

Panel on Financial Affairs

**Consumer protection in the banking sector
List of issues raised at the meeting on 26 February 2002**

- (a) whether the Hong Kong Monetary Authority (HKMA) should be given an explicit mandate in the area of consumer protection;
- (b) whether the disciplinary powers of HKMA should be widened, such as empowering HKMA to make reprimands or impose fines, to enable it to deal with non-compliance of authorized institutions with the Code of Banking Practice more effectively;
- (c) whether the current complaint handling mechanism was adequate and in this connection, whether the desirability of establishing a Banking Ombudsman in Hong Kong should be examined;
- (d) whether the mechanism for consumer consultation on banking-related legislation and policies should be refined with representation of a wider consumer audience;
- (e) whether banks should be mandated or encouraged to grant fee concessions or waivers to disadvantaged groups to ensure accessibility of basic banking services for these groups;
- (f) the need to improve availability of basic banking services at public housing estates (*A letter from Housing Authority dated 18 April 2002 on this matter is attached at Appendix III*);
- (g) the need for authorized institutions to review their marketing strategies, which to some extent may have contributed to the problem of personal over-indebtedness; and
- (h) whether there was a need to share positive consumer credit data in order to enable banks to assess credit applications prudently (*This issue was discussed at the Panel meeting on 9 April 2002 and another discussion session would be arranged in due course*).