

WHAT HAPPENS NEXT

Main remedies	Who is Responsible	Order or Undertaking ¹	Commencement date – by or between
Development and adoption of an open API standard	Largest banks in GB and NI	Order	Q1 2017 and Q1 2018
Service quality metrics: core measures	All Banks ²	Order	Q3 2018
Prompts: cooperate with FCA research and trials	All Banks ²	Order	Q1 2017
Facilitating switching: CASS governance	Bacs	Undertakings	Q3 2017
Facilitating switching: CASS awareness and confidence	Bacs	Undertakings	Q3 2017
Facilitating switching: CASS redirection	Bacs	Undertakings	Q4 2017
Transaction history for customers	All Banks ²	Order	Q1 2018
Overdraft alerts with grace periods	All PCA providers ²	Order	Q1 2018
Alerts: cooperate with FCA research and trials	All banks ²	Order	Q1 2017
Monthly maximum charge	All PCA providers	Order	Q3 2017
Firm overdraft decision to customer prior to switching account provider	Bacs	Undertakings	Q3 2017
Development of comparison services for small businesses	Largest banks in GB and NI	Order	Q1 2017
Publication of SME lending product prices	All SME lenders	Order	Q3 2017
Development of SME loan price and eligibility tool	Largest banks in GB	Order	Q1 2018
BCA opening procedures	All banks ²	Order	Q1 2018

¹Full details of the Orders and Undertakings, and the associated recommendations to be taken forward by HMT, FCA and BEIS to support them, can be found in the Final Report.

²Subject to de minimis threshold