

## **RETRIEVAL OF DATA BY CUSTOMERS**

### **Introduction**

1. (a) In order to enable effective control by customers of the transactions implemented in their accounts by independently retrieving data about their assets and liabilities, a banking corporation must offer its customers a variety of automatic services, e.g., ATM (Automated Teller Machine) station, internet access, IVR (Interactive Voice-Response) with automatic fax, etc.
- (b) A banking corporation will take the necessary action to make data retrieval available to customers, including determining internal control procedures relating *inter alia* to making the appropriate segregation of duties, and keeping the data separate from the means of identification and the use of the service by specific customers.

### **Applicability**

2. This regulation shall apply to a banking corporation, excluding a joint services company.

### **Definitions**

3. **“Retrieval of data”**- The withdrawal of data by a customer via an automated system, in order to obtain information about his accounts.
- “Branch”** Excluding a mobile branch or a temporary branch.

### **Means for providing data-retrieval services**

4. A banking corporation shall enable its customers to retrieve data by means of an ATM station (whether a regular ATM station or via the internet), and shall place a station of this kind in each of its branches.

**ONLY THE HEBREW VERSION IS BINDING**

**Adding customers to data retrieval services**

- 5 (a) A banking corporation shall take all the necessary steps to enable all its customers to retrieve data via an ATM station, as stated in section 4. The banking corporation shall ensure that customers are provided with up-to-date methods of retrieving data from ATM stations.
- (b) When a customer opens an account, the banking corporation shall enable the customer to retrieve data by means of an ATM station.

**Conditions for retrieving data**

6. A banking corporation shall ensure that retrieving data by means of an ATM station as stated in section 4, fulfills the following conditions:
- (a) The service is offered to all the banking corporation's customers;
- (b) The provisions of the service is based on the proper identification of the customer;
- (c) The service is provided without any intervention on the part of an employee of the banking corporation;
- (d) The service is provided at the sole initiative of the customer, and is implemented as soon as the customer has entered his request for data retrieval;
- (e) The service enables the customer to receive detailed information about all his assets and liabilities (balances and transactions), as recorded in the banking corporation's books;
- (f) The data provided to the customer are brought up to date on a daily basis. This does not apply to balances that are not revalued on a daily basis, provided they are current to the date of the revaluation, and that the presentation of the data includes the revaluation date;
- (g) The service enables the customer to obtain a print-out.

**Advertising**

7. A banking corporation shall institute measures to encourage its customers to use the data-retrieval services it provides, e.g., by advertisements, leaflets in branches, etc.

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