

- ✓ Fair
- ✓ Customer focused
- ✓ Responsible
- ✓ Supportive
- ✓ Transparent
- ✓ Genuine
- ✓ Clear
- ✓ Professional
- ✓ In touch
- ✓ Committed



CUSTOMER
OWNED
BANKING
ASSOCIATION

www.customerownedbanking.asn.au



10 KEY PROMISES TO YOU



The Customer Owned Banking Code of Practice



WHAT'S NEW?

Borrowing and banking requirements may be changing, but our commitment to you has only gotten stronger.

The peak body for Australian credit unions, building societies and mutual banks, COBA has introduced the Customer Owned Banking Code of Practice.

The Code outlines our 10 key promises to you and ensures that all signatory credit unions, mutual building societies and mutual banks are fair and ethical when dealing with you.

HOW DOES IT AFFECT ME AS A CUSTOMER?

The Code of Practice helps you to easily understand our products and services. It:

- Outlines how you can expect your credit union, mutual building society or mutual bank to behave towards you as a customer
- Ensures that all written materials are in plain English and that there are clear distinctions made between terms and conditions and promotional offers
- Ensures that all payment fees and exception fees are fair to you
- Ensures that you always have access to the right advice

10 KEY PROMISES TO YOU

1

We will be **fair** and ethical in our dealings with you

2

We will **focus** on our customers

3

We will give you **clear information** about our products and services

4

We will be **responsible** lenders

5

We will deliver high **customer service** and standards

6

We will deal fairly with any **complaints**

7

We will recognise our **customers' rights** as owners

8

We will comply with our **legal** and industry obligations

9

We will recognise our impact on the wider **community**

10

We will **support** and promote this Code of Practice