Chapter 5C

Overdraft pricing

5C

5C.4 Impact of changes to charging structures

5C.4.1 | R | Where a *firm* makes a change to its charging structure or lending policies in response to the *rules* and *guidance* set out in ■ CONC 5C, the *firm* must ensure it considers the impact of that change on existing *customers*, including those with large arranged overdraft balances, and, where appropriate, treats such *customers* with forbearance and due consideration.

5C.4.2 | G | (1) A *firm* that makes changes as described in ■ CONC 5C.4.1R should, in accordance with *Principle* 6, have due regard to the interests of existing *customers* and treat them fairly. An example of such a change is a change in a *customer's* overdraft limit.

(2) *Firms* are reminded that the purpose of the *rules* in ■ CONC 5D is to require *firms* to identify and provide appropriate assistance to *customers* (including existing *customers* at the time ■ CONC 5C becomes applicable) with a pattern of repeat overdraft use.