

# Big changes, new opportunities

## The medium-term agenda for the Dutch banking sector for 2019 and beyond

Banks exist for their customers – for consumers and businesses. We are working hard to improve our service where necessary. We want and are able to contribute as a sector to the transition to a sustainable economy. We want to strengthen our role as gatekeeper to the financial system, in closer cooperation with all parties. Because our ambition is to be a sector that contributes to the stability of the financial system and to sustainable economic growth and prosperity. Our medium-term agenda addresses the challenges and the direction of banks in the Netherlands.

## Our challenges

### Regulation and self-regulation

- Uniformity of European regulation.
- An open dialogue with society about reputation, culture and conduct.
- Awareness of the international playing field, also of new players (fintech and bigtech).

### The Netherlands in Europe

- A joint European approach, both globally and in Europe, despite our different opinions.
- A good place to do business.

### Employment practices

- Updating knowledge and competences with respect to digital and technical issues.
- Banks as attractive employers, with a flexible organisation and flexible people.
- Diversity in the organisation in gender and cultural background.

### Digitalisation

- A fast-developing new ecosystem of financial services providers.
- Clarity regarding the place of new players in the financial system and in regulation.
- Careful usage of big data.



# Our ambitions

## Sustainability

We provide finance on the basis of a mission in which sustainability is important. We are facilitators and drivers of a CO<sub>2</sub>-neutral society and a circular economy.

- **Sustainable competition:** national and international cooperation and competition with customers, businesses and legislators to promote sustainable finance.
- **Climate agreement:** making the impact of loans and investments on the climate visible.
- **Circular economy:** supporting initiatives for new business models and finance based on the reuse of materials and careful use of commodities.

## Consumers and entrepreneurs

Banks want to make their customers more financially resilient and stand up for their customers' interests. We want to help entrepreneurs realise their ambitions.

- **Insight and oversight:** extra focus on accessible information on products and services and on consumers' own financial situation. Financial education is important.
- **Cooperation on debt and financial abuse:** proactively approaching consumers and working with partners to prevent debt and the financial abuse of older people.
- **Investment capability of SMEs:** dialogue on the development of the investment capability of SMEs. We want to be able to move quickly and appropriately when entrepreneurs identify opportunities.
- **Cooperation on national financing requirements:** contributing to the financing requirements for a sustainable economy with our knowledge, expertise and finance.

## Digital banking

We want to be innovative in our response to customer demand in digital and mobile services. We add value by being a reliable partner in the use of data and technology.

- **Dialogue on information technology:** contributing to the public debate and taking the lead in the use of information technology in financial services.
- **Banks as a trusted digital platform:** for connecting the data of our customers and parties in a new financial ecosystem.
- **Online legal system:** actively contributing to an appropriate legal framework and to the dialogue on ethical issues arising from the use of modern information technology.

## Security

We want safe banks that contribute to the physical and digital safety of society. In the financial system, we will act as gatekeepers to help reduce financial and other criminality.

- **Improving transaction monitoring and the screening of high-risk customers:** we are studying how we can further improve these processes.
- **Increasing cyber resilience:** active exchange of relevant threat information with other parties and strengthening our systems.
- **Cooperation with governments:** effective performance of our gatekeeping role and – in view of the 6 billion payment transactions every year – looking for closer cooperation between banks themselves as well as with governments.

Our medium-term agenda is published on [nvb.nl](https://nvb.nl).