

**REQUIREMENTS IMPOSED BY THE OFFICE OF FAIR TRADING
(‘OFT’) PURSUANT TO SECTION 33A AND SECTION 33D(4) OF THE
CONSUMER CREDIT ACT 1974 (‘the Act’)**

REQUIREMENTS RELATING TO:

MBNA Europe Bank Limited (Consumer Credit Licence Number 363167),
registered office address: Stansfield House, Chester Business Park,
Chester, Cheshire CH4 9QQ

THE OFT REQUIRES AS FOLLOWS:

That as of the 1 January 2011

- 1) MBNA Europe Bank Limited shall:
 - a) maintain its policy that when MBNA Europe Bank Limited has established that a customer is in financial difficulties it accepts the amount that they have demonstrated that they can afford to pay and will improve its confirmation letter ('Confirmation Letter') to make this clearer; and
 - b) improve the clarity of its Confirmation Letter to advise of the steps that may be taken, including the fact that MBNA Europe Bank Limited sends a notice of impending default at least 30 days before it is registered with the credit reference agencies (if such notice has not already been given).
- 2) MBNA Europe Bank Limited shall maintain its policy that if a customer has requested all future communications should be made to an appointed representative, including a debt management company, it will deal with the representative and not the customer. Under this policy, from the 1 January 2011, MBNA Europe Bank Limited shall only contact the customer directly in the circumstances described below (which will be communicated to the customer upon the representative's appointment):
 - a) MBNA Europe Bank Limited may contact the customer directly if:

- i) the appointed representative has given permission or informed MBNA Europe Bank Limited that it is no longer acting as the customer's representative
 - ii) the customer has informed MBNA Europe Bank Limited that he or she wishes MBNA Europe Bank Limited to contact him or her directly, or that the appointed representative is no longer acting for him or her
- b) MBNA Europe Bank Limited may also contact the customer directly to confirm whether their representative is still acting if all of the following apply:
- i) the expected payment has not been made
 - ii) MBNA Europe Bank Limited has attempted to contact the appointed representative at least three times since the expected payment was not made; and
 - iii) no response has been received from the appointed representative and at least 14 days have passed since the initial attempted contact.
- c) MBNA Europe Bank Limited may continue to send directly to customers statements of account and any other communications that MBNA Europe Bank Limited reasonably believes it is obliged to send directly to the customer under applicable law or regulation.

ANY FAILURE TO COMPLY WITH THE ABOVE REQUIREMENTS WILL RENDER MBNA EUROPE BANK LIMITED LIABLE TO FURTHER FORMAL ACTION BY THE OFT. THIS COULD INCLUDE THE IMPOSITION OF FINANCIAL PENALTIES PURSUANT TO SECTION 39A OF THE ACT AND/OR THE REVOCATION OF MBNA EUROPE BANK LIMITED'S CONSUMER CREDIT LICENCE PURSUANT TO SECTION 32 OF THE ACT.

Authorised signatory on behalf of OFT *R. Watson*

(Ray Watson – Director of Consumer Credit)

Date..... *9 December 2010*