

Voluntary European Code of Conduct for Home Loans

Fundamental issues

1. Introduction

The Voluntary European Code of Conduct for Home Loans, henceforth abbreviated as Code of Conduct for Home Loans or Code of Conduct, refers to information that clients should be provided with, before home loan contracts are signed, having in view their transparency, systematization and comparability both nationally and in the European Community.

Caixa Geral de Depósitos endorsed the Code of Conduct for Home Loans signed by European Consumer Associations and European Credit Associations, and supported by the European Commission.

This decision was taken in the scope of the European Mortgage Federation, of which Caixa Geral de Depósitos is a member, and pursuant to the guidelines issued by the European Commission and the Bank of Portugal.

2. Guidelines issued by the European Commission

2.1 Code of Conduct for Home Loans' Application Scope

The Code of Conduct for Home Loans deals with information that shall be given to users/consumers before signing home loan contracts, both regarding loans granted in their country and abroad.

2.2. Definition of «home loan» in the sense of the Code

«Home loan» is a loan granted to a client in order to buy or transform a private immovable property that s/he owns or intends to acquire and that is guaranteed either by a mortgage or by any other collateral commonly used for that effect in a certain Member State.

3. Obligations/Duties

Before the contract is signed, all Banks that have endorsed the Code of Conduct for Home Loans should give the user/consumer both general information regarding the several existing loan modalities and personalized information on the conditions that banks may offer depending on the intended loan modality and the specific situation of the user/consumer.

A document stating that personalized information is issued as part of the Code of Conduct. This document contains a description of the offer that banks are willing to make depending on market conditions at the time of the inquiry and based on indispensable user/consumer information.

This information does not constitute a legally binding offer or an obligation to grant the loan. Any quantified data may suffer fluctuations depending on market conditions. On the other hand, some of the elements needed for the definitive approval of the operation need confirmation, such as the value of collateral, which is subject to the evaluation of the said collateral.

4. Internal appeal system

At Caixa Geral de Depósitos, any questions on the application of the Code of Conduct for Home Loans may be directed to the Caixadirecta Service – telephone: 707 24 24 24

You can ask for a copy of the Voluntary European Code of Conduct for Home Loans in your local branch.