

## Responses to questions

The Consumer Policy team welcomes your feedback on as many sections as you wish to respond to, please note you do not need to answer every question.

Status quo and problem definition	
1.	How do you expect the implementation and use of open banking to evolve in the absence of designation under the Bill? What degree of uptake do you expect?
2.	Do you have any comments on the problem definition? How significant are the risks of suboptimal development and uptake under the status quo?
3.	What specific objectives should the government be trying to achieve through a banking designation? What needs to happen to achieve these objectives?
4.	Do you have any comments on the criteria that should be used to assess designation options?
The Scope of an open banking designation	
5.	Do you agree that the banks covered and timeframes should be based on the API Centre Minimum Open Banking Implementation Plan? Do you have any concerns about the specific implementation dates suggested?
6.	Do you have any views on the costs and benefits of designating a wider range of deposit takers, beyond the five largest banks?

7.	Do you agree that, in the first instance, only requests by accredited requestors be designated? Do you have any comments on when and how direct requests by banking customers could be designated under the Bill?
8.	Do you have any comments on the customer data to be designated?
9.	Do you have any comments on whether product data should be designated? What product data should be included? When should the product data designation come into force?
10.	Do you have any comments on designating payments under the Bill? Should other actions be designated? If so, when?
<b>The benefits, costs and risks of an open banking designation</b>	
11.	Do you agree with our assessment of how the designation will affect the interests of customers (other than in relation to security, privacy and confidentiality of customer data)? Is anything missing? For businesses: What specific applications and benefits are you aware of that are likely to be enabled by the designation? What is the likely scale of these benefits, and over what timeframe will they occur?
12.	Do you agree with our assessment of the costs and benefits to banks from designation under the Bill (other than those relating to security, privacy or

	confidentiality)? Is anything missing? For banks: Would you be able to quantify the potential additional costs to your organisation associated with designation under the Bill? i.e. that would not be borne under the Minimum Open Banking Implementation Plan.
13.	Do you agree that the designation will promote the implementation of secure, standardised, and efficient regulated data services?
14.	Do you have any comments on the benefits and risks to security, privacy, confidentiality, or other sensitivity of customer data and product data?
15.	Are there any risks from the designation to intellectual property rights in relation to customer data or product data?
<b>Accreditation criteria – what specific criteria should business need to meet before they can become accredited to make requests on behalf of consumers?</b>	
16.	Do you have any insights into how many businesses would wish to seek accreditation, as opposed to using an accredited intermediary to request banking data? For businesses: How likely are you to seek accreditation? What would make you more or less likely to apply?
17.	Do you agree that directors and senior managers of accredited requestors should be subject to a fit and proper person test? Do you have any comments on the advantages or disadvantages of this test, or other options?

18.	Do you agree that requestors whose directors and senior managers have already met the 'fit and proper' licensing or certification test by the Reserve Bank, Financial Markets Authority or Commerce Commission should be deemed to meet this requirement without further assessment?
19.	Do you consider that, in the absence of insurance or guarantee requirements, there is a significant risk of banks or customers not being fully compensated for any loss that might reasonably be expected to arise from an accredited requestor breaching its obligations?
20.	Do you have any comments on the availability and cost of professional indemnity insurance and/or cyber insurance, and how this may impact on the ability of prospective requestors to participate in this regime?
21.	Do you agree that a principles-based approach similar to the Australian CDR rules is an appropriate insurance measure?
22.	Do you agree that accredited requestors in open banking should be required to be a member of a financial services disputes resolution scheme?
23.	Do you consider that information security requirements should form part of accreditation?

24.	Do you have any comments on the level of prescription or specific requirements that should apply to information security? For businesses: What information security standards and certifications are available to firms in New Zealand, and what is the approximate cost of obtaining them?
25.	Do you agree that additional criteria of accreditation be the applicant demonstrate compliance with its policies around customer data, product data and action initiation and with the Act?
26.	Do you consider any additional accreditation criteria are necessary?
Fees – what restrictions should there be on fees for providing customer data or initiating payments?	
27.	What would be the impact of requests under the Bill being free, for banking?
28.	If requests under the Bill were not free, what limits or restrictions should be placed on charging fees? Do you have any comments on the costs and benefits of the various options?

## The detailed rules for open banking

29.	Do you agree with the proposals to ensure that consents given to accredited requestors are sufficiently informed? Are there any other obligations that should apply to ensure that consents are express and informed?
30.	Should customers be able to opt out of specific uses of their data that are not necessary to provide the service? Do you have any comments on the advantages and disadvantages of this?
31.	Should customers have the ability to set an expiry on ongoing consents? Do you have any comments on the advantages and disadvantages of this?
32.	Do you agree with the proposals in this paper to help ensure that consents given to accredited requestors acting as intermediaries are sufficiently informed? Are there any other obligations that should apply to ensure that consents given to intermediaries are express and informed?
33.	Do you agree with the proposals to ensure that payment authorisations given to accredited requestors are sufficiently informed? Are there any other obligations that should apply to ensure that payment consents are express and informed? Should there be any other limitations on merchants or other unaccredited persons collecting authorisations, or instructing payments?

34.	Do you agree with the proposals in this paper for customer dashboards for viewing or withdrawing consent?
<b>Joint customers</b>	
35.	Should there be any exceptions to joint customers being able to access account information, other than those provided by clause 16 of the Bill? What would the practical impact of additional exceptions be on the operation of open banking?
36.	Are regulations needed to deal with joint customers making payments, or are the default provisions of the Bill sufficient? What would the practical impact of the default provisions of the Bill on the operation of open banking?
<b>Secondary users</b>	
37.	Are there any issues with designating authorised signatories on a customer's account as secondary users? What else should regulations provide for secondary users?
<b>Payment limits</b>	
38.	How should payment limits be set?

<b>Remediation of unauthorised payment</b>	
39.	Do you agree that accredited requestors should remediate banks for unauthorised payments that they request? Are there any other steps that should be required to be taken where unauthorised payments occur?
<b>Content of the register and on-boarding of accredited requestors</b>	
40.	What functionality should the register have? Is certain functionality critical on commencement of the designation, or could functionality be added later?
41.	What additional information needs to be held by the register to support this functionality? Should this information be publicly available, or only available to participants?
42.	Is it necessary for regulations to include express obligations relating to on-boarding of accredited requestors? If so, what should these obligations be?



### Content of policies relating to customer data and action initiation

43.	Do you agree with the proposed content of accredited requestor customer data policies? Is there anything else that should be required to be included?

### Standards for open banking

44.	Do you agree with the proposed standards? Should any additional standards be prescribed?
45.	When should version 3.0 of the API Centre standards become mandatory?
46.	If product data were included in the designation, what standards should be adopted or developed for product data?
	<p>At ProductCloud, we believe that without the ability to categorise and share live, validated product data, the principles of Open Banking are compromised. Sharing customer transaction data without the ability to cross-reference product data conveniently will not make it easier for customers to get better services, which is a basic Open Banking principle. The fundamental use case being:</p> <ul style="list-style-type: none"><li>• Is the customer getting the best service on a product provided by its current bank?</li><li>• Is there a more competitive offer on the same or similar service in the market?</li></ul> <p>Product data standards for consideration:</p>

	<ul style="list-style-type: none"> <li>• Create a set of mandatory fields for core product categories and additional fields for specialised offerings. Given that banks already have this product information, there should be a tendency to define data fields that are more mandatory than optional.</li> <li>• Adopt a structured format like JSON or XML to ensure data fields are uniformly structured across institutions.</li> <li>• Define API standards that align with international best practices.</li> <li>• Establish guidelines for transparent labelling, plain language descriptions, and categorisation to aid consumer comprehension.</li> <li>• Define minimum update frequencies and validation processes to ensure accurate and current data.</li> <li>• Establish a framework for monitoring compliance and imposing penalties for outdated, misleading or channel data inconsistent PRD. For Open Banking to work, product data must be of good quality; otherwise, reliable product comparisons will be hindered.</li> <li>• Develop standards that closely align with Australian PRD to allow for future interoperability, especially for financial institutions operating in both countries.</li> </ul>
47.	Do you have any comments on performance standards that should apply?
48.	How can MBIE most effectively monitor performance?
49.	Are existing institutional arrangements with the API Centre fit for purpose, to achieve desired outcomes? If not, what changes should be considered? How should the approach change over time as other sectors are designated?
<b>General Comments:</b>	



## Thank you

We appreciate you sharing your thoughts with us. Please find all instructions for how to return this form to us on the first page.