

Consultation Document on Proposed Conduct of Business Rules for Enhanced Protection of Consumers in the Provision of Banking Products and Services by Credit Institutions

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NOTE: These proposals are not binding and are subject to changes and revisions following representations received from industry participants and other interested parties. It is important that persons involved in the consultation bear these considerations in mind.

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Introduction

As part of its main functions, the Malta Financial Services Authority (the “MFSA” or “the Authority”) oversees the protection of consumers and the supervision of all financial services activities and license holders which have an ongoing duty of acting honestly, professionally and in accordance with the best interest of the client. In this respect, currently there is only the MFSA Conduct of Business Rulebook which is applicable to insurance undertakings and distributors, and investment firms including credit institutions which are licensed to provide investment services.

As part of its focus the MFSA also supervises the manner in which credit institutions design their products and services, as well as the way in which these same credit institutions manage their relationship with consumers.

In terms of its Conduct of Business supervision the Authority has the following three objectives:

- (a) setting up a regulatory framework that secures appropriate consumer protection;
- (b) supporting a pre-emptive supervisory regime which addresses potential or emerging risks for financial consumers; and
- (c) setting up an operational regime to strengthen the responsibilities of regulated persons in treating customers fairly.

Considering the increased importance of conduct of business, the MFSA in its ongoing interactions with the banking industry continues to remind the industry of its expectations of credit institutions to place conduct of business and consumer protection on the top of their operations and promote and support the fair, strong, efficient and transparent provision of services, and increased consumer confidence.

In the context of the above, the Authority considers it necessary to also develop and eventually issue a single ‘*Conduct of Business Rulebook for Credit Institutions*’ (the proposed Conduct Rulebook) consolidating the prevailing requirements for good conduct of business by credit institutions manufacturing and/or distributing retail products in Malta.

It is also to be noted that the intention is that the MFSA supervision and powers will be expressly formalised through the issue, in due course, of relevant Maltese subsidiary legislation, as deemed necessary, such that the MFSA will assume the supervisory remit for the following Directives as follows:

- (a) the Mortgage Credit Directive (the ‘MCD’), in its entirety; and

(b) the Consumer Credit Directive (the 'CCD'), only in so far as its requirements apply to entities authorised under the Banking Act or the Financial Institutions Act to grant, or promise to grant, credit are concerned.

Why are we consulting?

The purpose of this Consultation Document is to obtain the industry's views on the draft chapters of the Conduct of Business Rulebook for Credit Institutions offering retail products to clients in Malta. The five chapters of this new Conduct of Business Rulebook for Credit Institutions relate to the following topics, respectively: (1) **Disclosures**; (2) **Marketing Rules**; (3) **Product Oversight Requirements**; (4) **Conflicts of Interest**; and (5) **Bank-Client Relationships**.

Who does this Consultation affect?

The purpose of the proposed Conduct of Business Rulebook for Credit Institutions is to consolidate all applicable rules and regulations pertaining to the conduct of business of credit institutions offering retail products in Malta and also to introduce a number of other requirements, where there were no conduct of business requirements to date, mainly in the context of marketing communications. Therefore, this consultation process is primarily of interest to persons holding a license in relation to the business of banking under the [Banking Act \(Chapter 371\)](#), including a European credit institution which has established a branch in Malta in terms of the [European Passport Rights for Credit Institutions Regulations \(S.L.371.11\)](#), and which offer retail products to clients established in Malta. Other stakeholders within the local financial services industry are also welcomed to provide their feedback accordingly.

Context and Sources of the Conduct of Business Rulebook for Credit Institutions

It is the MFSA's intention to have a single Conduct of Business Rulebook which will be applicable to Credit Institutions offering retail products to clients in Malta as defined in the subsequent 'Applicability' section of this Consultation Document. The entities shall be generally referred to as 'Regulated Persons' with some specific instances differentiating between manufacturers and distributors.

In drafting the proposed Conduct of Business Rulebook, a comprehensive approach was adopted so that relevant requirements emanating from European Union Directives and other

EU laws applicable to credit institutions, which are currently transposed in Maltese subsidiary legislation, are being shifted in the relevant chapters of the new proposed Conduct of Business Rulebook for Credit Institutions. It follows that primarily applicable requirements of the following three EU Directives have been consolidated in the proposed Conduct Rulebook: (1) **the Mortgage Credit Directive**; (2) **the Consumer Credit Directive**; and (3) **the Payment Accounts Directive**.

In this respect, please find attached an Annex to this Consultation Document: '**Annex 2 - Table of Variances**', aimed to facilitate and assist your understanding of how, relevant requirements applicable to credit institutions which emanate from each of the current Maltese subsidiary legislation transposing the said three (3) EU Directives, have been placed in the proposed Conduct of Business Rulebook for Credit Institutions.

In addition, the sources of the 'Rules' and 'Guidelines' contained in the proposed Conduct of Business Rulebook for Credit Institutions include also relevant provisions from opinions and Guidelines issued by the European Banking Authority (the 'EBA'). Examples of such instances include conduct-related elements sourced from EBA's:

- Guidelines on product oversight and governance arrangements for retail banking products;
- Guidelines on internal governance under the Capital Requirements Directive;
- Guidelines on loan origination and monitoring;
- Guidelines on management of non-performing and forborne exposures;
- Opinion on good practices for mortgage creditworthiness assessments and arrears and foreclosure, including expected mortgage payment difficulties; and
- Opinion on disclosure to consumers of banking services through digital means.

In the proposed Conduct of Business Rulebook, reference is also made to 'Credit Intermediaries' wherever relevant, with specific clauses raising obligations of conduct of business on such parties.

Application of the Conduct of Business Rulebook for Credit Institutions

Primarily, the proposed Conduct of Business Rulebook for Credit Institutions will be addressed to credit institutions offering retail products (hereinafter referred to as 'Regulated Persons'). The latter are defined as being legal persons holding a license in relation to the business of banking under the [Banking Act \(Chapter 371\)](#), including a European credit institution which has established a branch in Malta in terms of the [European Passport Rights for Credit Institutions Regulations \(S.L.371.11\)](#).

Other requirements also raise obligations on credit intermediaries. A credit intermediary is a natural or legal person who is not acting as a creditor or Notary Public and not merely introducing, either directly or indirectly, a client to a Regulated Person or credit intermediary. In the course of his or her trade, business or profession, for remuneration, which may take a pecuniary form or any other agreed form of financial consideration, a credit intermediary may:

- (a) present or offer credit agreements to clients;
- (b) assist clients by undertaking preparatory work or other pre-contractual administration in respect of credit agreements other than as referred to in paragraph (a); or
- (c) concludes credit agreements with clients on behalf of the Regulated Person.

There are instances within the proposed Conduct of Business Rulebook for Credit Institutions whereby Regulated Persons are further distinguished between manufacturers and distributors. Manufacturers are Regulated Persons that design (i.e. create, develop, combine or significantly change) products offered to clients. On the other hand, a distributor is a Regulated Person or credit intermediary that offers and/or sells the retail product to clients. This includes business units of Regulated Persons that are not involved in the designing of the product but are responsible for bringing the product to the market.

The scope of the proposed Conduct of Business Rulebook is to regulate the activities of credit institutions vis-à-vis retail (i.e. non-professional client) and vulnerable clients. Accordingly, the term 'Client' is defined in the 'Glossary' of definitions within the proposed Conduct of Business Rulebook for Credit Institutions to refer to either one of the following two categories:

- (a) either a natural person making use of retail products who is acting for purposes of his/her personal accord, including instances whereby he/she is carrying out a business venture, trade or profession under his/her own personal name; or

- (b) a micro-enterprise which is considered to be an enterprise which employs fewer than ten persons and whose annual turnover and/or annual balance sheet total does not exceed two million euro (€2,000,000). If a small company or a special purpose vehicle falls within the definition of a micro-enterprise however such

company is part of a larger group of companies, it would then no longer be considered as a micro-enterprise since it has the financial backing and expertise of the mother company within the group of companies.

This definition is in line with that found under Arbitrator for Financial Services Act (Cap.555) of the laws of Malta in terms of which the clients (as defined above) would have a right to lodge a complaint with the Office of the Arbitrator for Financial Services. Accordingly, the rules contained in the proposed Conduct of Business Rulebook will only apply to credit institutions which service such clients.

Furthermore, for the avoidance of doubt, in the context of Payment Services, the rules emanating from the proposed Conduct of Business Rulebook are applicable without prejudice to the obligations emanating from Central Bank directive No 1 and the related requirements of the Payment Services Directive (Directive (EU) 2015/2366), which shall therefore continue to apply in their entirety and will continue to be administered and monitored by the Central Bank of Malta.

Q: Do you think that this definition of 'Client' will pose any challenges with your internal client classification criteria in determining client relationships that would fall in scope for the proposed Conduct of Business Rulebook for Credit Institutions? In the affirmative, kindly elaborate why do you envisage this to be an issue.

[Response Options:

- Yes**
- No**
- If Yes, kindly elaborate the challenge it will pose. _____ {free text} _____]**

For the purpose of the proposed Conduct of Business Rulebook for Credit Institutions, a 'Retail Product' shall refer to any of the following:

- (a) credit agreements relating to immovable property;
- (b) other forms of credit agreements for clients in addition to that included in paragraph (a) provided by manufacturers;
- (c) deposits accounts;
- (d) payment accounts;
- (e) payment services;

- (f) payment instruments;
- (g) other means of payment, as listed in point 5 of Annex I of Directive 2013/36/EU consisting of issuing and administering other means of payment (e.g. travellers' cheques and bankers' drafts) insofar as such activity is not covered by Payment Services; or
- (h) electronic money.

Provided that, for Payment Services, Payment Instruments, other means of payment and Electronic Money referred to in paragraphs (e) to (h), respectively, the provisions of this Rulebook are considered to apply *mutatis mutandis* with respect to matters which are not covered by the provisions of the [Central Bank of Malta directive No 1](#) issued in terms of the [Central Bank of Malta Act \(Cap. 204\)](#).

The aim of this proviso is to ensure that any Rules and Guidance laid down in this proposed Conduct of Business Rulebook which do not relate to matters covered by the Central Bank of Malta directive No 1, would continue to apply with respect to Regulated Persons offering the services or instruments listed in paragraphs (e) to (h).

Q: Do you think that the list in the definition of 'Retail Products' is comprehensive enough? Kindly suggest any additional retail products that you believe should be included for consideration by the Conduct of Business Rulebook for Credit Institutions if you believe that the list is not comprehensive.

[Response Options:

- Yes**
- No**
- If No, kindly identify any additional types of Retail Products. _____ {free text} _____]**

Structure and Layout of the Conduct of Business Rulebook for Credit Institutions

The current structure of the proposed Conduct of Business Rulebook for Credit Institutions comprises of five Chapters dealing with the following topics:

- **Chapter 1:** Disclosures;
- **Chapter 2:** Marketing Rules;
- **Chapter 3:** Product Oversight Requirements;
- **Chapter 4:** Conflicts of Interest;
- **Chapter 5:** Bank-Client Relationships.

Each Chapter comprises of a 'General Rules' section applicable to all Regulated Persons and across all types of retail products. Subsequent sections within each respective chapter may vary in terms of applicability – whether be it dependent on the type of retail product or subject matter. Any relevant section that does not apply universally in line with the General Rules, has its own designated applicability provisions for the benefit of the users of the proposed Conduct of Business Rulebook for Credit Institutions.

Those clauses that are binding on Regulated Persons are indicated with the letter 'R' before the number assigned to each clause in the relative part of the proposed Conduct of Business Rulebook for Credit Institutions, classifying such provisions as 'Rules'.

Accordingly, upon the coming into force of the proposed Conduct of Business Rulebook, failure to observe any of the requirements of the Rules would amount to a breach of an applicable regulatory requirement.

In some instances, the MFSA is also providing 'Guidelines' with respect to the Rules. Such Guidance may relate to further clarifications of a Rule or to steps which the Regulated person may take in order to comply with a specific Rule. Any such Guidance is indicated in the proposed Conduct of Business Rulebook for Credit Institutions with the letter 'G' before its number and is indicated immediately below the Rule to which such guidance relates. It is important to note that compliance with requirements indicated as 'Guidelines' is supplementary to the relevant Rule and is not necessarily compulsory, as long as the requirements of the Rules are observed at all times.

The referencing format of Rules and Guidance paragraphs are such that the subsequent component of the referencing index after the 'R' or 'G' label corresponds to the Chapter number. The second numeric component of the index is a sequential numbering reference

in order to uniquely identify each Rule and Guideline paragraph in facilitating navigation throughout the proposed Conduct of Business Rulebook for Credit Institutions.

Glossary of Definitions

A 'Glossary' of definitions has been included at the forefront of the Conduct of Business Rulebook for Credit Institutions with the aim of defining the most prevailing terminologies within the various clauses across all Chapters. These should be referred to facilitate the reading and interpretation of the Rules and Guidelines and shall apply consistently throughout the whole proposed Conduct of Business Rulebook.

Content and Chapter Overview

Chapter 1 on Disclosures

Chapter 1 highlights the importance of Regulated Persons providing adequate information to clients, both existing and prospective. Various disclosures need to be made by credit institutions both on a pre-contractual and post-contractual basis, such that clients would reasonably be able to understand the nature and risks of the product or service being provided. Different disclosures are to be made in good time prior to the conclusion of the contract leading to the purchase of the product, such that the client would have adequate time to process the information and be in a position to make informed decisions as to whether to purchase the product or service, or otherwise.

This Chapter starts off with a 'General Rules' section outlining several types of disclosures that are product agnostic, and which therefore, find applicability across all retail Products offered by Regulated Persons as covered within the proposed Conduct of Business Rulebook for Credit Institutions (such as the disclosure of information on the Regulated Person; common disclosures on the retail products being provided; applicable costs and charges; and information that must be available at branches or through other mediums on an ongoing basis and which must be provided upon request). Subsequently, chapter 1 is structured into a number of dedicated sections that apply for specific retail products.

Q: Select which of the following statements (multiple selection is available) most reflects the features of the Rules and Guidelines set out in this chapter. The free text input option can also be used to specify which Rules/Guidelines correlate to your selection by including the specific reference to the Rule/Guideline you are referring to.

[Response Options:

- 1. Requirements are too high level and do not provide sufficient guidance on how they can be implemented. _____ {free text} _____
- 2. Requirements provide guidance but are still ambiguous in certain areas. _____ {free text} _____
- 3. Requirements are adequately detailed and add value. _____ {free text} _____

Chapter 2 on Marketing Rules

The second chapter of the proposed Conduct of Business Rulebook for Credit Institutions seeks to establish adequate Rules and Guidelines on what information should be included in advertisements and marketing material issued by credit institutions via different channels. Advertisements or marketing material relating to banking retail products which is unclear, misleading or otherwise unfair may result in negative outcomes for the client. Therefore, this chapter aims at consolidating a framework whereby clients are given the confidence that Regulated Persons will take the necessary measures to advertise and market their products in a fair, clear and transparent manner, which excludes any aggressive or misleading behavior.

Similar to chapter 1, this chapter starts off with a number of generally applicable requirements across all types of retail products, followed by four mutually exclusive sections to address particular requirements revolving around advertising and marketing Rules applicable for specific credit agreements and those applicable for payment accounts and deposit accounts.

Q: Select which of the following statements (multiple selection is available) most reflects the features of the Rules and Guidelines set out in this chapter. The free text input option can also be used to specify which Rules/Guidelines correlate to your selection by including the specific reference to the Rule/Guideline you are referring to.

[Response Options:

- 1. Requirements are too high level and do not provide sufficient guidance on how they can be implemented. _____ {free text} _____
- 2. Requirements provide guidance but are still ambiguous in certain areas. _____ {free text} _____
- 3. Requirements are adequately detailed and add value. _____ {free text} _____

Chapter 3 on Product Oversight Requirements

Product oversight requirements are covered under chapter 3 of the proposed Conduct of Business Rulebook for Credit Institutions. This chapter incorporates the 'EBA Guidelines on Product Governance' which addresses the importance of Regulated Persons to ensure that risks of client detriment associated with retail products are addressed through their appropriate product oversight and governance arrangements. This chapter sets out a number of Rules and Guidelines applicable to Regulated Persons which manufacture and/or distribute retail products with the aim of addressing risks of client detriment. Distinction is therefore made among Regulated Persons acting as manufacturers and/or distributors of such products.

Other newly introduced requirements within this chapter include an impact assessment which the manufacturer is obliged to carry out for every retail product and service with respect to:

- (a) the impact of fees and charges of the said retail product or service; and
- (b) on any good outcomes envisaged from the sale of that retail product or service with respect to the interests, objectives and characteristics of clients belonging to the identified target market during the product lifecycle.

This impact assessment shall be carried out both when a retail product or service is being designed to be brought into the market and when significant changes are made to an existing retail product or service.

Moreover, there is an obligation of prior notification to the MFSA of at least three (3) months prior to the intended launch and commencement of the application of the fees and charges for which the impact assessment, which is to be submitted together with a copy of the impact assessment and a statement of justification of the fees and charges, as well as a statement as to the additional income likely to accrue from the fees and charges.

This chapter primarily deals with the establishment of a manufacturer's product oversight and governance arrangements and their respective objectives. Amongst others, the requirements relate to product design, testing and monitoring, as well as the procedures for implementing remedial actions where a fault is identified. Equally important are the Rules and Guidelines related to the identification of the relevant target market, with manufacturers being obliged to identify the category of clients for whose needs, characteristics, nature and objectives each specific retail product is compatible in order to avoid consumer detriment.

As opposed to chapters 1 and 2, this chapter is not specifically split into sections with different applicability criteria other than a limited section specifically focusing on additional product oversight and governance obligations applicable to distributors in particular. Otherwise, since very often Regulated Persons act as both manufacturers and distributors, in most cases credit institutions will be subject both to the Rules applicable to manufacturers, as well as to those applicable to distributors.

Q: Select which of the following statements (multiple selection is available) most reflects the features of the Rules and Guidelines set out in this chapter. The free text input option can also be used to specify which Rules/Guidelines correlate to your selection by including the specific reference to the Rule/Guidelines you are referring to.

[Response Options:

- 1. Requirements are too high level and do not provide sufficient guidance on how they can be implemented. _____ {free text} _____**
- 2. Requirements provide guidance but are still ambiguous in certain areas. _____ {free text} _____**
- 3. Requirements are adequately detailed and add value. _____ {free text} _____**

Chapter 4 on Conflicts of Interest

Situations of conflicts of interest refer to those circumstances which have an impact on the Regulated Person and its ability to perform objectively and fairly with respect to one or more clients. Consequently, chapter 4 deals with such situations and how these must be addressed appropriately in order to ensure that Regulated Persons always operate in the best interest of their clients. This chapter aims to address any shortcomings and requires Regulated Persons offering retail products to have in place adequate measures in identifying, managing and, as a means of last resort, reporting instances of conflicts of interest.

The element of remuneration is also covered in this chapter in so far as it may give rise to conflicts between the Regulated Person's commercial interest and its duties to act in the best interest of its clients. Subsequently, a focus on remuneration policy rules, including aspects such as approval, design features, documentation and oversight, are addressed due to the high degree of interoperability between remuneration and conflicts of interest policies.

Q: Select which of the following statements (multiple selection is available) most reflects the features of the Rules and Guidelines set out in this chapter. The free text input option can also be used to specify which Rules/Guidelines correlate to your selection by including the specific reference to the Rule/Guideline you are referring to.

[Response Options:

- 1. Requirements are too high level and do not provide sufficient guidance on how they can be implemented. _____ {free text} _____**
- 2. Requirements provide guidance but are still ambiguous in certain areas. _____ {free text} _____**
- 3. Requirements are adequately detailed and add value. _____ {free text} _____**

Chapter 5 on Bank-Client Relationship

In line with the underlying concepts of appropriate conduct of business, retail banking clients should be treated honestly fairly and professionally throughout all stages of their relationship with Regulated Persons, irrespective of the product/s which form the basis of such relationship. This is accomplished by having Regulated Persons ensuring that they always act in their clients' best interests. Therefore, the fifth chapter of the proposed Conduct of Business Rulebook for Credit Institutions highlights a number of key areas which promote clients' protection from the initial stages of the bank-client relationship, including origination and issuance of the retail product up to the end of this relationship.

Amongst others, this chapter identifies a number of Rules and Guidelines which apply in determining whether a particular Retail Product is suitable for a client or otherwise. Practices such as thorough creditworthiness assessments are vital in ensuring a client's protection against over-indebtedness and bankruptcy, thereby creating the necessary conditions for responsible lending. Chapter 5 also makes specific reference to a Regulated Person's expected conduct when opening and maintaining payment accounts and when clients encounter payment difficulties or other challenges in fulfilling their obligations towards the Regulated Person, including the inability to make timely repayments on a credit agreement as well as conduct which may lead to dormancy or closure of a payment account.

Q: Select which of the following statements (multiple selection is available) most reflects the features of the Rules and Guidelines set out in this chapter. The free text input option can also be used to specify which Rules/Guidelines correlate to your selection by including the specific reference to the Rule/Guideline you are referring to.

[Response Options:

- 1. Requirements are too high level and do not provide sufficient guidance on how they can be implemented. _____ {free text} _____**
- 2. Requirements provide guidance but are still ambiguous in certain areas. _____ {free text} _____**
- 3. Requirements are adequately detailed and add value. _____ {free text} _____**

Overarching Question for the New Conduct of Business Rulebook for Credit Institutions

Q: Do you believe that the requirements set out in the proposed Conduct of Business Rulebook for Credit Institutions are conducive enough for Regulated Persons to position themselves better in carrying out good conduct of business for their clients' best interest and nurturing a fair and honest relationship between the Regulated Person and its client?

[Response Options:

- Yes**
- No**
- If No, provide which topic/s you believe should be covered in the Conduct of Business Rulebook for Credit Institutions. _____{free text} _____]**

What are you required to do next?

The MFSA is seeking your comments and feedback on the proposed Conduct of Business Rulebook for Credit Institutions as referred to in this Consultation Document.

Please submit your responses to the embedded questions (with options for reply) as outlined in this Consultation Document (and explained in Annex 1 thereto), together with any additional comments and feedback you may have, which are to be addressed to Conduct Supervision on conduct.policy@mfsa.mt, by not later than **Tuesday, 16 April 2024**.

Should you have any queries on the submission of your response, please direct these to the following:

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Way Forward

Following the Consultation period referred above, the comments and feedback received will be considered and the MFSA plans to publish the final Conduct of Business Rulebook for Credit Institutions.

Annex 1 – Consultation Questions

List of Questions within this Consultation Document

1. Do you think that this definition of 'Client' will pose any challenges with your internal client classification criteria in determining client relationships that would fall in scope for the Conduct of Business Rulebook for Credit Institutions? In the affirmative, kindly elaborate why do you envisage this to be an issue.
2. Do you think that the list in the definition of 'Retail Products' is comprehensive enough? Kindly suggest any additional retail products that you believe should be included for consideration by the Conduct of Business Rulebook for Credit Institutions if you believe that the list is not comprehensive.
3. Select which of the following statements (multiple selection is available) most reflects the features of the rules and guidelines set out in this chapter. The free text input option can also be used to specify which Rules/Guidelines correlate to your selection by including the specific reference to the Rule/Guideline you are referring to. [Standing question for each chapter]
4. Do you believe that the requirements set out in the Conduct of Business Rulebook for Credit Institutions are conducive enough for Regulated Persons to position themselves better in carrying out good conduct of business for their clients' best interest and nurturing a fair and honest relationship between the Regulated Person and its client?

Annex 2 – Table of Variances

[Subsidiary Legislation 371.18](#): the Credit Institutions and Financial Institutions (Payment Accounts) Regulations

Subsidiary Legislation 371.18	References from the Proposed Conduct of Business Rulebook
regulation 1(6)	R.1.4.153, R.2.4.55, R.5.4.52
regulation 7(1)	R.1.4.154
regulation 7(2)	R.1.4.155
regulation 7(3)	R.1.4.156
regulation 9(1)	R.1.4.157, R.1.4.162
regulation 9(2)	R.1.4.158, R.1.4.163
regulation 8(1)	R.1.4.160
Schedule 1, Par 2	R.1.4.164
Schedule 1, Par 3	R.1.4.167
Schedule 1, Par 4	R.1.4.168
Schedule 1, Par 5	R.1.4.176
regulation 20	R.1.4.177
regulation 25(2)	R.1.4.178
regulation 32(3)	R.1.4.180
regulation 32(4)	R.1.4.181
regulation 23	R.1.4.182
regulation 16(1)	R.1.4.184
regulation 16(2)	R.1.4.185
regulation 16(3)	R.1.4.186
regulation 16(3)	R.1.4.187
regulation 10(1)	R.1.4.192
regulation 10(2)	R.1.4.194
Schedule 2, Par 2	R.1.4.195
Schedule 2, Par 3	R.1.4.196
Schedule 2, Par 4	R.1.4.198
Schedule 2, Par 5	R.1.4.210
regulation 15(1)	R.1.4.211
Schedule 3, Par 7(a)	R.1.4.211
Schedule 3, Par 7(b) and 7(c)	R.1.4.212
regulation 15(2)	R.1.4.213
Schedule 3, Par 1	R.1.4.214
Schedule 3, Par 2	R.1.4.215
Schedule 3, Par 3	R.1.4.216
Schedule 3, Par 4	R.1.4.217
Schedule 3, Par 5	R.1.4.218
Schedule 3, Par 6	R.1.4.219

regulation 11	R.1.4.220
regulation 12(2)	R.1.4.221
regulation 4	R.2.4.56
regulation 12(1)	R.2.4.57
regulation 17(1)	R.5.4.53
regulation 17(2)	R.5.4.53
regulation 19(1)	R.5.4.54
regulation 19(2)	R.5.4.54
regulation 19(3)	R.5.4.55
regulation 19(3a)	R.5.4.56
regulation 19(4)	R.5.4.57
regulation 19(4a)	R.5.4.58
regulation 19(5)	R.5.4.59
regulation 19(6)	R.5.4.60
regulation 19(7)	R.5.4.61
regulation 18(1)	R.5.4.62
regulation 18(2)	R.5.4.62
regulation 21	R.5.4.63
regulation 22(1)	R.5.4.64
regulation 22(2)	R.5.4.65
regulation 24	R.5.4.66
regulation 26	R.5.7.171
regulation 27	R.5.7.172
regulation 28	R.5.7.173
regulation 29	R.5.7.174
regulation 30(1)	R.5.7.175
regulation 30(2)	R.5.7.176
regulation 30(3)	R.5.7.177
regulation 31(1)	R.5.7.178
regulation (2)(a)	R.5.7.179
regulation 31(3)	R.5.7.180
regulation 31(5)	R.5.7.181
regulation 31(4)	R.5.7.183
regulation 31(7)	R.5.7.184
regulation 31(8)	R.5.7.185
regulation 14(1)	R.5.12.296
regulation 14(2)	R.5.12.297
regulation 14(3)	R.5.12.298
regulation 44(2)	R.5.13.308, R.5.13.309
regulation 44(3)	R.5.13.308, R.5.13.309

Subsidiary Legislation 378.10: the Credit Agreements for Consumers relating to Residential Immovable Property Regulations

Subsidiary Legislation 378.10	References from the Proposed Conduct of Business Rulebook
regulation 4(1)	R.1.2.73
regulation 4(2)	R.1.2.75
regulation 21(1)	R.1.2.76
regulation 21(2)	R.1.2.77
regulation 21(3)	R.1.2.78
regulation 21(4)	R.1.2.79
regulation 21(5)	R.1.2.80
regulation 21(7)	R.1.2.81
regulation 4a	R.1.2.82
regulation 7(1)	R.1.2.84
regulation 7(2)	R.1.2.85
regulation 7(6)	R.1.2.85
regulation 7(3)	R.1.2.86
regulation 7(4)	R.1.2.87
regulation 7(5)	R.1.2.88
regulation 7(7)	R.1.2.89
regulation 7(8)	R.1.2.90
regulation 7A(1)	R.1.2.91
regulation 7A(2)	R.1.2.92
regulation 8(1)	R.1.2.93
regulation 8(2)	R.1.2.94
regulation 8A(1)	R.1.2.95
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