

PwC Plus Article

By EBA - European Banking Authority | 21. Juli 2021

The European Banking Authority publishes a methodological guide to mystery shopping

The guide applies irrespective of whether the activity is carried out directly by the supervisors or outsourced to an external provider.

Schlagwörter

Bankenaufsicht (Europäische und Internationale Organisationen), Verbraucherschutz

FS-Branche(n)

Banking & Capital Markets

Themen

Risk & Regulation

Verfasser

EBA - European Banking Authority