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| **COMMENTS TEMPLATE**DRAFT CONDUCT STANDARD FOR BANKS |
| **SECTION A - DETAILS OF COMMENTATOR** |
| **Name of organisation/individual:** | Complete  |
| **If the commentator is an organisation, provide the name and designation of the contact person:** | Complete  |
| **Email address:** | Complete  |
| **Contact number:** | Complete  |
| **IMPORTANT INSTRUCTIONS**Please note the following instructions for filling in the template:* For referencing purposes please use the numbering as contained in the draft Conduct Standard.
* For comments on the definitions please indicate which definition is being commenting on under the “Section” column (see below for an example).
* Commentators, in particular banks are requested to answer questions relating to the expected impact of the draft Conduct Standard under Section C. If you wish to provide a qualitative response in this regard, please attach the response to the template as an Annexure.
* For any other general comments, please use Section D.
* Please send the completed template, in Word Format, to: FSCA.RFDConductStandardBanks@fsca.co.za on or before 18 June 2019.

Please note that no PDF or scanned documents or any late submissions will be accepted unless agreed to in writing by the Authority.  |

| **SECTION B - COMMENTS ON THE DRAFT CONDUCT STANDARD** |
| --- |
| **No** | **Section of the standard** | **Issue/Comment/Recommendation**  |
|  | e.g. section 2, definition of “customer” |  |
|  |  | (please add more rows if required ) |
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| **SECTION C - QUESTIONS RELATING TO THE ANTICIPATED IMPACT OF THE CONDUCT STANDARD** |
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| **No** | **Question** | **Responses** |
|  | Do you support the implementation of the draft Conduct Standard? Please provide reasons for your answer. |  |
|  | Will the requirements of the draft Conduct Standard lead to:1. a reduction in consumer choice;
2. higher prices due to less competition;
3. the creation of barriers for new entrants and service providers;
4. facilitation of anti-competitive behaviour or emergence of monopolies; and
5. market segmentation?
 |  |
|  | Will the Conduct Standard impose additional compliance costs on the business? If yes, please provide details including the expected costs. |  |
|  | How do you anticipate the draft Conduct Standard will affect the operational cost of the business?  |  |
|  | If an increase in operational cost is exspected, who will bear the cost and why? |  |
|  | Do you anticipate that business models may need to change as a result of the draft Conduct Standard? If yes, please provide details including the expected costs. |  |
|  | How will different customer groups be impacted by the requirements of the draft Conduct Standard?  |  |
|  | Will the risk of increased prices to consumer be mitigated by greater transparency and competition? |  |
|  | Are transitional arrangements necessary to implement the Standard? If yes, what transitional arrangements do you propose and for which section of the draft Conduct Standard?  |  |
|  | Do you find the format of the Conduct Standard user-friendly and simple to understand? If no, please provide suggestions for improvement. |  |

| **SECTION D - GENERAL COMMENTS** |
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| **No** | **Issue** | **Comment/Recommendation**  |
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|  |  | (please add more rows if required ) |
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