

**BANKING (INFORMATION ABOUT CURRENT ACCOUNT SERVICES)  
(AMENDMENT) INSTRUMENT 2018**

**Powers exercised**

- A. The Financial Conduct Authority makes this instrument in the exercise of the following powers and related provisions in the Financial Services and Markets Act 2000 (“the Act”):
- (1) section 137A (The FCA’s general rules);
  - (2) section 137T (General supplementary powers); and
  - (3) section 139A (Power of the FCA to give guidance).
- B. The rule-making powers listed above are specified for the purpose of section 138G(2) (Rule-making instruments) of the Act.

**Commencement**

- C. This instrument comes into force on 15 August 2018, immediately after those changes made by the Banking (Information About Current Account Services) Instrument 2017 (FCA 2017/78) come into effect.

**Amendments to the Handbook**

- D. The Banking: Conduct of Business sourcebook (BCOBS) is amended in accordance with the Annex to this instrument.

**Citation**

- E. This instrument may be cited as the Banking (Information about Current Account Services) (Amendment) Instrument 2018.

By order of the Board  
26 July 2018

## Annex

## Amendments to the Banking: Conduct of Business sourcebook (BCOBS)

In this Part, underlining indicates new text and striking through indicates deleted text.

## 7 Information about current account services

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### 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

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- 7.2.4 G (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*; ~~and~~
- (aa) something done on the same *day* as the *day* from which the *firm* starts counting should be counted as done within zero *days*; 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

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Information about the speed of the account opening process

7.3.5 R ...

- (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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## 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:
- (a) in the format specified in Table 3 of *BCOBS 7 Annex 1R*; and
  - (b) on the same webpage as, and immediately below, the information published under *BCOBS 7.5.2R*.

7.5.2 R (1) 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 <del>and transactions</del>
(b)	access a transaction history covering at least the previous 90 <i>days</i>	<u>accessing a transaction history</u>
(c)	initiate a payment transaction to a payee in the <i>United Kingdom</i>	sending money within the UK; <del>including setting up a standing order</del>
(d)	set up a standing order to a payee in the <i>United Kingdom</i>	<u>setting up a standing order</u>

(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

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7.5.6 G ...

- (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 ~~differs~~ differ from ~~that 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.

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## 7.7 Publication of information about current accounts

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How must information be published?

7.7.2 R ...

- (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<sup>2</sup>, 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).
    - (i) ~~use the same application programming interface to make information and statements available for the purposes of (3) as it uses for the purposes of that article; and~~

- (ii) ~~expand that interface as necessary for the purposes of this rule.~~

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**7 Publication of information in a specified format**

**Annex 1R**

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**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*

<b>How and when you can contact us to ask about the following things:</b>					
	<i>24 hour help?</i>	<i>Telephone</i>	<del><i>Telephone banking</i></del>	<i>Internet banking</i>	<i>Mobile banking</i>
<i>contact details</i>					
checking the balance and <del>transactions</del> <u>accessing a transaction history</u>	[✓/yes <b>OR</b> X/no]				
...					
<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*

<b>How and when you can use your bank account to do the following things:</b>
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	<i>Telephone</i>	<i>Telephone banking</i>	<i>Internet banking</i>	<i>Mobile banking</i>
checking the balance and transactions				
<u>accessing a transaction history</u>				
sending money within the UK, including setting up a standing order				
<u>setting up a standing order</u>				
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 [ <i>e.g. 1 April 2018 and 30 June 2018</i> ]	In the 12 months between [ <i>e.g. 1 April 2018 and <del>30</del> <u>31</u> March 2019</i> ]
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