

**Supplementary information further to the meeting of the
Legislative Council Panel on Financial Affairs
held on 15 November 2013**

The following is an update on the progress made by the 22 retail banks, which have signed up to the Treat Customers Fairly Charter, on the implementation of the following measures.

Abolishment of dormant account fee

2. A total of 21 banks which previously charged fees on dormant accounts have now abolished or decided to abolish such fee within 2013. The remaining bank does not charge dormant account fee.

Waiving low-balance fee

3. Three banks do not charge low-balance fees. Of the remaining 19 banks, the majority already had policies to exempt some vulnerable groups from low-balance fee. They have now decided or agreed in principle to extend exemption to all vulnerable groups from low-balance fee.

Provision of basic bank account services

4. A total of 16 banks are providing or have agreed in principle to provide customers with basic bank account services which do not have minimum balance requirement. The six remaining banks do not have minimum balance requirement for savings accounts or they are providing or have agreed in principle to provide low-balance fee exemption to low-income customers as well.

5. We will continue to monitor the implementation of the above measures by the banks concerned.