



BANK OF MAURITIUS

Website: <https://www.bom.mu>

Communiqué





The Bank releases for Public Consultation the first-ever Report in Mauritius on Unfair Terms and Conditions in Banking Contracts

*'...We are recommending many fundamental changes to the bank-customer relationship, which place the focus on customers' interests... The reshaping of the banking industry will require the collaboration of all. Banks may view these changes as a challenge. We invite them to see in these changes an opportunity, an opportunity to connect with their customers, an opportunity to improve their image in the eyes of the public, an opportunity to rebuild the trust that befits the role of a bank. We invite them to start the journey towards **Banking Your Future.**'*

(Excerpt from the Report of the Task Force on Unfair Terms and Conditions in Banking Contracts, launched on 6 June 2014)

The Report can be downloaded from the website of the Bank of Mauritius at <http://www.bom.mu:5000/pdf/communiqué/TaskForce.pdf>

Copies of the Report are also available at the Bank of Mauritius Tower.

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