

Telephone: 020 7066 9346
Email: enquiries@fs-cp.org.uk

Chartered Banker Professional Standards
Board
38b Drumsheugh Gardens,
Edinburgh,
EH3 7SW

21st March 2014

Dear Sir/Madam,

Chartered Bankers Professional Standards Board - Leadership Standard for Professional Bankers

The Consumer Panel support the aim of enhancing and sustaining a strong culture of ethical and professional development in the UK banking industry.

We are aware of several separate initiatives currently under way aimed at improving standards in banking and ensuring consumers are treated more fairly. These include the work being done by the FCA to mend the process for approving, licensing and supervising senior persons and the work being done by Sir Richard Lambert's Banking Standards Review. None of these other initiatives are mentioned in your consultation and it is not clear how the proposed Leadership Standard relates to them. We would like to see more details on this.

In response to the recent Banking Standards Review consultation¹ we suggested that for the proposed new banking standards organisation to be successful, the following needed to be addressed:

- Low levels of professional standards (The Chartered Banker Institute has just 9,000 members, of which only 4,000 hold the highest level of qualification²);
- The failure of banks and individuals within them to face up to their responsibility to customers; and
- The lack of corporate responsibility within the banking sector.

We believe that any new standards should be designed with these points in mind and with the purpose of helping the new banking standards organisation and FCA address them.

The Consumer Panel continues to believe that for real change to be achieved banks' financial incentive schemes, which played such a major role in the mis-selling scandals of recent years, also need to change.

Sincerely,

Sue Lewis
Chair
Financial Services Consumer Panel

¹ http://www.fs-cp.org.uk/publications/pdf/response_to_banking_standards_review_consultation.pdf

² <http://www.fs-cp.org.uk/publications/pdf/cp-response-parliamentary-commission-on-banking20120924.pdf>