

**CENTRE FOR BANKING AND FINANCE LAW  
AND CONTINUING LEGAL EDUCATION PROGRAMME**

**The Impact of the GFC on the Bank-Customer Relationship –  
A New Way Forward?**

**by Asst Prof Sandra Booyesen**  
**Faculty of Law, National University of Singapore**

**About the Seminar**

The global financial crisis has prompted a wave of litigation, including claims by aggrieved bank customers, and heralded widespread regulatory reform across the world. The contractual and marketing practices of banks have been called into question; the reasonableness of bank terms and conditions has been contested. A number of claims have come before the Singapore courts and judges have been called upon to adjudicate disputes over exemption clauses, entire agreement and non-reliance clauses. The terms of a signed contract have historically been treated as sacrosanct and banks make extensive use of standard terms and conditions to protect themselves from customer's claims. Recent decisions from the Singapore courts, however, have reminded us that courts are conscious of the need to protect vulnerable customers and even signed contracts can be overturned.

This seminar will review the impact of the global financial crisis on the bank-customer contract. It will examine the tools, including common law and statutory controls, available to courts to achieve fairness in risk allocation, as well as the expanding scope of claims that may now be available to aggrieved bank customers.

**About the Speaker**



**Dr Sandra Booyesen** is an assistant professor at the National University of Singapore where she teaches contract and banking law. Previously, Sandra practised in London and Johannesburg in commercial litigation. A graduate from Rhodes University and the University of the Witwatersrand, South Africa, Sandra pursued post-graduate studies at NUS Law where her interest in banking law was cultivated. Sandra's research interests straddle contract and banking, and she has published in local and international journals. Recent publications include: 'Verification Duties, Conclusive Evidence Clauses, and Fraud by Bank Employees' (2012) 27.4 BFLR 687; 'Rethinking the Signature Rule' [2013] LMCLQ 21.

Date : 6 November 2013, Wednesday  
Time : 4.00pm to 6.30pm  
Venue : Executive Seminar Room  
Level 3, Block B  
Faculty of Law  
NUS, Bukit Timah Campus

**PROGRAMME OUTLINE**

4.00pm – 4.30pm: Registration and Tea  
4.30pm – 6.15pm: Presentation  
6.15pm - 6.30pm: Q & A

**REGISTRATION**

Fees : **S\$149.80** (includes 7% GST, Refreshment & Materials)

To register, [please click HERE](#).

**Closing Date of Registration**

30 October 2013, Wednesday

**About Centre for Banking &  
Finance Law (CBFL)**

The Centre for Banking and Finance Law (CBFL) is a new centre at the Faculty of Law, National University of Singapore. The Centre focuses broadly on legal and regulatory issues relating to banking and financial services. It aims to produce research and host events of scholarly value to academics as well as of policy relevance to the banking and financial services community. In particular, CBFL seeks to engage local and international banks, lawyers, regulators and academics in a regular exchange of ideas and knowledge so as to contribute towards the development of law and regulation in this area, as well as to promote a robust and stable financial sector in Singapore, the region and globally.



**Public CPD Points: 2 (To be confirmed)**  
**Practice Area: Banking and Finance & Corporate/Commercial**  
**Training Level: General**