

## BBfA Partnership Charter

### Aim

To support relationships between businesses and regulators, built on trust and understanding along with a desire to improve compliance and business growth

### Purpose

Partners are committed to working together to provide a regulatory environment that promotes business success whilst continuing to provide public protection by “creating a level playing field for businesses and a safe trading environment for customers”

### Obligations of Regulatory Partners

- Provide clear consistent business advice
- Create an environment where businesses feel confident to seek advice from regulators without fear of attracting potential enforcement activity
- Make regulatory advice easily accessible via all available/applicable modes
- Adequately answer business enquiries within agreed timescales
- Ensure that regulatory delivery staff are engendered with the BBfA way of working
- Take a risk and intelligence led approach to compliance and enforcement activities and give positive recognition to businesses that can demonstrate effective control measures
- Improve geographical transparency and consistency
- Consult with local businesses to help shape service delivery and develop innovative regulatory approaches that promote business success and growth

### Businesses will

- Help to promote the BBfA message
- Seek advice from regulatory services on matters of compliance
- Encourage businesses to contact regulatory services for advice
- Raise relevant business compliance issues via BBfA to help businesses with compliance
- Work with regulatory services to ensure a level playing field for businesses and a safe trading environment for customers