

The banker's oath explained

GOALS

Recently, the Royal Decree regarding the banker's oath was published in the Official Gazette. This decree confirms the implementation of new obligations for bankers starting January 15, 2025, which will significantly impact many employees within the sector. While changes can sometimes evoke fear, it is important to understand that this decree is primarily intended to promote ethical and customer-focused behaviour and to provide a clear structure within which bank employees can fulfil their responsibilities. Taking the banker's oath is more than a formal obligation. It is a personal promise in which you commit to adhering to the code of conduct and pledge to act honestly, carefully, and in the customer's best interest. This promise underscores the importance of transparency, integrity, and social responsibility in financial services.

The objectives of this training are to :

- familiarize you with the text and content of the banker's oath so that you fully understand what is expected of you and why it is important;
- increase your awareness of ethical obligations and standards within the financial sector;
- emphasize the importance of integrity, honesty, and customer focus in your daily work as an employee;
- teach you to recognize and effectively address ethical dilemmas, which is crucial for maintaining integrity and reliability within the sector.

Following this training not only helps you to be prepared and confident but also contributes to strengthening customer trust in the financial sector. By participating in this training, you contribute to a culture of ethical behaviour and customer orientation, which is essential for the success and reputation of your organization.

SUMMARY

Category:

- Compliance & audit

Difficulty level:

Basic

Certification type:

E-learning

Price:

- Member: € 80.00
- Non member: € 95.00
- Partner BZB: € 80.00
- Incompany: custom tailored, prices on demand

CPD hours:

- Bank: **0.5h** general
- Insurances: **0.5h** general
- Consumer loans: **0.5h** general
- Mortgages: **0.5h** general
- Compliance: **0.5h**

INTENDED AUDIENCE

The training course can be followed by various target groups:

- compliance and legal staff;
- bank executives;
- all persons directly participating in the performance of banking activities or services;
- anyone wishing to acquire a basic understanding of the banking oath and learn more about its application.

FOREKNOWLEDGE

Basic level training: this training requires no prior knowledge and covers the basics of the subject.

CONTENT

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This E-learning consists of a theoretical part supplemented with videos, exercises, and practical examples so you can learn interactively.

- Introduction
 - What is the banker's oath?
 - Why a bankers' oath?
 - Relevance and objectives of the banker's oath.
- Application of the bankers' oath
 - Laws and regulations related to the bankers' oath.
 - Responsibilities of banks and individual employees.
- Content of the bankers' oath
 - What does the oath entail?
 - Which code of conduct forms the basis of this oath?
- Procedure of taking the oath
 - How, where, and when?
 - What happens if I change positions?
- Responsibility and accountability
 - Violations and consequences
- Conclusions

PRACTICAL INFORMATION

- **Duration:** 30 minutes
- **Course material:** interactive module
- **Language:** This training will be given in English
- **CPD hours:** This E-learning includes an online test consisting of multiple-choice questions. CPD hours will only be granted if you pass the test. You are entitled to 2 attempts to pass the test. If you do not pass (result lower than 60%), CPD hours will not be granted for this E-learning. We therefore recommend that you take the test only when you are sure you master the subject matter.

METHODOLOGY

An 'E-learning' is 100% self-study. You log in individually on the MyFA learning platform and process, at your own pace, learning content that is provided to you via an interactive presentation. You can follow this online training wherever, whenever and as often as you want. The teaching material consists of a digital format with text, video, images, animations, test questions and/or references to relevant documents and/or websites.