

PwC Plus Article

By EBA - European Banking Authority | 21.07.2021

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.

Keywords

Bankenaufsicht (Europäische und Internationale Organisationen), Verbraucherschutz

FS-sector(s)

Banking & Capital Markets

Topics

Risk & Regulation

Issuing Body

EBA - European Banking Authority