

ASIC publishes expectations of retail lenders when loan repayment deferrals end

Source: [Australian Securities Investments Commission](#) (ASIC)

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Abstract:

ASIC has published its expectations of lenders in dealing with consumers whose six-month loan repayment deferrals will expire shortly.

This adds to ASIC's earlier expectations published on 29 April 2020 (see our previous update [here](#)).

ASIC has indicated that it expects lenders will:

- make reasonable efforts to contact consumers prior to their repayment deferral expiring, and should try to contact the consumer using a range of communication channels if necessary;
- provide consumers with information that will assist their decision-making;
- have flexible processes and empower staff to offer tailored assistance that genuinely addresses the needs of the consumer in circumstances where a lender determines that it would be appropriate to offer further assistance to a consumer; and
- have in place processes that are easy for consumers to understand and navigate.

A copy of ASIC's statement is available [here](#).