**NATIONAL ASSEMBLY**

**QUESTION FOR WRITTEN REPLY**

**QUESTION NUMBER: 344 [NW397E]**

**DATE OF PUBLICATION: 3 MARCH 2017**

**344. Adv A de W Alberts (FF Plus) to ask the Minister of Finance:†**

(1) What is the nature and legal basis on which deposit-accepting banks depend to give protection to their clients in order to protect the money of such clients against fraud within and outside the banks and also against online scams;

(2) whether banks are obliged to take out insurance concerning these risks;

(3) whether banks are obliged to compensate their clients 100% concerning losses suffered where the clients themselves had not acted negligently and the problem had originated with the bank itself and with other service providers, such as cell phone companies; if not, why not; if so, what is the legal basis for such obligation?

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**REPLY:**

Please refer to the answer in PQ 2745 submitted on 15 December 2016, herewith attached.