

2020

the banking industry



FÉDÉRATION
BANCAIRE
FRANÇAISE

EDITORIAL
DATARAMA



2020 HIGHLIGHTS

edito

Maya Atig
Chief Executive Officer of the FBF

Philippe Brassac
Chairman of the FBF



“The banks are part of the solution to tackle this unprecedented health crisis.”

2020 was unique year in many respects, not least the surprise and suddenness of the worldwide shock caused by the coronavirus and the scale of its health, human and economic impacts.

USEFULNESS

Against this unprecedented backdrop, the French banking industry demonstrated a deep sense of purpose in carrying out its core duty of serving society. Front and centre since the beginning of the crisis, it acted responsibly with commitment and agility. Rising to the challenge of the health and economic emergency, the banking profession took action to ensure the uninterrupted delivery of the services needed for the country to function. This massive economic support was made possible thanks to the strength of the French banking system, which allowed lending and deposit activities to continue, and the joint creation with the French government of a special tool – the State-Backed Loan. This bridging cash loan, combined with direct public assistance, has yielded tangible results, reflected in the lowest number of bankruptcies in the past 30 years. The banks are part of the solution to tackle this unprecedented health crisis.

PROXIMITY

Our profession put to work its ability to ensure cohesion for the common good. Whether in the field or working from home, the banking industry’s 360,000 employees were fully mobilised to support all their customers. The crisis underscored the relevance and strength of our local retail banking model in both human and digital terms. Facing a number of very different situations, this model made it possible to meet the expectations of individual, professional and business customers of all sizes through appropriate, customised solutions.

TRUST

At the same time, 2020 accelerated the use of digital services and tools in which the population is becoming increasingly confident. The digitalisation of banking

sector businesses, which has been ongoing for several years, is gaining speed and offering several new uses that vary based on age and need. In a paperless and severely restricted environment, banks are innovating to satisfy their customers’ expectations of service, mobility and heightened security.

INVOLVEMENT

Banks are keeping a close eye on a wide range of issues during our economic transformation and on the demands of society. They are taking action to combat climate change and fund the energy transition, while intensifying their efforts to promote banking inclusion, financial literacy and the occupational integration of persons isolated from the world of work.

DUE DILIGENCE

Our economy is one of sharp contrasts. Some industries have been hard-hit by the crisis while others were naturally called on to deliver solutions, whether through the high-speed digitalisation of business or meeting health needs. Overall, the French economy is holding up well with solid fundamentals. The quality of the financing it provides to the economy and the strength of the banks are two of its greatest assets. We have every reason to continue to feel confident but at the same time realistic about the multiple challenges that lie ahead of us. As such, vigilance is vital to prevent new regulations from hampering the economic recovery of our country and our continent.

The French banking industry remains fully engaged and committed to recovery, economic development and social cohesion on a local and national scale.

DATA RAMA 2020

€1.198 trillion in loans to businesses
Banque de France – end-December 2020

337 banks
ACPR, January 2021



89%

of French people have a positive opinion of their bank

IFOP survey - 2020

44,000 people hired

FBF – 2019

1.8%

of private sector employment in France

FBF – 2019

75 million

payment cards in France



ECB – 2019

2.4%

the banking sector's contribution to total value added in France

Insee 2019 – FBF calculations



83%

of French people believe it is important to have a powerful national banking industry

IFOP survey - 2020



champions

Four French banks in the world's top 15 sustainable bond issuers

Bloomberg - 2019

Five French banks among the eurozone's top 10

S&P Global - 2019



4.6

bn contactless card transactions in 2020

GIE CB



98%

of SMEs obtain the investment loans they require (all or more than 75%)

Banque de France - Q4 2020



96%

of French people use their bank's website or app

IFOP survey - 2020



€1.137 trillion

in outstanding home loans

Banque de France - end of December 2020

€2.75

trillion in loans to the economy

Banque de France - end of December 2020

7



bank branches per 100 km² in mainland France

ECB - Eurostat - 2019

Nearly

76,000

cashpoints in mainland France

Banque de France - December 2019

Strength

The banking industry is a vital asset for the French economy and its regional development. Its business model has proven its resilience and ability to finance the economy, particularly during a health crisis. The banking industry is a major employer, and is enhancing and upgrading the customer experience, particularly through the use of digital and other new technologies.



A strategic banking industry

The strength of the banking industry in France and its universal banking model have proven their worth and are helping the economy tackle the health crisis.



4

French banks among the 30 Global Systemically Important Banks (G-SIBs).

Source: FSB, 2020

A SOUND AND RESILIENT SECTOR

The local universal banking model is specific to banking in France, enabling it to contribute effectively to the economy on favourable terms. Thanks to a full range of services grouped under one roof, the bank offers a solution that meets the needs of all types of clients, including individuals, professionals, SMEs, large companies, financial institutions, local authorities and governments. Its diverse sources of revenue and risks offer security and stability.

French banks **have continuously improved their financial strength for more than 10 years now**: with €340bn in Tier 1 capital, the six biggest French banks have more than doubled their capital adequacy ratio, which stood at 14.4% in 2019 (versus 5.8% in 2008). (Source: ACPR)

The highly robust French banking sector, which was further strengthened by regulations enacted in the wake of the 2008 global financial crisis, enabling it to **optimise its support for the economy and French businesses since the start of the Covid-19 crisis**, was praised by the IMF in its January 2021 report.

With banks on the **leader board in the European and international rankings**, French banking is a strategic sector for our country. Four French banks rank among the world's top 20 and five are in the top 10 in the eurozone. (Source: S&P Global, 2019) ●



“The resilience of the banking sector, which entered the crisis with comfortable buffers, facilitated the provision of credit to the economy.”

Source: IMF Report, January 2021

CLOSE RELATIONSHIPS AT THE VERY CORE OF THE REGIONS

French banks have always put their energy and expertise to work for the country's economic and social development. Committed to their regions, to all the women, men, businesses, associations and communities who populate those regions, and to the entire ecosystem that contributes to the economic and social life throughout the country, banks finance the projects and investments of all stakeholders, whether private or public, and offer products and services tailored to their individual needs with a commitment rooted in time.

As illustrated in the **"Banque & Territoires"** reference document and its 12 regional fact sheets published at the end of 2020, banks contribute to the enrichment of economic life in both urban and rural areas, while maintaining strong local relationships with their customers. As key players in the local labour market and ecosystems, they play an essential role in the regions thanks to their very strong socio-economic footprint.

*Strengthened
by the expansion
of digital
technology,
the banking
model in France
is characterised
by its close-
knit customer
relationships.*



Find out more

*Banque & Territoires,
the FBF reference document
on the action taken by
French banks at the very
heart of regional economic
and social development*

Banks also contribute to social cohesion, particularly through their many initiatives with social and solidarity-based economic stakeholders who are striving to make the regions more inclusive.

With 35,837 bank branches spread across the country, **the network of branches and business centres maintained by French banks is among the densest in Europe**: there were 53 bank branches per 100,000 inhabitants in France in 2019 compared to 38 in the eurozone. (Source: Eurostat, ECB, FBF figures) This essential asset complements a network of nearly 76,000 cash withdrawal points (automated cash machines and other private cashpoints) throughout mainland France. (Source: Banque de France, 2019)

This local presence is strengthened and broadened by **the growing development of digital technology**, which further increased during the health crisis: with an expanded service offering available 24 hours a day, it has become the main customer entry point for most of the major French banks, while visits to branches are on a downward trend: 66% of French people downloaded at least one banking app in 2020 (+11% since 2018) and 96% of French people use their bank's website or app.

This local retail banking model echoes the definition of an ideal bank for 83% of French people: it must enable the bank to alternate between a brick and mortar institution and a digital bank, depending on the need.

(Source: IFOP survey, November 2020). ●



*Nearly **76,000**
cash withdrawal points
across the country*

Source: Banque de France, 2019

A dynamic player on the labour market

44,000 PEOPLE HIRED

With the 360,000 people working in banking, accounting for **1.8% of private employment in France**, and 44,000 new hires, the French banking industry is a dynamic sector in the labour market. (Source: FBF, 2019). Total headcount has fallen only slightly since 2011 (less than 1% per year on average), a trend that remains below that of the eurozone (-1.16%). (Source: ECB, 2019)

SUSTAINABLE AND VERY HIGHLY SKILLED JOBS

The sector offers long-term jobs: more than 98% of employees working at banks and 70% of the 21,200 people hired in 2019 are on permanent contracts. These jobs are also increasingly highly skilled: 66% of new hires were into managerial grade positions in 2019.

The proportion of **new hires aged under 30 remained dominant** (46% of new hires) in 2019 in all businesses looking for new staff. Commercial roles accounted for nearly 50% of staff in 2019.

Women still make up a high proportion of the banking workforce: 57% of staff are women and their share of managerial positions continues to grow (48.6% in 2019, +4 points since 2012). (Source: AFB banks)

TRAINING AND WORK-STUDY: A KEY CHALLENGE

The French banking industry dedicates a significant share of its investments to

training: **4.7% of payroll** (+4.4% since 2016), representing a budget of €500 million. In turn, it is anticipating the skills of tomorrow, supporting its employees in the transformation of their professions and enables them to embrace change within their company. Nearly 100% of employees attended at least one training course, and 55% of technical level staff were promoted in 2019.

For young people, banks are pursuing an active policy promoting work-study, signing 6,900 new work-study contracts in 2019 (vs. 6,300 in 2018). At the end of 2019, 8,900 participants in work-study programmes were employed by banks. (Source: AFB banks)

INNOVATION, AN IMPACT ON EMPLOYMENT

Banks are making full use of innovative technologies to **broaden their range of products and services and upgrade the customer experience**. The *Observatoire des Métiers de la Banque* (Observatory of Banking Activities or OMB) is doing research on these changes, which are strategic in terms of skills and disciplines. The study, published in February 2020 and conducted in cooperation with Onepoint, discusses the opportunities and limits of Blockchain in banking and aims to identify and anticipate its impacts on banking professions and skills. ●

THE BANK, A RESPONSIBLE EMPLOYER:

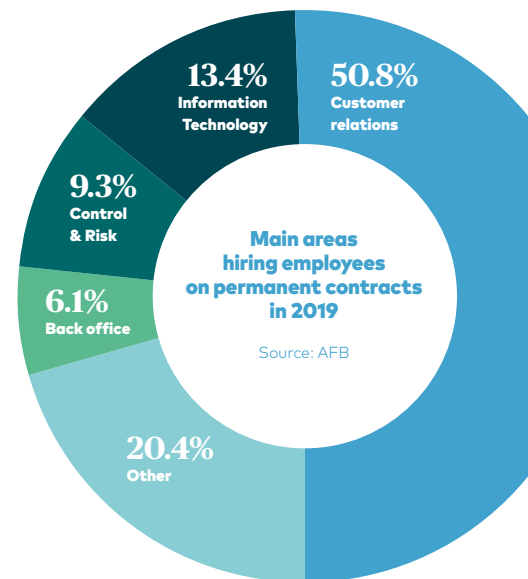
through various partnerships with non-profits, the banking sector is also contributing to the workplace integration of people with poor employment prospects.

See Chapter 6 – Involvement



Find out more

Impact of Blockchain on jobs and skills in banking, OMB study conducted by Onepoint



Commitment

Amidst the Covid-19 crisis, banks are demonstrating unprecedented support for the country's economic activity and meeting the essential needs of each of their customers. They are supporting companies and individuals with tailored solutions while complying with health regulations.



Strong measures for companies

Within the space of a few days, the banks began proposing and implementing strong, large-scale measures to support the economy and meet the needs of companies impacted by the sudden business downturn.

STATE-BACKED LOANS ROLLED OUT IN RECORD TIME

Launched on 25 March 2020, the State-Backed Loan (SBL) is an unprecedented measure devised by the banks and public authorities in record time to **improve the liquidity of companies and professionals** reeling from the shock of the health emergency. Through this mechanism, authorised by the European Commission, the State pledged to guarantee up to €300bn in loans if necessary.

Companies of all sizes, regardless of their legal form and sector of activity, can ask their main bank for a SBL to improve their liquidity. The loan can be for up to 25% of revenue and is repayable only after a one-year grace period or amortised over an additional period ranging from one to five years. In addition, banks are maintaining other current financing for their customers receiving SBLs.

In October, in light of the developing health situation, the public authorities announced that **SBLs would continue to be available until 30 June 2021, after they were originally set to be phased out by 31 December 2020.**



over
€131bn

in SBLs

over
638,000

SBLs granted to companies, most of which (89%) were VSEs

Source: Banque de France, data as at 1 January 2021

The banks welcomed the extension. They are adjusting their programmes and are committed to allowing companies in talks with their account advisers to amortise and repay their SBLs in a manner that best suits their particular circumstances. For instance, **there is an option to add an additional year to the amortisation term** where only the interest and the cost of the State guarantee would be paid while remaining within a total loan term of six years.

SEASONAL STATE-BACKED LOAN FOR THE TOURISM INDUSTRY

Proposed by the banking industry as part of the Government's Tourism Plan, the "Seasonal" State-Backed Loan was introduced on 5 August 2020. It works in a similar way to the SBL, but **considers the seasonal nature of some tourism sector businesses** and provides support to this sector that has been hit so hard by the pandemic.

DIALOGUE WITH SOCIAL ECONOMY ORGANISATIONS

In order to support social and solidarity economy (SSE) organisations facing cash flow problems, the banks have pledged, as part of their personalised dialogue with their customers, to assist associations with fewer than 10 employees and to relay, for example from their websites, information on public measures for which they qualify.

LOAN PAYMENTS DEFERRED FOR COMPANIES

On 15 March 2020, the banking industry decided on deliberate and concrete measures to support businesses in conjunction with special government schemes (extension of tax and social security payment due dates, etc.), specifically:

- loan instalment payments deferred for up to 6 months for businesses,
- elimination of penalties and additional charges on due date extensions of business loans.

These loan moratoria are regulated by a financial industry protocol and are compliant with the guidelines of the European Banking Authority (EBA). This guidance, applicable until 30 September 2020, allows banks to apply special prudential treatment thereby preventing the beneficiary company from being declared in default.

For tourism professionals and businesses, these due date extensions and rescheduled loans are increased from 6 to 12 months.

This "tourism moratorium", announced by the banking profession on 14 May 2020, is implemented on a voluntary basis by each bank. It supplements the "Seasonal SBL".

€20bn in business loan payments in 2020 have been deferred under this scheme. (Source: FBF)

SUPPORT FOR RECOVERY

As part of the Government's roadmap to recovery launched in September 2020, the banking profession is working to strengthen corporate balance sheets to help them grow.

In partnership with the Government, the banking profession is putting together a **programme of equity loans** to be distributed by the banks and backed by the State that gives SMEs and ISEs an opportunity to increase their capital. Distributed at an affordable cost thanks to State backing, these medium- and long-term loans are

a new source of funding for many companies that do not have access to market instruments. This offer will be distributed by local banking networks starting in the second quarter of 2021 and continuing until the end of 2022.

The creation of the "Recovery" certification under the industry Agreement signed by the banking profession on 19 October 2020 aims to facilitate identification by savers of investment funds committed to rapidly mobilising new sources of funding to bolster the capital of companies, particularly SMEs and ISEs. The purpose of this certification is to promote the allocation of savings towards long-term business financing. ●



100

funds awarded the "recovery" certification in December 2020

Source: Ministry of the Economy, Finance and the Recovery

The banks' commitment to helping businesses navigate the crisis and supporting the economic recovery continues.

Continuity of banking services during the pandemic

BRANCHES OPEN FOR BUSINESS

From the very beginning of the health crisis, banks have put in place the measures required to ensure the uninterrupted delivery of essential services to customers, both individuals and businesses, while ensuring security in line with the recommendations of the authorities. This indispensable support for the economy and the public is made possible by **the unwavering commitment of the banking sector's 360,000 employees.**

As a result, the banking networks are open for business, the ATM networks are supplied with cash and bank payment systems are fully operational. Furthermore, in an effort to keep people at home as much as possible, customers are asked to prioritise communication with their advisor by phone or via dedicated platforms. To serve everyday banking needs, essential transactions are automated and may be completed online or via ATM.

This commitment on the part of employees enables the most vulnerable persons to continue receiving the aid to which they are entitled every month and to carry out essential banking transactions. The efficient coordination of banks with the players in the fiduciary sector makes it possible, in particular, to **ensure the smooth payment of social benefits** during lockdown periods.

*In a statement
on 20 April 2020,
the banks and the trade
unions CFTD and SNB
(CFE-CGC) commended
and thanked employees
for their exceptional
dedication.*

The exceptional mobilisation of the banking sector is recognised and welcomed by many players, and has been highlighted several times by the Minister of the Economy, Finance and the Recovery and the Governor of the Banque de France.

CONTACTLESS PURCHASES UP TO 50 EUROS

As of 11 May 2020, the limit for contactless card payments was raised from 30 to 50 euros. This change helps to strengthen the health safety of consumers and merchants and simplifies the day-to-day lives of retail customers.

The usefulness of this measure, combined with the rise in merchants with contactless payment, was quickly confirmed by the explosion in the number of contactless payments: **€4.6bn in contactless payments by CB card were made in-store in 2020** (versus €3.3bn in 2019), accounting for nearly 60% of card transactions in brick-and-mortar stores. (Source: GIE CB)



“I would like to commend the role the banks played during this crisis by continuing to provide essential financing to companies. And thanks also to the financial system for holding up!”

Bruno Le Maire,
Minister of the Economy, Finance and the Recovery

Statement during the Renaissance of French Businesses (“REF”) organised by Medef on 27 August 2020

Proximity

Serving their individual and business customers through close, local relationships, banks offer services and funding solutions tailored to their needs. Particular attention is paid to financially vulnerable customers.



Banks supporting businesses

NEARLY €1.2 TRILLION IN BANK LOANS

The banks are making every effort to support businesses that have been particularly hard hit by the restrictive measures imposed due to the Covid-19 pandemic. Banks are providing financing to businesses and adjusting their programmes as the situation evolves.

See Chapter 2 – Commitment

For 2020 as a whole, **growth in bank loans to businesses reached 13.1%**, mainly due to short-term credit facilities. The total amount of the loan book amounted to €1.198tn, including €806bn in investment loans, up 6% year-on-year, and €327bn in short-term credit facilities, up 37.5% year-on-year.

France still continues to experience the most robust growth in the eurozone (+6.4%), with much more favourable rates for borrowers (average rate of 1.15% in France vs. 1.83% in the eurozone offered to SMEs). (Source: Banque de France, December 2020)

Lending to the 1.3 million SMEs established in France amounted to €523.7bn, an increase of 20.3% year-on-year, with interest rates still favourable. (Source: Banque de France, December 2020)

VSEs have ample access to credit with €354.8bn in loans, i.e. +15.7% year-on-year, driven by short-term loans, which have risen sharply due to State-Backed Loans. The rate at which VSEs secure short-term loans remains very high, with 87% of applications approved. Access to investment loans rose sharply, with 93.1% of VSEs obtaining all or a large part of the loans they applied for.

(Source: Banque de France, Q4 2020)

37% OF FINANCING FROM THE MARKET

French banks' universal banking model allows them to offer a full range of services to help businesses obtain financing, including on the capital markets, and to make a positive contribution to their growth. The €1.888tn in financing used by companies is made up of 63% bank loans and 37% market financing (€690bn).

(Source: Banque de France, December 2020) ●



€30bn

in new bank loans granted to businesses every month

Source: Banque de France, end of December 2020

RESEARCH BY THE FINANCIAL COMMUNITY ON BEHALF OF VSEs AND SMES

Within the Observatory for Corporate Financing (OFE), the banking profession contributes to research on access to banking services for VSEs/SMEs and on the impact of capital on business expansion and financing. This research is expected to lead to two reports to be published in the first half of 2021.

Financial inclusion strengthened

EARLY DETECTION OF FINANCIAL VULNERABILITY

New measures were introduced in 2020 to enable more timely detection of financially vulnerable customers and to monitor the implementation of banks' commitments relating to banking incident and account management irregularity fees for these clients.

Thus, a new criterion, to be combined with the requirements specific to each bank, of five banking incidents per month has been added to the definition of financial vulnerability. In this case, **the assessment of financial vulnerability is maintained for a minimum period of three months**, entailing a cap on the costs of incidents during this period. In addition, the status of "financially vulnerable" is extended to persons in over-indebtedness proceedings for as long as they remain in the National Database on Household Credit Repayment Incidents (FICP). These provisions apply from 1 November 2020.

In particular, the Financial Inclusion Observatory (OIB) is responsible for monitoring the implementation of banks' commitments relating to the cap on banking incident fees and the application of criteria for detecting financial vulnerability. At its meeting of 3 July 2020, the OIB confirmed that **"commitments are implemented by the overwhelming majority of institutions" and that "progress is real"**. From 2020, the data provided by banks to the OIB, which is more detailed and provided on a quarterly basis, will further enhance the monitoring of commitments.



Over

512,000

people took advantage of the Special Vulnerable Customers Offer (OCF) as of end-2019 (+46% in two years).

Source: Financial Inclusion Observatory, July 2020

Banks have long been committed to ensuring financial inclusion for everyone. They are implementing strong commitments to limit the cost of banking incidents for financially vulnerable customers.

The professional charter on financial inclusion and the prevention of over-indebtedness of the French Association of Credit Institutions and Investment Companies (AFECEI)

has been updated to reflect all the commitments made by the banking profession on capping banking incident fees for customers in a situation of financial vulnerability. It now includes:

- commitments made by banks in September and December 2018 on capping payment incident and account irregularity fees for all vulnerable customers;
- the maximum caps on banking incident fees: the amounts being applied are those stipulated by the public authorities of €25 per month for customers in a situation of financial vulnerability, and €20 per month and €200 per year for those who signed up for the special offer dedicated to them (OCF);
- the obligation to publish the criteria for identifying situations of financial vulnerability specified by each bank.

Adopted on 3 July 2020 by AFECEI and approved by decree of 16 September, this Charter enters into force on 21 September. ●

Financing for client projects

LOANS TO INDIVIDUALS ON THE RISE

Loans to individuals amounted to €1.359tn, an annual increase of 4.5%. Out of a total of €2.75tn in outstanding loans to the economy (+8.3% year-on-year), one in two loans helps individuals in France.

On a stronger rising trend than in the eurozone, these loans serve the needs of French people for their homes (€1.137tn in home loans) or their consumption requirements (€190bn in loans). In 2020, banks granted more than €21bn in new loans to households every month.

Robust and responsible, home loan financing is based on case-by-case analysis of the borrower's reasonable ability to repay – in particular the affordability ratio and residual income. Such financing is extended at favourable rates (1.24%). A substantial proportion of these loans have been renegotiated (14.2% of home loans granted in December) and most of them are fixed-rate loans. (Source: Banque de France, December 2020)

The percentage of home loans held by households has not been this high (31.4%) since the early 2000s, according to the Observatory for Household Loans.

Households' green projects are being funded, mainly through eco-PTZ (interest-free eco-loans).

BORROWER'S INSURANCE: THE RIGHT TO BE FORGOTTEN

The AERAS Agreement (Insurance and Borrowing with Serious Health Risks) has broken new ground with the extension of the age limit on meeting the criteria of the Right to be Forgotten in the field of paediatric cancer. This measure came into effect on 1 September 2020.

Borrower's insurance is still a competitive market, as the Financial Sector Advisory Committee (CCSF) points out in its November 2020 report: consumers are the main beneficiaries, notably with reduced premiums and enhanced coverage.

RISING PRECAUTIONARY SAVINGS

Against the backdrop of the health crisis and lockdown measures, household savings increased significantly, with a savings rate that has risen to 18.8%. Household financial assets stand at more than €5.493tn (Source: Banque de France, Q3 2020). This amount has been boosted by an inflow of regulated savings, which increased by €35.21bn for the Livret A Passbook and the Sustainable and Inclusive Development Passbook (LDDS) alone in 2020. (Source: Caisse des Dépôts)

The LDDS is becoming more solidarity-based: since 1 October 2020, savers have had the option of allocating part of their LDDS balance to players in the social and solidarity-based economy. ●



Find out more

Les clés de la banque Mini-guide on the AERAS Agreement, updated in September 2020

Housing, consumption, energy retrofitting, low energy products... the banks are financing individuals' personal projects.



Find out more

The FBF video on the Livret d'Épargne Populaire (LEP) highlights the appeal this product holds for many households, and, to holders of an LEP, the need to show proof to their bank in 2020 (obligation discontinued in 2021).

Security

Maintaining Europe's independence in the areas of payments and security is a matter of strategic importance. As trusted third parties, banks are in the best position to guarantee the security of their clients' data and money. They are constantly innovating to meet customer expectations and invest heavily in cyber and financial security.





Payments and innovation: new challenges

TOWARDS A UNIFIED PAYMENT SOLUTION IN EUROPE

The European Payment Initiative or EPI, which was launched in 2019, aims to become the new payment standard throughout Europe and an alternative to existing international payment solutions and systems.

Designed with the goal of bringing the European Payments Union to completion, the EPI aims to create a **pan-European, unified and innovative payment solution** that adds value for consumers and merchants alike, encompassing a payment card and a digital wallet and covering a whole range of uses, including transactions with local merchants (in-store, contactless, mobile), online, person to person payments as well as cash withdrawals.

In July 2020, a group of 16 major European banks from five countries (Belgium, France, Germany, the Netherlands and Spain) decided to set a major milestone in this large-scale initiative by announcing the creation of the EPI Interim Company, responsible for initiating the implementation work. In November, the EPI entered into a new phase with the arrival of two new non-bank founding shareholders to the project.

MORE SERVICES THANKS TO DIGITAL TECHNOLOGY

Banks are continuing their digital transformation and are constantly innovating to anticipate customers' expectations and meet their needs.

The European Payments Initiative (EPI) is a promising step towards European payment sovereignty.



Find out more

*Les clés de la banque
Mini-guide
on contactless payment,
May 2020*

While the **health crisis is speeding up the shift towards digitised payments** and changes of habit, the card is the most widely used payment method. The banks have raised the limit for contactless spending from €30 to €50 to minimise the handling of cash as part of the effort to combat Covid-19.

See Chapter 2 – Commitment

The banking profession is investing in the work being carried out by the ACPR Fintech Forum to **simplify the means of digital customer identification** in a remote banking relationship. It is also contributing to the debate on the governance of artificial intelligence (AI) algorithms in the financial sector and their use in anti-money laundering and counter-terrorism financing, risk models and consumer protection.

The FBF participates in the European Commission's consultations and initiatives to **develop the Digital Single Market:** data and digital finance strategy, regulation of crypto-assets, digital platforms and services (Digital Services Act and Digital Markets Act), cloud and artificial intelligence. ●

The FBF is a partner of the RB Innovation award, which recognises an innovative project in the banking, insurance and finance sectors each year. The 2020 award was won by AML Factory, an innovative solution that enables companies to ensure their regulatory compliance in the area of AML/CTF.



Data and customer funds security

CYBERSECURITY IS A PRIORITY

While the health crisis and months of lockdown have led to an increase in the use of technologies in French people's personal and professional lives, new forms of fraud have emerged.

The FBF is contributing to the fight against fraud through multiple communication campaigns and awareness-raising tools. It is particularly involved in **the fight against phishing**, which is seeing an alarming resurgence. The prevention campaign, created in partnership with the National Police and based on four short programmes (36,000 broadcasts of radio capsules, spot commercials and TV reports), has allowed a large number of people to be reached.

In connection with **European Cybersecurity Month**, the FBF participated in this digital security awareness operation for the third year in a row. Several events were organised throughout the month of October, including:

- 15 interviews with cyber experts, the “#RDV Cyber de la FBF”, posted on the FBF YouTube channel;
- a new mini-guide, “Everyday Cybersecurity – 9 Good Practices”, co-branded with Les clés de la banque / ANSSI.

The FBF also released some **new videos addressing cybersecurity and strong authentication**. All the communication campaigns are getting widespread media coverage, with more than 750,000 contacts online and on the FBF's social media.

STRONG CUSTOMER AUTHENTICATION

The roll-out of strong customer authentication for electronic payments and account access pursuant to the Payment Services Directive (PSD2) continued in 2020.

In order to take the impacts of the health crisis into account, the authorities decided to grant some flexibility to players in the ecosystem (e-merchants, interbank infrastructures, technical service providers, card-issuing banks) in the finalisation of the implementation of strong authentication for online purchases. Accordingly, the migration plan published in September by the French Observatory for the Security of Payment Methods (OSMP) makes provision for the **continuing ramp-up of the deployment of strong authentication**, with a compliance target date of 31 March 2021.

Banks have confirmed their ability to meet this regulatory requirement. They are supporting their merchant customers during this phase and are setting up specific information systems.

For access to payment accounts online, strong customer authentication has been in the process of being rolled out since 2019, gradually, with each bank adhering to its own timetable. ●

As protectors of customers' data and funds, banks are making an even greater cybersecurity effort and implementing prevention measures.



Find out more

15 “#RDV Cyber de la FBF” on the FBF YouTube channel

Watch out for Phishing Les clés de la banque / National Police campaign, viewable on the bank's Les clés de la banque YouTube channel

Financial security: a strengthened framework

5TH AML/CTF DIRECTIVE: FURTHER PROGRESS

The entry into force of the 5th European Anti-Money Laundering and Counter Terrorist Financing Directive (AML/CTF), enacted into French law by an order and two decrees of 12 February 2020, introduces several key improvements. In particular, new due diligence measures have been introduced to **better monitor financial flows from countries in which anti-money laundering and counter terrorist financing have shortcomings**. The list of high-risk countries, published by the European Commission in May, came into force on 1 October 2020. New reporting requirements for the FICOBA national bank account registration system were created and the transparency on the beneficial owners of companies, trusts and safe deposit box holders has been strengthened.

The decree of 3 November 2014 on the internal control of companies in the banking, payment services and investment services sector has been split into a cross-sectoral decree specific to the system and internal control in terms of anti-money laundering, terrorist financing and asset freezing.

FREEZING OF ASSETS: MAJOR REFORM

As part of the fight against terrorist financing, the proliferation of nuclear weapons and restrictive measures against certain countries, every year banks implement financial and economic sanction decisions taken at the national, European and international level.

Financial security is a key priority for banks, which are working around the clock to increase the efficiency of risk analysis, suspicious activity reporting, asset freezing and other financial and economic sanctions.

The order of 4 November 2020 reformed the legislative framework on freezing assets. In order to **boost the efficiency and speed of implementation of measures to freeze assets** taken by the United Nations Security Council, this order allows such measures to be enforced directly and immediately throughout the country and in overseas countries and territories. It also permits the immediate enforcement of EU regulations in overseas countries and territories without delay.

This reform also introduces **the principle of extraterritoriality of French asset freezing measures**. In particular, all of incoming transactions on the national territory must comply with these measures. ●



Banks' anti-money laundering and counter terrorist financing actions generate some concrete data: in 2019, credit institutions sent 56,588 suspicious activity reports to TRACFIN, representing 63% of all suspicious activity reports from the financial sector and 11% more than in 2018.

Source: Tracfin, 2019 Annual Report

Regulation

In the context of the Covid-19 crisis, some pro-cyclical characteristics of the European prudential regulatory framework and the financial markets were temporarily relaxed, allowing banks to support the economy. Furthermore, the adoption of new prudential rules will be impossible without an in-depth analysis of the effects of the crisis. New initiatives have been aimed at actively involving capital markets and green finance in the recovery of the European economy.

Adjusted rules to tackle the crisis

The European regulatory environment is being disrupted by the Covid-19 pandemic. European institutions are rapidly taking steps to mitigate the impact of the health crisis on the financing of the economy.

MORATORIA ON LOAN REPAYMENTS

On 2 April 2020, the European Banking Authority (EBA) published guidelines detailing the criteria to be met regarding the application of moratoria on loan repayments owing to the crisis. These requirements prevent the automatic classification of due date extensions and rescheduled loans as default risks. They applied until 30 September 2020. On 27 July, the FBF and the Association Française des Sociétés Financières (ASF) signed a financial industry protocol in accordance with these guidelines.

See Chapter 2 – Commitment

REDUCING THE PRO-CYCLICAL EFFECTS OF CERTAIN PRUDENTIAL REQUIREMENTS

On 28 April 2020, the European Commission adopted a “legislative package” to **facilitate lending to households and businesses in the EU** and allow banks to support the economy. It includes an Interpretative Communication on the EU’s accounting and prudential frameworks, as well as targeted changes to prudential banking requirements (Capital Requirements Regulation), on a temporary basis.

Approved in just one month by the European Parliament and the European Council, this package came into effect on 27 June 2020. The temporary relaxation of certain capital and liquidity rules would therefore apply from the second quarter. The package also mitigates the impact of accounting provisions on equity.

French banks approve of these easing measures allowing them to relieve the pressure on their balance sheets, finance the economy amidst an ongoing crisis and boost economic recovery, even as they lamented the fact that the European legislature did not go as far or as boldly as its American counterparts.

ADJUSTMENTS TO THE MARKETS

A new “legislative package” on the mobilisation of the capital markets in favour of the post-coronavirus recovery was adopted by the European Commission on 24 July 2020. It makes provision for targeted adjustments to the rules in order to **encourage a partial reallocation of savings to financing the economy** and to **strengthen the banks’ ability to finance the recovery**.

These rapid adjustments to the rules on markets in financial instruments, securitisation and prospectuses were the subject of a European agreement on 16 December 2020. ●



The best practices published by the European Commission on 14 July 2020, and approved by the financial sector and consumer and business organisations, reflect the positive contribution made by banks in supporting businesses and consumers and mitigating the impact of the pandemic.



Promoting a Europe-specific financing model

BASEL: TAKING THE EFFECTS OF THE CRISIS INTO ACCOUNT

In April 2020, the European Commission announced that the implementation of Basel III in the European Union would be postponed to 1 January 2023, as recommended by the Basel Committee on Banking Supervision itself, with transitional provisions until 1 January 2028.

More than ever, this enactment into local law remains **a key issue for the financing of the European economy** and a matter of concern for the banking profession.

Indeed, the rapid decision-making by the European authorities in 2020 to provide some flexibility and to temporarily reduce banks' capital requirements made it possible for banks to continue financing the economy and supporting the recovery. In addition, **the health crisis revealed the resilience of the French and European economic financing model.**

Yet, the application of international Basel rules may, if it is not adapted to European specific features, significantly increase capital requirements for European banks, which not only runs counter to the political mandate issued by the European Council and the European and French parliaments, but will also have an adverse mechanical effect on the loans they can grant.

*The
enactment
into law of
the Basel
standards
in the EU
must make
it possible to
find a better
balance
between
banks'
capacity
to fund the
economy
and securing
the financial
system.*

Furthermore, the banking industry considers it essential to **undertake an in-depth impact analysis before any enactment into local law that would take the impact of the crisis on bank balance sheets into account.** This analysis should make it possible:

- to adequately reflect the condition of the European economy once the crisis has reached its deepest point and to review solutions to avoid increasing capital requirements;
- to examine the impact of the Covid-19 crisis on financial intermediation in the EU with a view to ensuring the pre-eminent role played by European financing in this regard, and to take into account lessons learned about the track record of European regulations and the supervisory framework in times of crisis.

BUILDING A FAIR BANKING UNION

The Banking Union has provided the eurozone with a system of supervision and a mechanism for preventing and resolving banking crises based on the principle of “same business, same risks, same rules”.

This principle must be asserted through regular reviews of directives on deposit insurance and bank resolution, which would clarify the use of these mechanisms in accordance with their original objectives.

In order to continue to play their role alongside their customers, French banks are **calling for the completion of the European Banking Union on the basis of fair rules.** To this end, the calculation of the various contributions to the bank resolution and deposit guarantee mechanisms will have to be reviewed for greater equity at European level.

Lastly, the recognition of the eurozone as a single jurisdiction for supervisory purposes is crucial for reducing the current fragmentation of the Banking Union. ●

New market and sustainable finance initiatives

The European sustainable finance agenda is ramping up in 2020, with fundamental effects on market activities.



Find out more

FBF memo:
Developing Europe's capital markets,
February 2020

AN ACTION PLAN TO BOOST THE CAPITAL MARKETS UNION

The Capital Markets Union (CMU) project is experiencing new momentum due to the health crisis and the withdrawal of the UK from the EU, which became effective on 1 January 2021.

On 24 September 2020, the Commission adopted a new action plan that includes sixteen targeted measures aimed at ensuring genuine progress towards completing the CMU, in particular:

- supporting a green, inclusive and resilient economic recovery by making financing more accessible to European companies;
- making the EU an even safer place for individuals to save and invest long-term;
- integrating national capital markets into a genuine single market.

The banking industry strongly supports the principle and the launch of a well-functioning CMU to help companies and investors overcome the effects of the Covid-19 pandemic. It is in favour of this ambitious plan, which is based on the recommendations of the High Level Forum (published in June 2020) that point in the direction of simplifying rules and removing obstacles to cross-border investment. However, it is keeping its finger on the pulse of specific provisions that will be adopted as part of this action plan.

In the context of Brexit, the banking industry believes that the development of efficient capital markets is more than ever an issue of sovereignty and financial stability for continental Europe.

GREEN FINANCE: IMPACTS ON THE MARKETS

European climate and green finance initiatives have been in development for a few years, particularly since 2019. In the wake of European regulations adopted by the EU at the end of 2019, the banking industry is being consulted on **a number of draft texts that would clarify these rules for greener and more sustainable finance**. The multiple consultations to which the FBF is responding specifically concern the following texts:

- draft technical standards on the regulation of disclosures relating to sustainable investments (Disclosure regulation);
- draft delegated acts on low-carbon benchmarks, provided for by the low-carbon benchmarks regulation;
- draft delegated acts on the regulation establishing a unified classification system of environmentally sustainable economic activities (Taxonomy Regulation);
- the amended non-financial reporting directive (NFRD);
- the draft on the establishment of a EU Green Bond Standard;
- the European Commission's Renewed Sustainable Finance Strategy.

In general regarding transparency requirements, the banking profession, faced with a lack of availability, reliability and comparability of relevant non-financial data, is calling for the **regulatory framework to be fully harmonised and the scope of covered entities to be broadened**, to include SMEs and ISEs. ●

Involvement



Financing the energy transition, commitment to the occupational integration of people most isolated from the world of work, strengthening financial literacy... the voluntary involvement of French banks responds to a number of social issues.

French banks in support of sustainable finance

Mindful of their role in financing the energy transition, French banks intend to speed up the transformation of their business models to align them with the Paris Agreement targets as quickly as possible.

FACTUAL ASSESSMENT OF ACTIONS

French banks are convinced of the need to combat climate change and for years have remained firmly committed to energy transition as part of a shared determination to serve their customers and contribute to the development of a low-carbon, environmentally friendly and inclusive economy. On 22 October 2020, one year after the publication of their “climate manifesto”, the major French banks prepared **a factual assessment of their actions to drive the energy transition**. This assessment shows they have not only fulfilled their commitments, but have also been a major driving force within the world banking sector, with high ambitions incorporating climate goals into their strategy and decision-making criteria.

Their withdrawal from coal is broad and measurable: the world’s most advanced coal phase-out policies, backing away from financing new coal-fired power plants or thermal coal mines, supporting electricity-generating customers as they withdraw from coal, developing stringent standards to encourage their clients to adjust their energy mix, etc. At the end of 2019, the exposure of French banks to coal was €2.3bn.

The increase in funding for renewable energy is significant: more than €41bn on the balance sheet of major French banks at the end of 2019, or +57% in 3 years. This increase surpassed that of renewable energy over the same period (+26%).

Most major French banks are implementing **methodologies to align their loan portfolios** with the objectives of the Paris Agreement. These methodologies, which have been made public, are founded on the extensive work undertaken by the banks to transform their business models.

A SUSTAINABLE FINANCE OBSERVATORY

To mark Climate Finance Day on 29 October 2020, the first tool for monitoring Paris financial centre players’ shift towards carbon neutrality by 2050 was launched. This Sustainable Finance Observatory (OFD) led by Finance for Tomorrow, Paris Europlace and four industry federations including the FBF, aims to contribute to **the transparency, monitoring and assessment of the financial sector's gradual shift to green and sustainable finance**. In particular, French banks are publishing an indicator of their exposure to coal relative to a reference list and the associated methodology. ●

€41bn

exposure to renewable energy for major French banks vs. €2.3bn exposure to coal

Source: OFD, data at end-2019



Find out more

OFD website
www.observatoiredefinancedurable.com

CLASSIFICATION OF GREEN ASSETS IN THE EU

The European Regulation of 18 June 2020 establishes a unified classification system for the environmental sustainability of financial activities at EU level. The banking profession is working towards the application of this “taxonomy” which will come into effect starting in 2022.

See Chapter 5 – Regulation

Occupational integration

YOUNG ATHLETES BECOME BANKERS

A partner to several players providing support for occupational integration, the banking profession is continuing its efforts to employ young people through vocational training contracts.

Launched in 2016, the partnership between the French Association of Banks (AFB) and the Agency for Education through Sport (APELS) provides opportunities each year to many talented young athletes with few or no qualifications seeking employment to receive training as customer advisers under the “Déclics sportifs” programme. **Identified because of the quality of their values acquired on the sports field, these young people receive training in the fundamentals of banking-related professions.** Their integration into the world of work is then monitored by APELS in conjunction with the mentors appointed by the partnering company.

During an event organised on 10 February 2020 by the AFB, the FBF and APELS attended by Muriel Pénicaud, Minister of Labour, and Mahyar Monshipour, the six-time world boxing champion, numerous interactions with young athletes and employers in the banking sector demonstrated **the relevance of the programme.** On this occasion, the Minister of Labour stated: *“Cross-fertilisation brings about innovation. Combining inclusion, sport and banking is a brilliant idea. A great democracy must give young people a chance. It’s a team effort. We are going to succeed with this wager. [...] Banking is a sector where the social ladder works.”*



220

young athletes isolated from the world of work have entered the banking workforce since 2016

Source: APELS, AFB, 2020

The occupational integration of people isolated from the world of work is one of the banking profession’s strong commitments.

Since 2016, “Déclics Sportifs” has enabled more than 220 young athletes isolated from the world of work to enter the banking profession. 95% of them obtained a vocational training contract and 80% were hired on a permanent basis.

INCLUSION OF HIGHLY QUALIFIED REFUGEES

The FBF is a partner to the Wintergreat & Wero employment access programme for highly skilled refugees. Three years after the first experiment, this programme is firmly established with the contribution of the Ecole Supérieure de la Banque (formerly the Centre de formation de la profession bancaire or CFPB), as the Inter-Ministerial Delegate on Refugee Reception and Occupational Integration (DIAIR) stressed in a letter to the FBF of 10 March 2020: **“This innovative programme is firmly rooted in the banking industry’s training system and is part of the societal and economic evolution of the banking profession”.**

The banking sector roles involved in this programme are very diverse (communication assistant, wealth advisor, private banking service advisor, risk and compliance analyst, manager, personal finance designer-developer, customer relationship advisor, etc.). Refugees also have very diverse cultural backgrounds, from Latin America (Venezuela) to Africa (Algeria, Angola, Mauritania, Congo, etc.) and the Middle East, with the majority of refugees coming from Syria. Since 2018, more than 30 highly qualified refugees have been recruited into banking careers. ●

Financial literacy strengthened in times of crisis

EDUCATION FOR VULNERABLE CUSTOMERS

Financial literacy is particularly necessary in times of a health crisis

when some people may find themselves vulnerable due to loss of income while lockdown measures lead to changes in usage, particularly online.

With its “Les clés de la banque” educational programme, which is part of the National Strategy for Financial Literacy, the FBF has been offering tools to understand day-to-day banking and manage budgets effectively for more than 18 years. In 2020, the programme focused on a number of specific themes in order to provide information on aid and different schemes and learn how to prevent unsafe situations:

- remote banking services combined with **awareness-raising for older customers** who are more accustomed to going to a branch in conjunction with “Grand-Mercredi”, a partner specialising in seniors;
- cybersecurity, in particular thanks to a **campaign focused on phishing** launched with the National Police in June 2020 (See Chapter 4 – Security);
- online purchases, support for the local economy, contactless payment, etc.;
- budget management with a focus on aid to keep income steady;
- solutions in the event of difficulty with paying off loans;
- investments and opportunities to participate in the economic recovery with their savings, etc.

For entrepreneurs, a wealth of information is available on the State-Backed Loan (SBL), aid, credit moratoria, the solidarity fund, tax debt settlement plan, etc. The focus is on short-term financing, such as factoring and liquidity aid, the fight against fraud, watch points for resumption of business activity, the growth of online business, etc.

RECOGNITION AT THE HIGHEST LEVEL

With the “Invite a Banker to Class” initiative, the FBF raises awareness of many 9-11 year-olds across France every year. In 2020, this initiative was awarded the **Distinguished Patronage of the Ministry for National Education and Youth** and the **EDUCFI label from the Banque de France**. The banking profession is recognised at the highest level and supported in its financial literacy initiative with schools. Prior to the March lockdown, nearly 6,000 pupils were made aware of concepts of financial literacy and budget management. Since 2015, more than 50,000 pupils have participated in this effort. ●

The social integration of citizens occurs through financial literacy from a very early age. In times of crisis, it is more essential than ever.



Find out more

Articles, mini-guides and videos at lesclesdelabanque.com

Unity

The background features a complex, abstract composition of overlapping geometric shapes. A large, dark purple shape dominates the center, partially overlapping a bright pink shape above it and a yellow shape to its right. The overall color palette is rich and vibrant, with various shades of purple, pink, and yellow.

**The French Banking
Federation (FBF)
is the professional body
representing all banks
operating in France.**

The FBF

337 MEMBER BANKS

The FBF's mission is to **promote the banking and financial industry in France, in Europe and around the world**. It determines the profession's positions and makes proposals to public authorities and economic and financial authorities.

The FBF represents 337 banks, including 115 foreign banks⁽¹⁾. Regardless of their size or their legal form, credit institutions licensed as banks and the branch offices of credit institutions in the European Economic Area can, if they wish, become full members of the FBF, which then becomes their professional body. The central bodies of cooperative or mutual banking groups and the AFB⁽²⁾ can also become full members.

A STAFF OF 121 EMPLOYEES

121 permanent employees work at the FBF and the AFB, in conjunction with more than **400 bankers** who take part in commissions and committees. These bodies meet regularly to formulate positions and to launch initiatives. Decision-making relies on preparatory work by experts from the FBF, technical committees or 80 ad hoc working groups. **Discussions with members are therefore central to the Federation's work.**

INFLUENCE IN FRANCE AND ABROAD

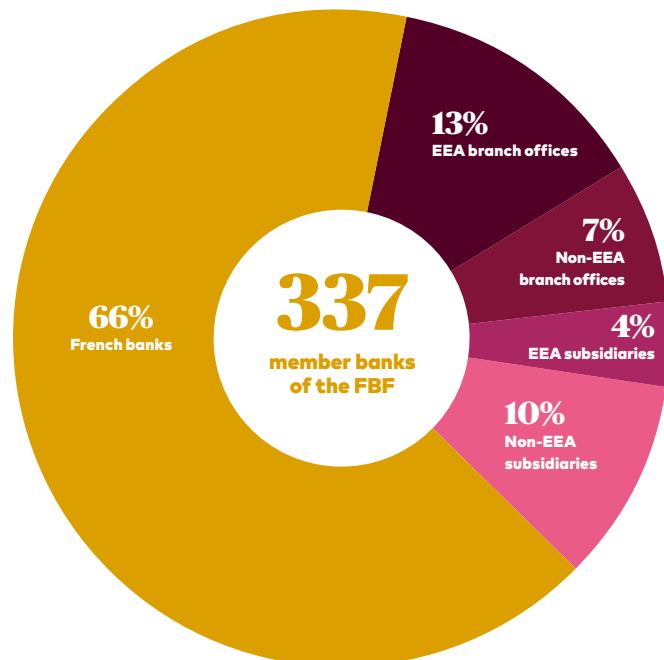
The FBF is located in Paris and also maintains offices in Brussels. The FBF is also throughout France via a **network of 103 regional and departmental committees**. This network draws on the services of over 2,500 bankers who regularly meet with local business and government representatives and convey the industry's positions.

The FBF is a member of the European Banking Federation (EBF). ●

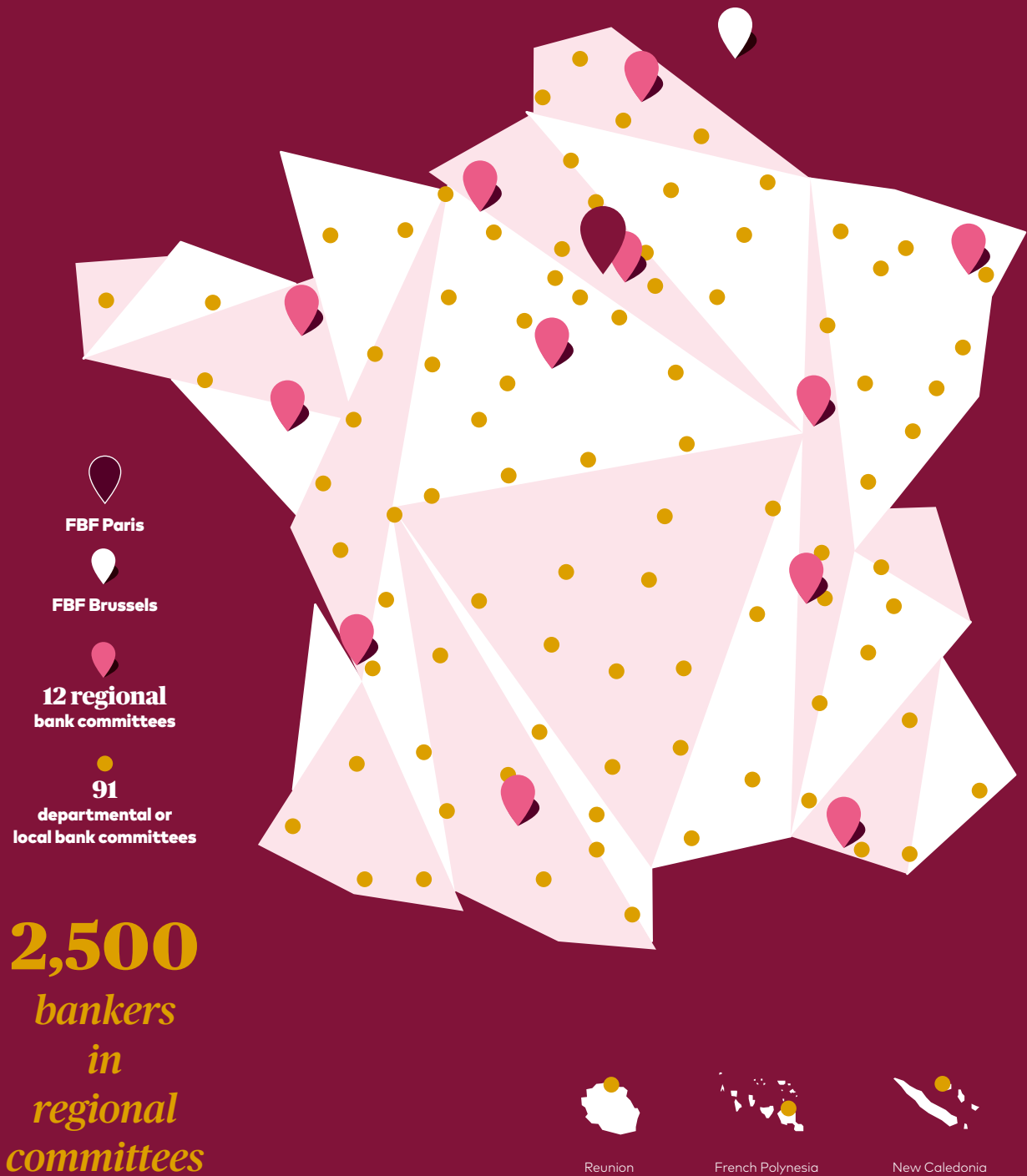
(1) At 1 January 2021.

(2) The French Banking Association (AFB), representing 183 banks, sits on the FBF's executive committee. It is the professional body representing commercial banks for employee-related matters (banking collective labour agreement).

121
permanent staff work at the FBF and the AFB alongside more than
400
bankers



Influence and organisation



as of 1 January 2021

Executive Committee



Philippe Brassac
Chair of the FBF
Chief Executive Officer
of Crédit Agricole S.A.



Jean-Laurent Bonnafé
Vice-Chair
of the FBF
Director
& Chief Executive
Officer
of BNP Paribas



Nicolas Théry
Treasurer of the FBF
Chair
of Confédération Na-
tionale du Crédit Mutuel



Laurent Mignon
Chairman of the
BPCE Management
Board



Frédéric Oudéa
Chief Executive Officer
of Société Générale



Philippe Heim
Vice Chairman
of the AFB
Chairman
of the Executive Board
of La Banque Postale



Maya Atig
Chief Executive Officer of the FBF

Éric Voulleminot
Security Advisor

General Management Board



Etienne Barel
Deputy CEO

Investment banking
and markets
Climate
Banking and accounting
supervision
Taxation
Institutional relations
Europe and International



Solenne Lepage
Deputy Director General

Retail and remote banking
Digital, Systems
and payment means
Legal and Compliance



Ermelina Debacq
Deputy Director General

Communication
Institutional relations France
General Secretariat



André-Guy Turoche
Director of Social Affairs

Social relations
Observatory and studies

**Statutory commissions
and committees**

Forward-looking
Commission
Climate Commission
Control and Prudential
Supervision Commission
Investment Banking
and Markets Commission
Retail and Remote Banking
Commission

Accounting Committee
Compliance and Conduct
Committee
Legal Committee
Major Risk and Security
Committee
Means of Payment Steering
Committee
Tax Committee

Sherpas*

The Commissions are chaired by a member
of the Executive Committee.

* The sherpas, upstream
of the Executive Committee,
feed the reflection, examine the
subjects and proposals, with the FBF
General Management Board.

Highlights

2020

JANUARY

14 JANUARY

The European Commission publishes the investment plan of the Green New Deal for Europe.

29 JANUARY

Observatory for Household Loans: the percentage of households with loans is 47.4%.

FEBRUARY

10 FEBRUARY

AFB / FBF / APELS event on integration through sports.

12 FEBRUARY

Enactment of the 5th European Anti-Money Laundering and Counter-Terrorist Financing Directive into French law.

18 FEBRUARY

Distinguished Patronage of the Minister of National Education for "Invite a Banker to Class".

MARCH

15 MARCH

Covid-19: French banks announce a scheme to defer loan repayments for companies.

23 MARCH

The amended finance law for 2020 and the decree of 23 March 2020 allow the establishment of a State guarantee for SBLs.

25 MARCH

Launch of the SBL by the banks.

27 MARCH

The Basel Committee on Banking Supervision announces the postponement of Basel III until 1 January 2023.

APRIL

1 APRIL

SBL: publication of a first FAQ.

2 APRIL

Covid-19: EBA guidelines on loan repayment moratoria.

20 APRIL

Declaration by banks and trade union organisations commending and thanking employees for their exceptional dedication.

28 APRIL

The European Commission adopts a "legislative package" to facilitate lending to households and businesses in the EU.

MAY

11 MAY

Payment by contactless card: limit increased from 30 to 50 euros.

14 MAY

Government Tourism Plan: Banks announce "tourism moratoria".

16 MAY

Opinion piece by Frédéric Oudéa, Chairman of the FBF, on the mobilisation of the banks to serve businesses and the French people.

31 MAY

The FBF responds to the European Commission's consultation on its data strategy.

JUNE

2 JUNE

Covid-19: the National Non-Cash Payments Committee (CNPS) hails the resilience of French players in cashless payments.

11 JUNE

Review of the Non-Financial Reporting Directive: the FBF responds to the European Commission's consultation.

15 JUNE

Cobranded Les Clés de la banque/National Police campaign against phishing.

18 JUNE

Regulation on the establishment of a unified classification system for sustainable activities in the EU.

25 JUNE

AFB press conference on employment in banking: 44,000 people hired in 2019.

JULY

2 JULY

16 major European banks create the EPI Interim Company.

3 JULY

The Financial Inclusion Observatory confirms that commitments are being honoured by a very large majority of banks.

10 JULY

Renewed Sustainable Finance Strategy: FBF's response to the European Commission's consultation.

30 JULY

The Banque de France report confirms very good public access to cash.

AUGUST

5 AUGUST

Launch of the "seasonal" SBL.

26 AUGUST

Prevention of money laundering and terrorist financing: FBF's response to the European Commission's action plan.

SEPTEMBER

1 SEPTEMBER

AERAS Agreement: extension of the right to be forgotten in the field of paediatric cancer.

3 SEPTEMBER

Unveiling of the Government's recovery plan.

10 SEPTEMBER

Interview with Philippe Brassac, Chairman of the FBF, in *Les Echos*.

21 SEPTEMBER

The updated AFECEI Charter on banking inclusion and the prevention of overindebtedness enters into force.

22 SEPTEMBER

The Payment Security Observatory (OSMP) adjusts the migration plan to include strong authentication.

24 SEPTEMBER

The European Commission unveils a set of measures on digital finance.

24 SEPTEMBER

The EU proposes an action plan to strengthen the Capital Markets Union.

OCTOBER

1 OCTOBER

European Cybersecurity Month: the FBF takes part in the CYBERMONTH campaign.

2 OCTOBER

"Invite a banker to class" is awarded the EDUCFI label by the Banque de France.

19 OCTOBER

The FBF signs the industry agreement for the creation of the "Recovery" label.

22 OCTOBER

Major French banks prepare a factual assessment of their actions to promote the energy transition.

29 OCTOBER

SBL: the banking profession undertakes the commitment to propose adjusted amortisation rules.

29 OCTOBER

Launch of the Sustainable Finance Observatory on Climate Finance Day.

NOVEMBER

1 NOVEMBER

Change in the rules for assessing customers' financial vulnerability.

4 NOVEMBER

Asset freezing: an order reforms the legislative framework.

4 NOVEMBER

FBF-IFOP survey: "*Les Français, leurs banques et leurs attentes*".

11 NOVEMBER

Report of the Financial Sector Advisory Committee (CCSF): borrower insurance is a competitive market.

DECEMBER

7 DECEMBER

SBL: publication of a 5th version of the FAQ.

7 DECEMBER

The FBF publishes "Banque & Territoires".

15 DECEMBER

Proposals for European regulations on digital services and markets.

16 DECEMBER

European Agreement on the "Legislative Package" to mobilise the capital markets to support the post-Covid-19 recovery.

17 DECEMBER

The HCSF (High Council for Financial Stability) adjusts its recommendation on the conditions for granting home loans.

29 DECEMBER

SBL: the 2021 Finance Act extends the programme until 30 June 2021.

31 DECEMBER

The Brexit transition period ends. ●



The FBF's presence

The FBF represents the banking industry in public organisations:

 *Consultative committees Business practice and Prudential affairs*

 *Mediation committee Monitoring and Proposal Committee*

 *Finance and guarantee committee Use of funds steering and supervisory committee (COSEF)*

  *comité consultatif du secteur financier*

 **FINANCIAL LITERACY STRATEGY COMMITTEE**

FRENCH NATIONAL HOUSING BOARD (CNH)

 *Conseil national de l'Information statistique*

PARIS RESILIENCE GROUP

  *Observatoire de la sécurité des moyens de paiement*

Observatoire des délais de paiement

OBSERVATOIRE DES TARIFS BANCAIRES

 **Orias**
REGISTRE UNIQUE DES INTERMÉDIAIRES EN ASSURANCE, BANQUE ET FINANCE

...and in many national, European and international organisations:

  **NORMALISATION**

  **Centre des Professions Financières**
www.professionsfineancieres.com

  **CFONB**
Comité Français d'Organisation et de Normalisation Bancaires

  **ethic**
Entreprises de Taille Humaine Indépendantes et de Croissance

 **EBF**
European Banking Federation

 **European Payments Council**

  **Finance Innovation**
Pôle de compétitivité mondial

 **La finance pour tous**
INSTITUT POUR L'ÉDUCATION FINANCIÈRE DU PUBLIC

 **ibfed** International Banking Federation

 **ICC FRANCE**
L'Organisation mondiale des entreprises

 **iio**
www.ibf.org

 **IIF** INSTITUTE OF INTERNATIONAL FINANCE

 **MEDEF**

 **ORSE** Observatoire de la responsabilité sociale des entreprises

 **EUROPLACE**

 **UBF** UNION BANCAIRE FRANCOPHONE

It is the partner to several French and international authorities, associations and other bodies:

 **actionelles**
la flamme d'entreprendre

 **AFTI**
La dynamique du post-marché

 **BANQUE DE FRANCE**
EUROSISTÈME

 **CCI FRANCE**

 **中国银行业协会**
CHINA BANKING ASSOCIATION

 **ASSOCIATION FAMILIALE**
Caisse d'Épargne

 **CRÉBUS**

 **Déterminés**
Entrepreneurs engagés

 **Réseau e2c France**
Réseau des Écoles de la 2^e Chance en Finance

 **Familles rurales**
Une maison, une histoire

 **FRANCE ACTIVE**
Les entrepreneurs engagés



**FOLLOW THE FBF
ONLINE
AND ON SOCIAL MEDIA**



fbf.fr



**@FBFFrance
@clesdelabanque**



**FBF
Les clés de la banque**



**FBFFrance
FBF Les clés de la banque**



lesclesdelabanque.com

Document designed and prepared
by the Strategy, Communication, Members
Department of the French Banking Federation

18, rue La Fayette
75440 Paris CEDEX 09
Tel. +33 (0)1 48 00 52 52

fbf.fr

Document completed in March 2021

Head of Publication:
Maya Atig

Deputy Head of Publication:
Anne-Catherine Sename

Chief Editor:
Aude de Montbron

Legal filing Q2 2021
ISSN pending

Graphic design and production:
Allégories Créations

