (see ■ BCOBS 7.3.4G(2)). But the information which is to be published in the format of the other Tables in Part 2 of ■ BCOBS 7 Annex 1R should appear on one webpage (that is, one webpage for personal current accounts, and one for business current accounts) and in the order set out in that Part of that Annex.
- (3) *Firms* may notify the *FCA* of the webpages on which they publish information under this chapter by sending a link to the relevant webpages to retailbanking@fca.org.uk.
- (4) A *firm* which is required to publish information under article 13 of the Retail Banking Market Investigation Order 2017 (that is, the service quality indicators required by the Competition and Markets Authority) may wish to publish information under this chapter alongside information published under that Order. If so, the *firm* should ensure that a reader of the relevant webpage would not infer from the wording or position of the statement required by ■ BCOBS 7.7.2R(2) that the *FCA* has required the *firm* to publish the information which that Order requires the *firm* to publish.
- (5) Article 13 of the Retail Banking Market Investigation Order 2017 requires certain *firms* to use an application programming interface (“API”) to publish the service quality indicators specified by the Competition and Markets Authority. Regulations 69 and 70 of the *Payment Services Regulations* require payment service providers to “communicate securely” with payment initiation service providers and account information service providers in accordance with the regulatory technical standards adopted under Article 98 of the *Payment Services Directive*; *firms* might use an API for that purpose.
- (6) Where a *firm* uses an API for the purposes of article 13 of that Order or, if article 13 of that Order does not apply to it, for the purposes of regulations 69 and 70 of the *Payment Services Regulations*, ■ BCOBS 7.7.2R requires the *firm* to make information and statements published under this chapter also available through an API; both the API and the information and statements made available through it should be publicly available and free of charge. *Firms* that are not subject to the Order or to those provisions of the *Payment Services Regulations* are, however, free to choose to make the information or statements published under this chapter available by API.



**Publication of information in a specified format**

**Part 1 Information about how to open a current account**

Table 1: account opening information published under ■ BCOBS 7.3.1R and ■ BCOBS 7.3.3R(1) and (3)

To open [this account **OR** any of our accounts], a new customer will need to provide us with the [following documents and information **OR** the documents and information set out [*link to webpage on which the list is published*]]. We may request additional information or documents in individual cases.

**OR**

We do not publish a list of the documents and information which all new customers will need to give us in order to open [this **OR** an] account.

You can open [this **OR** an] account:

- without visiting a branch [input type="checkbox"/>yes OR X/no OR in some cases]
- where a visit to a branch is required, without an appointment [input type="checkbox"/>yes OR X/no OR in some cases]
- by sending us documents and information electronically [input type="checkbox"/>yes OR X/no OR in some cases]
- by post [input type="checkbox"/>yes OR X/no OR in some cases]

**Part 2 Information about current account services**

■ BCOBS 7 requires *firms* to publish the following tables in the following order, on one webpage, and preceded by the statement “The Financial Conduct Authority requires us to publish the following information about our [personal/business] current accounts:”.

Table 2: availability of help and support in relation to certain services published under ■ BCOBS 7.5.2R

| How and when you can contact us to ask about the following things: |                                      |           |                  |                |
|--|--------------------------------------|-----------|------------------|----------------|
|  | 24 hour help?                        | Telephone | Internet banking | Mobile banking |
| <i>contact details</i>   |                                      |           |                  |                |
| checking the balance and accessing a transaction history           | [input type="checkbox"/>yes OR X/no] |           |                  |                |
| sending money within the UK, including setting up a standing order | [input type="checkbox"/>yes OR X/no] |           |                  |                |
| sending money outside the UK                                       | [input type="checkbox"/>yes OR X/no] |           |                  |                |
| paying in a cheque   | [input type="checkbox"/>yes OR X/no] |           |                  |                |
| cancelling a cheque  | [input type="checkbox"/>yes OR X/no] |           |                  |                |

**How and when you can contact us to ask about the following things:**

cash with- drawal in a for- eign currency outside the UK

[&#10004;/ yes **OR** X/no]

a lack of funds: including un- arranged over- drafts, pay- ments we al- low despite lack of funds and payments we refuse due to lack of funds

[&#10004;/ yes **OR** X/no]

a direct debit, or allowing someone to collect one or more payments from your ac- count using your debit card number

[&#10004;/ yes **OR** X/no]

third party ac- cess to an ac- count, for ex- ample under a power of attorney

[&#10004;/ yes **OR** X/no]

problems using internet bank- ing or mobile banking

[&#10004;/ yes **OR** X/no]

reporting a sus- pected fraudulent in- cident or transaction

[&#10004;/ yes **OR** X/no]

progress fol- lowing an ac- count suspen- sion or card cancellation, e.g. following a fraud incident

[&#10004;/ yes **OR** X/no]

account open- ing: including eligibility for an arranged overdraft, what is re- quired to open an account and an indication of what ar- ranged over

[&#10004;/ yes **OR** X/no]

| How and when you can contact us to ask about the following things:   |
|--|
| draft may be available   |
| <b>Note:</b> this is a list of common queries. It does not represent the full list of queries you can raise in relation to your account [or queries you can raise in one of our branches]. |

Table 3: availability of certain services published under ■ BCOBS 7.5.1R

| How and when you can use your bank account to do the following things:   |                   |                  |                |
|--|-------------------|------------------|----------------|
|  | Telephone banking | Internet banking | Mobile banking |
| checking the balance   |                   |                  |                |
| accessing a transaction history  |                   |                  |                |
| sending money within the UK  |                   |                  |                |
| setting up a standing order  |                   |                  |                |
| sending money outside the UK   |                   |                  |                |
| paying in a cheque   |                   |                  |                |
| cancelling a cheque  |                   |                  |                |
| <b>Note:</b> this is a list of common actions. It does not represent the full list of actions you can take in relation to your account [or actions you can take in one of our branches]. |                   |                  |                |

Table 4: information about operational and security incidents published under ■ BCOBS 7.6.1R

| Information about operational and security incidents  |  |  |
|---|--|--|
| We are obliged to notify the Financial Conduct Authority if we become aware of a major operational or security incident which prevents our customers from using our payment services. |  |  |
|   | In the 3 months between [e.g. 1 April 2018 and 30 June 2018] | In the 12 months between [e.g. 1 April 2018 and 31 March 2019] |
| Total number of incidents reported  |  |  |
| Incidents affecting telephone banking   |  |  |
| Incidents affecting mobile banking  |  |  |
| Incidents affecting internet banking  |  |  |

Table 5: complaints data published under ■ BCOBS 7.6.3R

| Complaints data   |
|---|
| Financial Conduct Authority rules require us to provide them with a report of our complaints data every six months. In certain circumstances, we are also required to publish a summary of our complaints data.                         |
| The most recent summary is available [ <i>indicate where e.g. website address</i> ]. <b>OR</b> We are not required to publish a summary of our complaints data for the most recent six month period.                                    |
| The Financial Ombudsman Service publishes its complaints data every six months. You can see their complaints data about us at <a href="http://www.ombudsman-complaints-data.org.uk/">http://www.ombudsman-complaints-data.org.uk/</a> . |

**Complaints data**

**OR**

The Financial Ombudsman Service publishes its complaints data every six months. Its most recent publication does not contain any data relating to us.

Table 6: account opening information published under ■ BCOBS 7.3.3(4)R

**Opening a current account with us**

Go to *[insert link(s) to the information published under BCOBS 7.3.1R and BCOBS 7.3.3R(3)]* to find out how you can open an account, and what information and documents you need to give us to open an account.

**OR**

We do not publish information about how you can open an account or what information and documents you need to give us to open an account.

Table 7: account opening information published under ■ BCOBS 7.3.5R

**How quickly do we open [personal/business] current accounts?**

We give customers an account number and enable them to start paying into the account:

- the same day, for [x]% of customers;
- on average, in [x] days; and
- within [x] days for 99% of customers.

*(for firms that publish a list under BCOBS 7.3.1R)* These figures are based on the time taken from our receiving all the information and documents we ask for at *[insert link(s) to the information published under BCOBS 7.3.1R]*, in a case where we don't need any further information or documents to open the account.

**OR**

*(for firms that do not publish a list under BCOBS 7.3.1R)* These figures are based on the time taken from when we first receive an application to open the account.

**How quickly do we give customers a debit card?**

Once an account is open, we give customers a debit card:

- the same day, for [x]% of customers;
- on average, in [x] days; and
- within [x] days for 99% of customers.

**How quickly do customers get internet banking?**

Once an account is open, customers have internet banking:

- the same day, for [x]% of customers;
- on average, in [x] days; and
- within [x] days for 99% of customers.

**How quickly is an overdraft available?**

Once an account is open, the overdraft is available:

- the same day, for [x]% of customers;
- on average, in [x] days; and
- within [x] days for 99% of customers.

Table 8: time taken to replace a lost, stolen or stopped debit card published under ■ BCOBS 7.4.1R

**Replacing a debit card**

**How quickly do we replace debit cards which have been lost, stolen or stopped?**

We replace debit cards:

- the same day, for [x]% of customers;
- on average, in [x] days; and
- within [x] days for 99% of customers.

