



#malgconf2019



Conference 2019

Keynote

Helen Bierton, Head of Banking, Starling Bank
Helping you lead a healthy financial life

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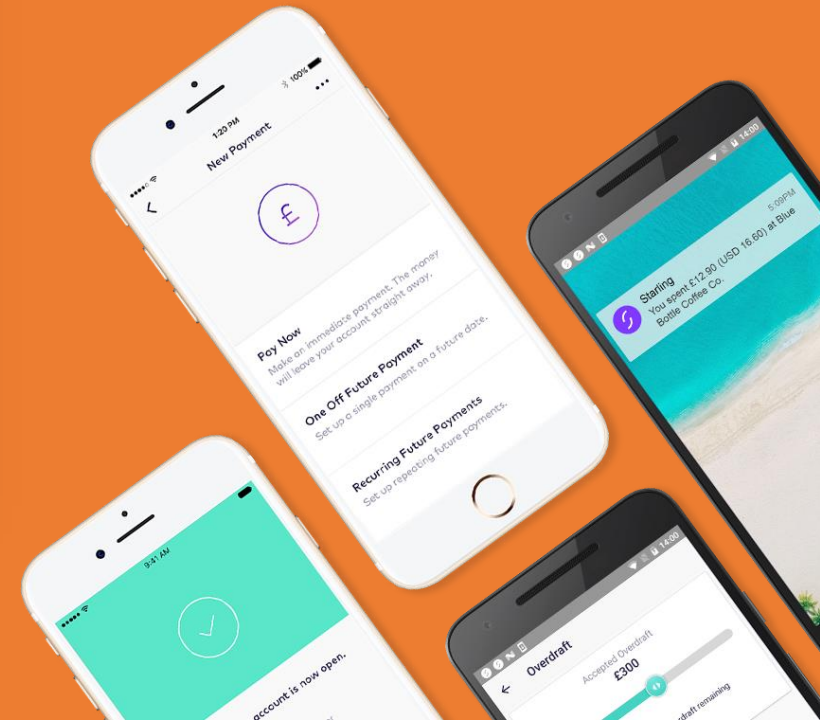


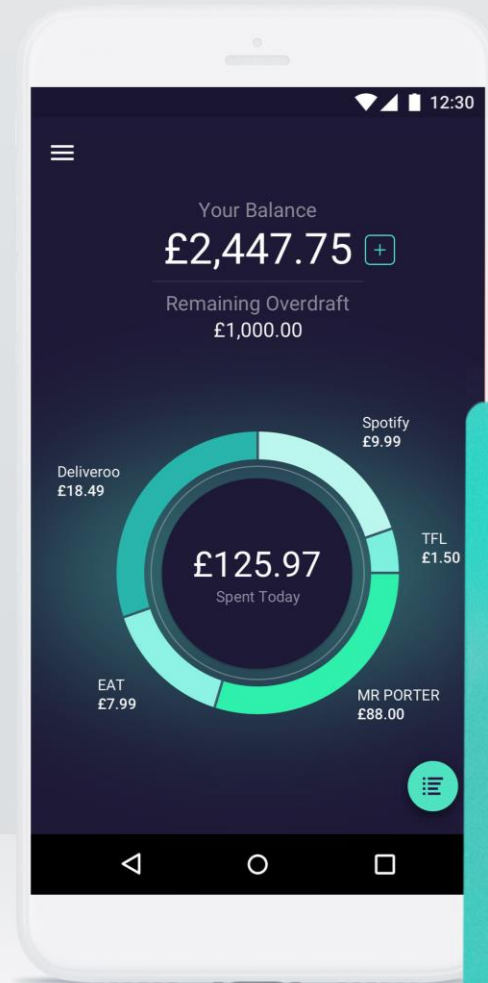
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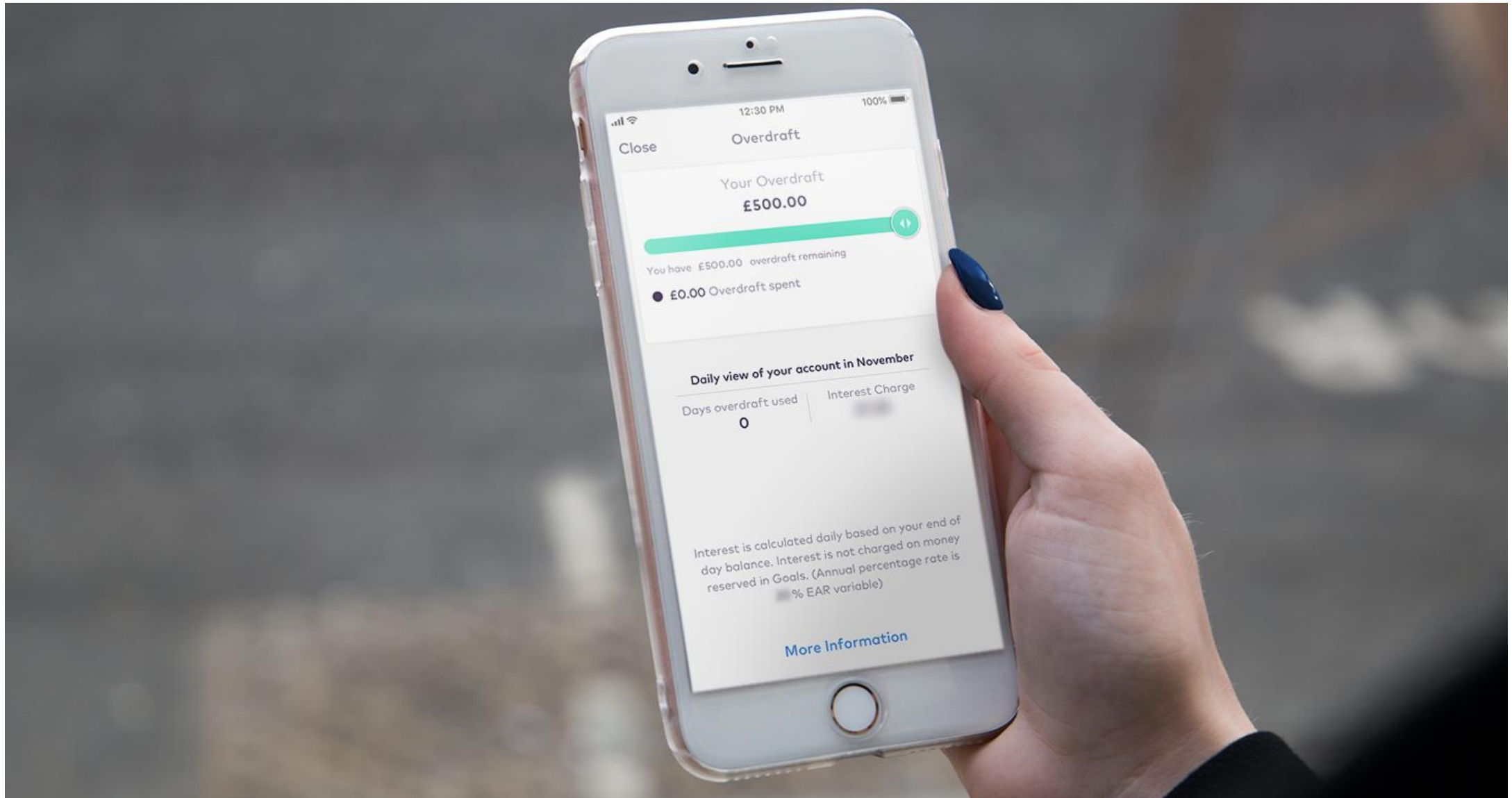
Helping You Lead a Healthy Financial Life

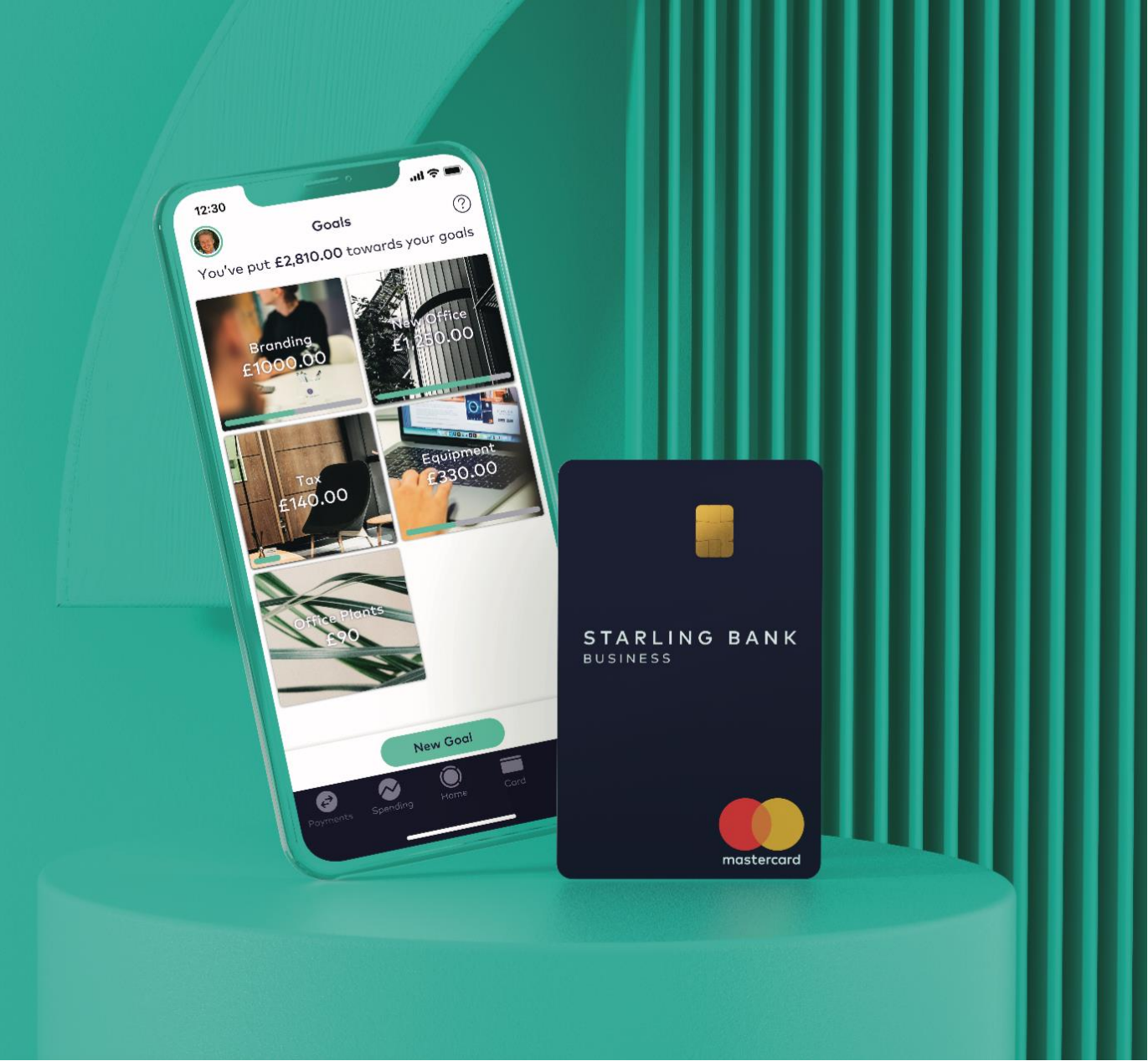
Helen Bierton
Head of Banking
@HelenBierton











18th December 2019

Identifying and monitoring repeat users of overdrafts

- Interventions to reduce harm for repeat users of overdrafts
 - Enhanced overdraft alerting
 - Online and in-app eligibility and cost calculators



6th April 2020

Alignment in unarranged and arranged overdrafts

- Display overdrafts as an APR
- Charges for overdrafts must now be percentage based, no more flat fees



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Thanks for listening!

Helen Berton
Head of Banking
@HelenBerton

