

Timothy Ralph Turner,
Head of Business Development,
Northern Bank Limited t/a Danske Bank

From: Alistair Thompson

18 September 2018

Dear Mr Turner,

Breaches of the Northern Ireland Personal Current Account Banking Market Investigation Order 2008, as amended in 2011 (the Order)

We are writing to Northern Bank Limited t/a Danske Bank (Danske Bank) as it has breached the Order on two occasions, both of which concern failures to supply over 43,000 of its customers with information on switching accounts between January 2017 to August 2018.

The two breaches by Danske Bank relate to the following:

1. Article 7.1(a) and (b): from January 2017 to August 2018, failure to include wording reminding customers that they can close the PCA and seek to obtain PCA services from a different bank; and where the customer can find further information on the process of how to do this.
2. Article 7(2): from January 2017 to August 2018, failure to provide a copy of the Switching Leaflet to customers.

Danske Bank reported in its annual compliance report that when its Danske Standard personal current account was introduced in 2016 it failed to mark the product to receive the required automated annual mailings (which include the switching information in Articles 7.1(a) and (b) and the Switching Leaflets in Article 7(2)). As a result, Danske Bank failed to send to 43,893 of its customers switching information to which they were entitled.

The CMA examined these breaches in accordance with its duty to monitor and enforce the Order. This letter sets out the action that has been taken by Danske Bank to date to address these two breaches, and further actions agreed between Danske Bank and the CMA to prevent further breaches of the Order.

Danske Bank has now provided the affected customers with communications which include both the switching information set out in Articles 7.1(a) and (b) and the Switching Leaflets set out in Articles 7.2. This was completed on 23 August 2018.

Danske Bank has agreed to review and monitor its controls to ensure future compliance with the Order and to inform the CMA of any future compliance issues that may arise and to do so as soon as any such issue is identified. These controls will include mechanisms to double-check that customers are provided with the information they are entitled to.

This letter has been published on the CMA's website.

Yours sincerely

Alistair Thompson
Director
Remedies, Business and Financial Analysis