

## Credit Card Questions

### 1 Keeping the customer informed and in control - account balances and alerts

*This section looks at features that let the customer know exactly how much is available to spend at any given point in time and when payments are due giving the customer a sense of control and the responsibility to manage their finances.*

- 1.1 Does the product provide the customer with the ability to receive a message of the available balance of the account on a regular basis at specified time periods?
- 1.2 Does the product provide the customer with a reminder message to make the monthly payment?
- 1.3 Does the product provide the customer with a reminder message if the account balance is approaching the credit limit?
- 1.4 Does the product enable the customer to set a customised amount that triggers a reminder message if the account balance reaches that amount?
- 1.5 Is a message of balance of account available on request?
- 1.6 Can the customer request a mini-statement of last transactions?

### 2 Enabling the customer to keep track of expenditure by detailed category

*This section looks at features that may help customers with being on top of their expenditure by providing an in-depth understanding of where they spend their money.*

- 2.1 Does the product enable the customer to review expenditure by detailed category? e.g. dining out, petrol, groceries, entertainment
- 2.2 Does the product enable the customer to review expenditure by category through time? i.e. can the customer look at how expenditure categories change over time?
- 2.3 Does the product enable the customer to produce different views of the expenditure categories?
- 2.4 Does the expenditure category functionality provide a comparison with others e.g. an average for other customers (perhaps with similar incomes) of how much they spend in each of the categories?

### 3 Enabling the customer to set a budget

*This section looks at features that help customers to be realistic about the amount they have to spend and help them to stay within their budget.*

- 3.1 Does the product enable the customer to set an overall budget?
- 3.2 Does the product enable the customer to set a budget by different categories? e.g. dining out, petrol, groceries, entertainment
- 3.3 Does the product track the actual expenditure against the set budget?
- 3.4 Does the product provide alerts with helpful prompts to amend budget plan if circumstances change?
- 3.5 Does the product give incentives for achieving plan?

### 4 Enabling the customer to plan repayments to reduce debts

*This section looks at features that help customers to take control of their debts and to take realistic actions to reduce those debts.*

- 4.1 Does the product show the customer how long different repayments will take to reduce the outstanding balance/debt?
- 4.2 Does the product enable the customer to set up a repayment plan to reduce debts?

4.3 Does the product give incentives to meet plan/reduce debt?

## **5 Additional Information**

***This section gives you the opportunity to tell us about additional features that you believe contribute towards customers' sense of financial well-being but that we have not covered in the previous sections. Please note that any additional information provided in this section may contribute towards a higher rating.***

- 5.1 Does the product have any additional features that could qualify as Fair Banking features i.e. enhance customers' financial well-being?
- 5.2 Do you have any research or evidence to substantiate the benefit to your customers of any of your features (e.g. academic, customer feedback, behaviour change measures)?
- 5.3 Do you have any plans to improve your product in this context over the next 2 years? (These could be at a high level although they should be specific)