



AUSTRALIAN COLLECTORS &  
DEBT BUYERS ASSOCIATION

**MEDIA RELEASE – 2 December 2019**

### ***ACDBA adopts updated Code of Practice***

Australian Collectors & Debt Buyers Association (ACDBA) has today released the 2<sup>nd</sup> Edition Code of Practice (Code) and Code Monitoring Committee Charter (Charter) with operational effect from 1 January 2020.

An Independent Review of the inaugural Code was commenced in early 2019 with key stakeholders including government, regulators, consumer groups and ACDBA members invited to provide feedback.

The Reviewer made recommendations based on feedback from the stakeholders where the Code would possibly be improved to provide greater utility for all users.

The overwhelming majority of recommendations were fully adopted by ACDBA and together with other minor changes the clarity and navigation of the Code and Charter have been improved. The updated Code sets out the commitment of Subscribers in delivering collection services to best meet community standards and expectations.

“By subscribing to the Code, ACDBA members make a continuing commitment to their customers to maintain a collections environment based on ethical behaviour, including acting fairly, reasonably and respectfully whilst protecting customer privacy and confidentiality” said Alan Harries, ACDBA CEO.

The Code is available at [www.acdba.com](http://www.acdba.com).

-Ends

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