



Video title: Consumer Protection Code Review – Have Your Say

Video title: Consumer Protection Code Review – Have Your Say

How can consumers of financial services be better protected?

The world of financial services has fundamentally changed over the past decade.

To respond to this change, Central Bank of Ireland is conducting a comprehensive review of the Consumer Protection Code.

The review will modernise the Code and ensure it is fit-for-purpose and protects consumers today and in the future.

Derville Rowland, Deputy Governor, Consumer and Investor Protection, Central Bank of Ireland

The protection of consumers is, and always will be, at the heart of everything that we do.

Before we propose changes to the Consumer Protection Code, we want to hear from you about how consumer protection in financial services should evolve.

We have launched a discussion paper seeking your views on specific consumer protection topics.

These include innovation and disruption, digitalisation, vulnerability, financial literacy and climate matters.

With your input to this first stage of the Consumer Protection Code review, we can work towards securing the best interests of consumers for the years ahead.

Our Consumer Protection Code Review discussion paper is open for feedback until 31 March 2023.

The feedback will inform proposals we will share in a public consultation, which will be published in late 2023.

FIND OUT MORE: centralbank.ie/codereview