

- 4) Any charges on any product must be approved by CBK.
- 5) Any increase in charges on any product must be approved by CBK.
- 6) Institutions are required to explain to their customers the reasons behind any decision to vary charges or terms & conditions of a contract.
- 7) Institutions are required to notify their customers within a reasonable time (preferably one month) prior to varying any charges.
- 8) Institutions must disclose to their customers the total cost of credit.

We draw your attention to the following:


- i) Any change of and/or in any feature of an approved product without the prior approval of CBK is illegal.
- ii) A savings, seven-day, call or fixed deposit account product which by law does not attract any charge cannot be converted to a transaction account (which may attract charges) without the prior consent of the customer and without the prior approval of CBK.
- iii) Institutions need to amend their respective contracts with their customers to incorporate the new legal requirements on disclosure of charges and terms.
- iv) Any changes which may have been effected by institutions without the requisite CBK approval should be reversed immediately.
- v) Any conversion of a savings, seven-day, call or fixed deposit account product to a transaction account which may have been effected by any institution should be reversed immediately.

CBK will follow up, on a case by case basis, with any institution which may have violated the law relating to approval of charges and products and appropriate action shall be taken against the affected institution.

In case of any query or clarification, please contact:

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