



# THE CONSUMER MANIFESTO FOR OPEN BANKING IS FOR POLICY- MAKERS AND PRODUCT PROVIDERS IN THE OPEN BANKING ECOSYSTEM

**IT HAS BEEN DEVELOPED THROUGH CONSULTATION WITH  
THE FOLLOWING ORGANISATIONS:**

AgeUK, Christians Against Poverty, Citizens Advice, Fairer Finance, Finance Innovation Lab, Financial Inclusion Centre, Financial Inclusion Commission, Financial Services Consumer Panel, Money & Mental Health Policy Institute, Money Advice Scotland, Money Advice Service, Money Advice Trust, New City Agenda, Personal Finance Research Centre, StepChange Debt Charity, The Money Charity, Toynbee Hall, Which?, Jonquil Lowe, Senior Lecturer in Economics and Personal Finance at Open University, **Independent Consumer Experts:** Liz Barclay, Mark Chidley, Pam Meadows, Faith Reynolds

# The consumer manifesto for open banking

---

Open banking should be a force for good which promotes financial inclusion and widens access to more useful, affordable and understandable financial services for everyone.

Services should meet people's positive expectations, be upfront about how they're paid for and how they use personal data. They should be sold and delivered in a way which respects people's identity, their data and their right to make the most of their money and live the lives they want to.

Open banking should genuinely equip people with real power to control access to their account and use of their data. People should be able to stop sharing access to their account easily without facing penalties.

Open banking should be reliable and as secure as it possibly can be. It should be clear to people with whom they are sharing their data and the legitimacy of those companies. Data breaches and fraud should be rare and exceptional, not the rule.

People, their identity and their money should be universally safe. People should not bear unfair risk. When things go wrong people should have simple, free, quick access to help and redress.

---