

Responsible Lending for Consumers

Code

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The German version of the Code is available [here](#).
More information at our consumer website: www.kredit-mit-verantwortung.de



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Preamble: Our responsibility

The member banks of the Bankenfachverband are aware of their responsibility as lenders. They deal in credits responsibly because they want to ensure that you, as the customer, can repay your loan. To fulfil this responsibility, the association's members have adopted the rules of conduct stated in this Code. The Code applies to all instalment and revolving credits taken out by consumers with member banks since 11 June 2010. Here the Code goes beyond the requirements of law.

The members of the Bankenfachverband have pledged their commitment to comply with the Code. Breaches can lead to exclusion from the association.

1 Before conclusion of the contract

1.1 Clarity in advertising

We ensure that all materials and measures relating to advertising are clearly and comprehensibly designed.

1.2 Complete information

We provide you information on all the essential terms of the loan in text format before the conclusion of a loan agreement. These include:

- the annual percentage rate,
- all costs of the credit,
- the amount repayable,
- the amount, deadlines and number of instalments,
- the terms of the loan,
- your rights as a customer (right of withdrawal, early repayment).

1.3 Explanations

We would be pleased to explain to you the details of the loan products we offer you before the conclusion of a loan agreement.

1.4 Sufficient time

We give you sufficient time to carefully read and evaluate all information.



2 Loan application

2.1 Data protection and banking secrecy

We keep your personal information confidential at all times, even if you do not become or should you at a later date no longer be a customer of ours.

2.2 Conscientious credit assessment

We conduct an appropriate and thorough credit assessment. Here we employ various procedures:

- credit agency enquiries,
- scoring,
- determination of income,
- budget account,
- examination of other borrower obligations.

You can assist us with the credit assessment by checking the information provided for accuracy and completeness.

2.3 Information about credit agency enquiries

When you apply for a loan, we ask you if you would agree to our making credit agency enquiries as to information on your person. We inform you about passing your details on to the agency.

3 Credit decision

3.1 Information-based decision instead of discrimination

In reaching our credit decision, we do not discriminate according to:

- race,
- ethnic background,
- gender,
- religion,
- disability,
- age,
- sexual identity.



3.2 Information about scoring

If you desire, we will be pleased to inform you how we make optimal use of scoring procedures in credit assessment by:

- stating the score,
- stating the data types used in the scoring,
- informing you about the significance of the score.

3.3 Explanation of refusal of credit

If after thorough and fully automated examination we are forced to decide against your loan application, we will explain at your request why you were not able to fulfil the loan conditions.

4 Loan agreement

4.1 Loan conditions

We inform you clearly and comprehensibly in the loan agreement about all loan conditions and make a copy of the agreement available to you.

4.2 Detailed amortisation table

If you wish, we will be pleased to provide an amortisation table in addition to the loan agreement in which the monthly instalment payments, with the borrowing costs, the interest and the repayment portion are itemised.

4.3 Early repayment

You have the possibility to repay all or part of your loan at any time before the time fixed by the agreement. We would be happy to explain how the early repayment fee to which we are legally entitled is calculated.

5 Handling liquidity problems

We deal with any liquidity problems with understanding and do our utmost to facilitate the repayment of your loan. In this respect, we approach you to find a solution when indications of payment difficulties arise. We can better support you when you contact us in good time.



6 Appeal procedure

We offer you an appeal procedure to deal fairly and objectively with any disputes.

7 Point-of-sale financing

We school our point-of-sale financing partners regularly to ensure our high standards in lending.

8 Quality management

8.1 Guidelines

We maintain internal guidelines about granting loans and check regularly to see that these guidelines are being observed.

8.2 Regular employee training

We regularly school our employees in complying with legal requirements and internal bank guidelines as well as in dealing with our customers.

9 Social responsibility

We act in a variety of ways to assume social responsibility as an enterprise. These include apprentice training, the support of social projects or sponsoring of sport and culture.

10 Financial education

We promote financial education by providing a range of information on financial topics on the Internet, being aware of lecturing activities, publishing brochures or committing ourselves to school projects.



Foundations of the code

The Bankenfachverband's "Responsible Lending" code goes beyond the law. The following overview makes clear which legal foundations the code is based on.

Code		Laws
1	Before conclusion of the contract	§ 6a PAngV; § 1 ff. UWG; § 491a BGB; Art. 247 § 1 f. EGBGB
2	Loan application	§ 18 KWG; § 1 ff., §§ 28, 28a BDSG
3	Credit decision	§ 19 f. AGG; §§ 6a, 28b, 29 Abs. 7, 34 BDSG
4	Loan agreement	§ 492, § 500 BGB; Art. 247 §§ 6 ff., 14 EGBGB
5	Handling liquidity problems	no law
6	Appeal procedure	§ 14 UKlaG; SchlichtVerfV
7	Point-of-sale financing	no law
8	Quality management	no law
9	Social responsibility	no law
10	Financial education	no law

Abbreviations

AGG = Allgemeines Gleichbehandlungsgesetz (General Equal Treatment Act)

BGB = Bürgerliches Gesetzbuch (German Civil Code)

BDSG = Bundesdatenschutzgesetz (Federal Data Protection Act)

EGBGB = Einführungsgesetz zum Bürgerlichen Gesetzbuch (Introductory Act to the German Civil Code)

KWG = Kreditwesengesetz (German Banking Act)

PangV = Preisangabenverordnung (Price Regulation)

SchlichtVerfV = Schlichtungsstellenverfahrensverordnung (Mediation Services Procedural Regulation)

UKlaG = Unterlassungsklagengesetz (Injunction Act)

UWG = Gesetz gegen den unlauteren Wettbewerb (Unfair Competition Act)