

ISSUE 1
November 2011



“The Bulletin”

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Committee Members:

- Brian Given (Chair)
- Angela Green (Industry Representative)
- Nicola Howell (Consumer Representative)

Next CCMC meeting dates (2011):

- 25 November 2011
- 16 December 2011

News :

- New Website
- Your Feedback
- Appointment of New Compliance Manager for the CCMC

A message from the Chief Executive Officer

Welcome to *The Bulletin* – a quarterly newsletter from the Code Compliance Monitoring Committee.

The Bulletin forms part of our ongoing commitment to improve communication and engagement with our stakeholders.

It will provide information on what is happening within the CCMC team along with information about our current research projects and other industry news.

The Bulletin will be published in March, June, September and December of each year and can be accessed by current subscribers to the CCMC website.

Dr June Smith, Chief Executive Officer

News from the CCMC

New Website Launch

The CCMC has recently launched its new website at www.ccmc.org.au

The website provides comprehensive detail about CCMC and its operations, which should improve understanding of the role of the CCMC amongst all stakeholders and within the broader community.



- Melbourne Bank Forum
- Annual Report
- Account Suitability Report

The website also includes information about how to lodge a dispute and copies of previous annual reports and research papers.

Your Feedback

Thank you to those who provided feedback at the recent Bank Forum on how you would like to see the website structured. We have incorporated these suggestions into the new look format.

Staff Announcement: New Compliance Manager

The CCMC is pleased to announce that Robert McGregor has accepted the role of CCMC Compliance Manager following an external recruitment process against a strong field of candidates.

Robert has an extensive background in compliance in the UK. He has been working in the team on a part time basis since June 2011. Robert commenced his new role on a full time basis from 17 October 2011.

His email contact details are RMcGregor@codecompliance.org.au. Robert can also be contacted on 03 9613 6322.

Melbourne Bank Forum

Thank you to those who attended the annual Bank Forum in Melbourne on 16 September 2011. We trust that you found the Forum interesting and informative, and hope it provided a great opportunity to network with your peers at other banking organisations. Certainly the feedback received to date has indicated that you thought it was a positive initiative.

All attendees should have received copies of the presentations made on the day. An email was also recently sent to all attendees providing a summary of discussions from the afternoon session titled "The ACS in Review".

The CCMC team looks forward to working with the Banks on the development of the 2012 Annual Compliance Statement.

Annual Report

The CCMC Annual Report for the year ending 31 March 2011 is about to be published. The report and an A3 brochure will be available the CCMC website from mid November 2011.

Account Suitability Report

The CCMC is involved in hosting undergraduate students from the Melbourne University Business Practicum. This full semester study involves a group of students from the top five to ten percent of the Business and Economics Faculty.



In early 2011 a group of students from this faculty undertook research on the banks' interpretation and compliance with Clause 14 of the Code of Banking Practice.

The students divided the research into 4 distinct phases :-

1. A bank audit survey across all 13 Code subscribing banks;
2. A mystery shopping exercise across 8 Code subscribing banks
3. Interviews with financial counselors;
4. A review on the visibility of basic banking products (both in branch and website).

The CCMC has prepared a summary of this research and this document is now available for viewing on our website. Each subscribing bank has also received an email in relation to their specific mystery shop results.

Current Projects

Chargebacks

Current Projects:

- Chargebacks
- Foreign Currency Loans
- IDR and Hardship Contacts

The CCMC is currently conducting an inquiry into the chargeback process with regard to credit cards.

The purpose of the inquiry is to examine how each subscribing bank complies with clause 20 of the Code of Banking Practice and to identify good industry practice that can be shared.

Each subscribing bank has been issued with the Inquiry document and a questionnaire for completion by 31 October 2011.

The CCMC expects to issue the findings and outcomes of the inquiry by 31 December 2011.

Foreign Currency Loans

The CCMC is about to issue an inquiry document to those subscribing banks offering foreign currency loans.

The inquiry will focus on how the risks associated with this type of lending product are disclosed to customers. The inquiry has been prompted by a referral of a complaint to the CCMC by the Financial Ombudsman Service.

The CCMC envisages it will report back to the banks by April 2012.

Internal Dispute Resolution and Hardship Contacts

The CCMC has recently updated its contact details for all Internal Dispute Resolution and Financial Hardship contacts within each subscribing Bank.

These details are shared with Financial Counselling Australia, which in turn distributes the details to its representatives in each state. This ensures that financial counsellors hold current contact details to assist their clients.



Future Projects

Future Projects:

- Annual Compliance Statement 2011/2012

Annual Compliance Statement (ACS)

While it might seem like only yesterday that Banks were completing the ACS for 2010/11, work is underway in planning for the 2011/12 statement.

The CCMC is currently reviewing feedback from attendees at the recent Bank Forum and we will be using this feedback and other suggestions to drive the improvements in the Statement for next year.

Contacting the CCMC

Email:

info@codecompliance.org.au

Phone: 1300 780 808

Address:

PO Box 14240
Melbourne Vic 8001

Website:

www.ccmc.org.au

If you have a general enquiry or want to provide feedback –

You can write to CCMC or call the CCMC using the details above. You can also email your enquiry to info@codecompliance.org.au.

If you want to know more about the Code –

Copies of the Code and information about the Code are available on the CCMC's website www.ccmc.org.au

