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**From:** Banking Day <Subscribers@bankingday.com>  
**Sent:** Tuesday, 7 March 2023 6:48 AM  
**To:** Lisa Knight  
**Subject:** BCCC tells banks to improve hardship arrangements

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## **BCCC tells banks to improve hardship arrangements**

7 Mar 2023 4:40AM

The Banking Code Compliance Committee has warned banks that they need to have their financial hardship processes in order, in anticipation of an increase in customers having difficulty making repayments.

[Read the full article](#)

## **Australian Super still drowning in tech nightmare**

7 Mar 2023 4:42AM

Australian Super is struggling to deal with problems flowing from its bungled rollout of new internet and mobile service platforms in November, with members saying they are still unable to submit online forms, access account balances and make withdrawals.

[Read the full article](#)



**Event Spotlight**

## **The Customer Show 2023 The Biggest Digital & Customer Experience Gathering Down Under!**

23 Feb 2023 1:34PM

Register your free ticket and join senior leaders such as Westpac's Chief Product Officer Chris Baker and Hesta's Chief Advice Officer, Josh Parisotto as they showcase the different strategies to achieving great CX at The Customer Show.

[Read the full article](#)



## CDR action initiation one step closer

7 Mar 2023 4:39AM

A bill to add action initiation to the Consumer Data Right has moved from the House of Representatives, where it was passed last month, to the Senate.

[Read the full article](#)

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