



THE USEFULNESS OF EFFECTIVE PERSONALISED DEBT ADVICE FOR CREDITORS

SEBASTIEN DE BROUWER – EUROPEAN BANKING FEDERATION

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About us

Who we are

- National Banking Associations from 32 countries
- 4.500 banks with 2.5 million employees

From

- Major cross-border institutions and small regional entities
- Wholesale and retail financial institutions

Our members

32 national member associations:



28 EU Member States



4 EFTA countries



13 Associates

“We aim to achieve an
integrated European
financial services market”



Personalised debt advice in EU

CONTEXT

- Over-indebtedness – causes & consequences
- Measures to alleviate the impact of over-indebtedness
- Different approaches to managing consumer default
- Personalised debt–advice

Personalised debt advice in EU

The personalised debt advice landscape – different solutions within the EU

- Different debt advisory providers across Europe
- Different type of advisory services available
- Different forms of “ways out”
- Demand for personalised debt advice
- Role of creditors/banks

Personalised debt advice in EU

Banks engagement

- Financial education/financial inclusion
- Prevention – Information requirements - Responsible lending
- Specific solutions

Personalised debt advice in EU

Personalised debt advice – creditor perspective & potential positive and negative aspects

- Positive aspects versus negative aspects
- Usefulness & Effectiveness - Common interest
- Possible better outcomes for creditors : Favourable attitude - Higher level of debt recovery
Faster debt recovery - lower net costs
- Effectiveness : Trust - Timely access – Sustainability - Quality – Sound actors - Cooperation/
Partnership
- Good practices

For more information

Thank you for your attention

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