

PwC Plus Article

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EBA Consultation on the application of the existing Joint Committee Guidelines on complaints-handling to authorities competent for supervising the new institutions under MCD and/or PSD2 (EBA/CP/2018/02)

The proposal, which does not envisage any changes to the substance of the existing Guidelines, will ensure that an identical set of requirements for complaints-handling continues to apply to all financial institutions across the banking, investment and insurance sectors. The extension of the scope will provide consumers with the same level of protection, irrespective of which regulated product or service they are purchasing and which regulated institution they are purchasing it from.

Schlagwörter

Anlegerschutz, Bankenaufsicht (Europäische und Internationale Organisationen), Beschwerdebearbeitung, Mortgage Credit Directive (MCD) / Wohnimmobilienkreditrichtlinie, Verbraucherschutz, Zahlungsdienste / Payment Services

FS-Branche(n)

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