



## **What you can expect from your bank**



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## Before you start



This is a long document.



While it is written in Easy Read it can be hard for some people to read a document this long.



Some things you can do to make it easier are:

- read it a few pages at a time
- have someone help you to understand it.



# What is the New Zealand Bankers' Association?



The New Zealand Bankers' Association:



- is a group where banks work together



- looks at ways of making banking good for all New Zealanders.



These banks below are members of the New Zealand Bankers' Association:

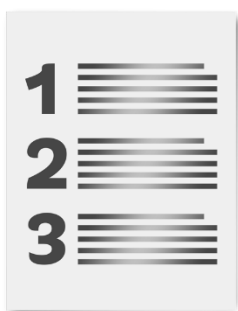
## Our Member Banks



# What is the Code of Banking Practice?



The New Zealand Bankers' Association has worked with the banks to write a **Code of Banking Practice**.



A **code** is made up of a set of **principles** that everyone agrees to follow.

**Principles** are like rules that we agree to.



**The Code of Banking Practice** lets people know what they can expect from their bank.



In this document we will also call the Code of Banking Practice **the Code**.



The Code lets you know what good banking practice is.



Your bank has agreed to follow the good banking practice that is in the Code when working with you.



The Code says that your bank will:



1. treat you fairly and reasonably
2. have good communication with you
3. have good banking systems that:



- keep your information confidential
- look after your money in a safe way.



The Code also says that your bank will:

4. **act responsibly** when giving people credit

5. look at your **complaints**.



In the rest of this document we will look at more about what:

- these things in the Code mean
- you can expect from your bank.





# 1. Your bank will treat you fairly and reasonably



The Code says that your bank must work with you in a way that is

- **fair**
- **reasonable**
- **in good faith.**



**Fair** and **reasonable** means that your bank will follow the same rules in working with you as they follow for everyone else.



In **good faith** means everyone does their best to work well together.



Your bank will do their best to meet the needs of everyone who banks with them.



Your bank will make sure they meet the needs of their:



- older customers
- disabled customers.



If you have someone who supports you with looking after your money the bank will work with you and the person who supports you.

## 2. Your bank will have good communication with you



The Code says that your bank will have **good communication** with you.



**Good communication** means your bank will:

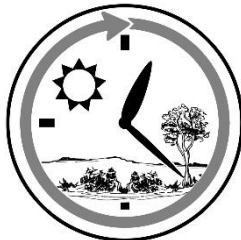
- talk with you about any questions you have
- give you information in a way that you understand.





Your bank will give you information about:

- your bank accounts
- credit cards
- loans
- services like internet banking
- the bank.



Your bank will get this information:

- to you as soon as they can
- in a way that you can understand what is being said or written.





Your bank will give you clear information about their **fees**.

**Fees** are money that all banks ask people to pay as part of banking with them.



You can ask your bank if you:

- have any questions
- do not understand any of the information they give you.

### 3. Your bank will have good banking systems



The Code says that your bank will have good banking systems that:

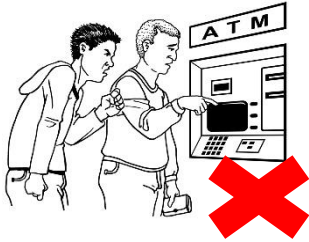
- look after your money in a safe way
- keep your information **confidential**

**Confidential** means your bank will not tell anyone else your information.

Your bank will have ways you can tell them if you think there is a problem with the safety of your banking.

Your bank will also let you know if there are any problems with their internet banking systems.

You need to tell your bank right away if:



- someone uses your internet banking without you saying they can
- someone uses your card without you saying they can
- if you have money missing from your bank accounts.



Your bank will look at how they can sort these problems out.



Your bank will give you back the money taken from your account if you:



- are honest with them about the money that has gone missing
- have taken enough care of your banking.



This means you have followed the rules for:

- internet banking
- card use
- keeping your banking safe.







You should check your bank accounts about once a week so that you can see if there is any money missing.



Tell your bank if you change your:

- name
- phone number
- address
- email address.





Keep your banking information in a safe place.



Do not tell anyone your **PIN** for your bank accounts.

Your **PIN** is the number you put in when using a money or EFTPOS machine.



Banks will never ask you to tell them your PIN or passwords.



Make sure you look after the **security** of your devices like your:

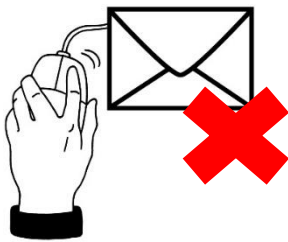
- computer
- mobile phone.





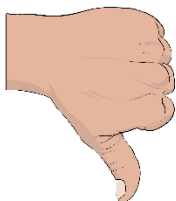
**Security** means things like:

- log on names
- account numbers
- passwords.



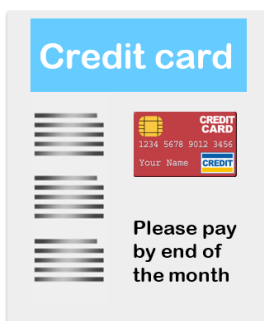
Be careful about:

- clicking on email links
- adding software or apps to your devices if you do not know where it is from.



Doing these things could mean your information is not safe.

## 4. Your bank will act responsibly when giving people credit



**Credit** means the bank:

- gives you a credit card
- lends you money.

You can use this credit to pay for things.

You have to pay back the money you use later along with any:

- **interest**
- fees charged by the bank.

**Interest** is extra money that you may be asked to pay when you do not pay your full credit card bill.



**Interest** is also extra money you pay the bank when you borrow money from them to use later.



The Code says that your bank must **act responsibly** if they:

- offer or give you credit
- lend you money.



**Act responsibly** means the bank must ask you questions about if you can pay back the money easily.



Your bank will follow all the laws about giving credit.



Your bank may **not** give you credit if they can see that it will be very hard for you to pay it back.



To help your bank with your credit  
make sure you give them:

- information that is right
- all the information they ask for.



Talk to your bank if you are not sure  
you can pay them back on time.



The sooner you talk to them the easier  
it may be for them to help you.

## 5. Your bank will look at your complaints



Your bank will listen to you if you are not happy with something they have done.



This is called making a **complaint**.



A **complaint** is when you tell someone you are not happy about something.



There are 2 ways you can make a complaint:

1. You can make a complaint to your bank
2. You can contact the Banking Ombudsman.



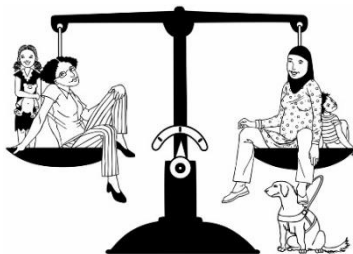
## 1. Making a complaint to your bank



Your bank wants you to be happy with the service you get from them.



Let your bank know if you are not happy about anything they have done.



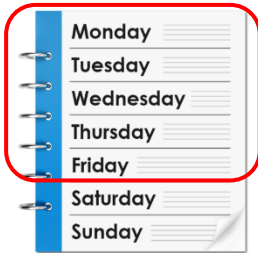
They will try to sort it out:

- quickly
- fairly.





If you make a complaint your bank will:

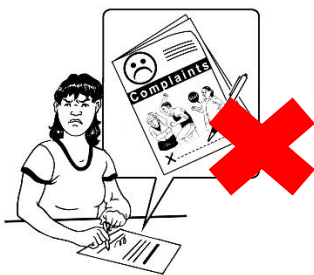


- let you know within 5 working days that they have got your complaint



- keep you up to date about what they are doing about your complaint

- tell you if your complaint is something they cannot fix for you straight away.



Your bank will tell you if your complaint is something that they cannot sort out.



They will tell you what you can do next about your complaint.

## 2. The Banking Ombudsman



The Banking Ombudsman looks into complaints that people have about their bank.



Most of the time the Banking Ombudsman can only look at your complaint after your bank has:



- looked over your complaint
- talked to you about your complaint.



Your bank will let you know when they have finished with your complaint.



If you are not happy with what your bank did about your complaint you can then contact the Banking Ombudsman.



It is free to use the Banking Ombudsman services.



The Banking Ombudsman may also ask other places to help them with some complaints like the:



- Insurance and Financial Services Ombudsman



- Privacy Commissioner



- Human Rights Commissioner.



You find can more information about the Banking Ombudsman by

- asking your bank for more information



- looking on the Banking Ombudsman **website**:

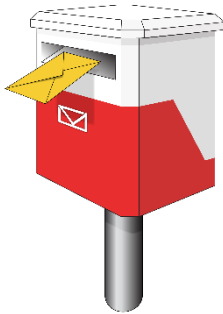


**[www.bankomb.org.nz](http://www.bankomb.org.nz)**



You can also contact the Banking Ombudsman about your complaint by:

- **posting a letter** to this **address**:



Freepost 218002

PO Box 25327

Wellington 6146



- sending an **email** to this address:

**help@bankomb.org.nz**



- **calling** them on this number:

**0800 805 950**

## Where to find more information about the Code of Banking Practice



You can find more information about the Code of Banking Practice on the New Zealand Bankers' Association:



**Website:**      **[www.nzba.org.nz](http://www.nzba.org.nz)**



**Phone:**      **04 802 3358**



**Email:**      **[nzba@nzba.org.nz](mailto:nzba@nzba.org.nz)**

You can also find the **full version** of the **New Zealand Bankers' Code** at:

**[www.nzba.org.nz/consumer-information/code-banking-practice/code-of-banking-practice](http://www.nzba.org.nz/consumer-information/code-banking-practice/code-of-banking-practice)**



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