



Code Compliance Monitoring Committee

Website: www.bankcodecompliance.org

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Bulletin No 2 - February 2006

Review of the Code Compliance Monitoring Committee

The review of the activities of the Code Compliance Monitoring Committee in its first twelve months, as required by clause 34(g), has been completed.

The report of the review is available on the Publications and News page of our website at bankcodecompliance.org.

Inquiry into Clause 25.2 of the Code

The Committee undertook its first inquiry into compliance with the Code of Banking Practice in the second half of 2005. The inquiry looked at compliance with clause 25.2 of the Code and involved compliance visits to five banks.

The Committee found that generally, banks have good systems and staff in place to ensure that they are meeting their obligations under clause 25.2 of the Code. However the Committee has some concern about the possibility that not all customers suffering hardship are being identified and referred for assessment to the appropriate area of the bank.

Each of the five banks involved in the inquiry received direct feedback from the Committee on the bank's level of compliance with the Code. A general report of the inquiry has been published and can be downloaded from the News and Publications page of our website.

Procedures

The procedures of the Code Compliance Monitoring Committee are now available on the News and Publications page of our website.

Compliance Statements and Statistical Returns

The reporting period for the compliance statements and statistical returns this year will be 30 June 2005 to 31 March 2006. The compliance statements and statistical returns will be sent out for completion in April.

This change is being made to align the compliance statements with the Committee's financial year reporting obligations, as required by the CCMC Association constitution.

Bank Forum

In September 2005, the Members of the Committee were invited to a bank forum organised by the Australian Bankers' Association. The forum was an opportunity for compliance staff from subscribing banks to meet the Members of the Committee and discuss the general approach of the Committee in dealing with compliance issues.

The next bank forum is planned for April 2006. Any enquiries about attendance at the forum should be directed to Ian Gilbert at the ABA.

Consumer Advocate Forum

The consumer representative on the Committee, David Tennant, is organising a program of consumer fora involving consumer advocates, financial counsellors and credit lawyers.

The first forum was held in Melbourne in November and was well attended by staff from a number of different organisations. The second forum is scheduled to take place in Sydney on 16 February 2006.

Next Bulletin

The Committee plans to issue bulletins on a quarterly basis. The next bulletin is due to be released in May 2006.

Enquiries

If you have any enquiries about this bulletin or the Committee more generally, contact Barbara Schade on 03 9613 7353 or bschade@bankcodecompliance.org