

Code of Conduct on Financial Inclusion –

How the banks will approach non-digital customers

1. Availability of analog banking services

1.1 The bank shall ensure the availability of services that allows the customer to obtain account information, pay bills and carry out payment transfers without the use of online solutions.

2. Responsibility for providing information and advice

2.1 The bank shall offer advice to customers who are in a transition from digital to analog services or who do not master the use of digital banking services.

2.2 The bank shall ensure the availability of easily accessible information that is targeted and relevant to this group of customers.

2.3 The bank shall have available easily accessible information to next of kin, where relevant.

3. Guidance on the use of digital solutions

3.1 The bank shall offer guidance on the use of its digital solutions.

4. The establishment of financial power of attorney

4.1 In cases where one requires assistance and support in carrying out banking services, the process of establishing financial power of attorney shall be straightforward.

4.2 The bank must offer the power of attorney for bank account management.

4.3 The bank shall provide information and advice regarding the possibility to assist or receive assistance through power of attorney or other equivalent solutions where relevant.

5. Guidelines and practices

5.1 The bank shall maintain guidelines for customer service and ensure appropriate competency to serve this group of customers.

5.2 The bank will maintain practices and an organisation that ensures compliance with the Code of Conduct on financial inclusion.

This Code of Conduct was adopted by the Industry Board for Banking and Capital Markets on 14 June 2022, and came into effect on 1 November of the same year.