PRESS RELEASE

NOTICE ON FAIR TREATMENT OF FINANCIAL CONSUMERS

1. Brunei Darussalam Central Bank (BDCB) issued the Notice on Fair Treatment of Financial Consumers (Notice No. CE/N-1/2026/1) on 31 August 2026. The Notice will take effect on 1 March 2027.

2. The Notice forms part of BDCB's ongoing efforts to strengthen financial consumer protection and promote higher standards of conduct across the financial sector. It sets out requirements for banks and financial institutions to treat financial consumers fairly, responsibly and professionally throughout their dealings with them.

3. Among others, the Notice requires banks and financial institutions to incorporate conduct risk into their overall governance and risk management arrangements; provide clear and balanced information; ensure that advice and recommendations are suitable for financial consumers; and maintain fair contractual terms.

4. The Notice also places particular emphasis on the fair treatment of vulnerable financial consumers. Banks and financial institutions are expected to take appropriate measures to understand and address their needs, including when designing and offering financial products and services.

5. Through these requirements, BDCB aims to promote fairer outcomes for financial consumers, thereby strengthening trust and confidence in Brunei Darussalam's financial system and, in turn, contributing to overall domestic financial stability.

6. The Notice is available on the BDCB website at www.bdcb.gov.bn. For enquiries, please contact BDCB at +673 8318388 or email at info@bdcb.gov.bn.

Brunei Darussalam Central Bank
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