

Competent authorities responsible for ensuring compliance Article 10 of Regulation (EU) No 260/2012

The information provided for in this table is based on updates received from Member States (as of November 2020).

Euro area	Competent authority for compliance by Payment Services Providers (PSPs) such as banks.	Competent authority for compliance by Payment Services Users (PSUs) that are not consumers, such as companies or public authorities.
Austria	Financial Market Authority - Consumer Information & Complaints Otto-Wagner-Platz 5, 1090 Vienna, Austria https://www.fma.gv.at/en/complaints-and-points-of-contact/	
Belgium	Nationale Bank van België Departement Prudentieel Toezicht, Berlaimontlaan 3, 1000 Brussel https://www.nbb.be/en/about-national-bank/national-bank-belgium/contact-us	Federale Overheidsdienst Economie Economische Inspectie, Koning Albert II-laan 16, 1000 Brussel. https://economie.fgov.be/nl/ons-contacteren
Cyprus	Central Bank of Cyprus 80 Kennedy Avenue, 1076, Nicosia, Cyprus www.centralbank.cy/	Inter-Ministerial Committee Ministry of Finance Michael Karaoli & Gregori Afxentiou 1439 Nicosia, Cyprus E-mail: registry@mof.gov.cy
Estonia	Estonian Financial Supervision Authority (Finantsinspektion) https://www.fi.ee	Estonian Consumer Protection Board (Tarbijakaitseamet) http://www.tarbijakaitseamet.ee
Finland¹	Finnish Financial Supervisory Authority Snellmaninkatu 6, Helsinki P.O. Box 103, FI-00101 Helsinki, Finland E-mail: kirjaamo@fiva.fi Tel.: +358 10 831 51 Consumer helpline: 0800-0-5099 https://www.finanssivalvonta.fi/en/about-the-fin-fsa/contact-information/	Consumer Ombudsman Finnish Competition and Consumer Authority Siltasaarenkatu 12 A, 00530 Helsinki P. O. Box 5, FI-00531 Helsinki, Finland. Tel.: +358 (0)29 505 3000. https://www.kkv.fi/en/contact-information/

¹ FIN FSA is competent for both PSPs and PSUs

<p>France</p>	<p>Autorité de contrôle prudentiel et de Résolution (ACPR) Secrétariat général de l'ACPR 61 rue Taitbout 75426 PARIS CEDEX 09 http://www.acp.banque-france.fr/accueil.html</p> <p>Banque de France Direction des Systèmes de Paiement et des Infrastructures de Marché 31, rue Croix des Petits-Champs 75049 PARIS CEDEX 01 http://www.banque-france.fr</p>	<p>Direction Générale de la concurrence, de la consommation et de la répression des fraudes (DGCCRF) Services financiers et professions réglementées, 59 Boulevard Vincent Auriol, 75013 Paris</p> <p>E-mail: bureau-6C@dgccrf.finances.gouv.fr https://www.economie.gouv.fr/contact/contacter-la-dgccrf</p>
<p>Germany</p>	<p>Bundesanstalt für Finanzdienstleistungsaufsicht (BaFin) Graurheindorfer Straße 108 53117 Bonn E-mail: poststelle@bafin.de</p>	<p>Liste der Industrie- und Handelskammern sowie der Handwerkskammern nach § 8 UWG und § 3 UklG²</p>
<p>Greece</p>	<p>Bank of Greece 21 E. Venizelos Avenue, GR 10250 Athens, Greece. www.bankofgreece.gr/pages/en/other/communication.aspx</p>	<p>Bank of Greece 21 E. Venizelos Avenue, GR 10250 Athens, Greece. www.bankofgreece.gr/pages/en/other/communication.aspx</p>
<p>Ireland</p>	<p>Central Bank of Ireland PO Box 559 Dame Street Dublin 2 D02 P656 Email: enquiries@centraibank.ie https://www.centralbank.ie/contact-us</p>	<p>Competition and Consumer Protection Commission PO Box 12585 Dublin 1 https://www.ccpc.ie/consumers/contact/contact-directory/contact-us-form/</p>
<p>Italy</p>	<p>Banca d'Italia Via Nazionale 91 00184 Roma – Italia E-</p>	<p>Italian Competition Authority (Autorità Garante della Concorrenza e del Mercato)</p>

² http://www.bmwi.de/Redaktion/DE/Downloads/I/industrie-und-handelskammern-handwerkskammern-uwg-uklag-liste.pdf;jsessionid=3E4C6ED1BD48A17A825D906F2AF3A35E?__blob=publicationFile&v=2

	<p>E-mail: email@bancaditalia.it https://www.bancaditalia.it/footer/contacti/index.html</p>	<p>Postal address: Piazza Giuseppe Verdi 6/A 00198 ROME – Italy; E-mail: protocollo.agem@pec.agem.it; https://en.agcm.it/en/services/report-a-complaint (in English) https://www.agcm.it/servizi/segnala-on-line (in Italian)</p>
Latvia	<p>Financial and Capital Market Commission Kungu Street 1, Riga, Latvia, Tel.: +371 67774800 E-mail: fktk@fktk.lv https://www.fktk.lv/en/</p>	
Lithuania	<p>The Bank of Lithuania Totorių g. 4, 01121 Vilnius Tel.: +370 5 268 0029 https://www.lb.lt/en/</p>	
Luxembourg	<p>Commission de surveillance du secteur financier 283, route d’Arlon - L-1150 Luxembourg Postal address: L-2991 Luxembourg Tel. : (+352) 26 25 1 - 1 (central) E-mail: direction@cssf.lu www.cssf.lu</p>	
Malta	<p>Central Bank of Malta Pjazza Kastilja Valletta VLT 1060 - Malta E-mail: oversight@centralbankmalta.org https://www.centralbankmalta.org/</p>	
The Netherlands	<p>De Nederlandsche Bank www.dnb.nl</p>	<p>The Netherlands Authority for Consumers and Markets www.acm.nl</p>
Portugal	<p>Banco de Portugal Apartado 2240, 1106-001 Lisboa</p>	

	<p>E-mail: info@bportugal.pt https://clientebancario.bportugal.pt/en/contactos</p>	
Slovakia	<p>National Bank of Slovakia E-mail: info@nbs.sk https://www.nbs.sk/en/about-the-bank/contact</p>	<p>Slovak Commercial Inspection E-mail: info@soi.sk http://www.soi.sk</p> <p>Ministry of Finance http://www.finance.gov.sk https://www.mfsr.sk/en/contact/</p>
Slovenia	<p>Banka Slovenija Slovenska 35 1505 Ljubljana Slovenija E-mail: pr@bsi.si https://www.bsi.si/kontakt</p>	
Spain	<p>Banco de España E-mail : paymentsystems@bde.es https://www.bde.es/bde/en/utiles/contacto/</p>	<p>Consumer Authorities or Comunidades Autónomas³</p> <p>Central national contact point: Subdirectorato-General for coordination, quality and cooperation in consumer affairs C/ Príncipe de Vergara, 54 28006 MADRID – SPAIN E-mail: subdireccion.calidad@consumo.gob.es (0034) 91 822 44 43 or 91 822 44 07 https://sede.mscbs.gob.es/sugerenciasQuejas/presencial.htm Banco de España⁴ E-mail : paymentsystems@bde.es https://www.bde.es/bde/en/utiles/contacto/</p>

³ Coordinated by Agencia Española de Consumo, Seguridad Alimentaria y Nutrición (AECOSAN), Subdirección General de Coordinación, Calidad y Cooperación en Consumo
http://www.aecosan.mssi.gob.es/AECOSAN/web/home/aecosan_inicio.htm
https://www.aesan.gob.es/AECOSAN/web/contacto_temp.htm

⁴ Competent authority also for compliance in relation to companies, entrepreneurs or professionals acting on the basis of their commercial or professional activities which are not payment service providers and are beneficiaries of a payment order whose originator is another company, entrepreneur or professional acting on the basis of their commercial or professional activity that is not a payment service provider.

Non Euro area	Competent authority for PSPs' compliance	Competent authority for PSUs' compliance
Bulgaria	<p style="text-align: center;">Bulgarian National Bank 1, Knyaz Alexander I Sq., 1000 Sofia, Bulgaria Contact point for complaints bnb-delovodstvo@bnbank.org https://bnb.bg/index.htm?toLang=_BG</p>	
Croatia⁵	<p style="text-align: center;">Ministry of Finance, Financial Inspectorate Ulica grada Vukovara 72 10002 Zagreb Republic of Croatia P.O. BOX 274 E-mail: info.fi@mfin.hr https://mfin.gov.hr/contact/2844</p>	<p style="text-align: center;">Croatian National Bank Trg hrvatskih velikana 3 10002 Zagreb Republic of Croatia P.O. BOX 603 E-mail: prituze-zpp@hnb.hr https://www.hnb.hr/en/about-us/contacts</p>
Czech Republic	<p style="text-align: center;">The Czech National Bank, Address: Na Příkopě 28, 115 03 Praha 1 Phone: +420 224 411 111, fax: +420 224 412 404, e-mail: podatelna@cnb.cz https://www.cnb.cz/en/public/contacts/</p>	
Denmark	<p style="text-align: center;">Danish Financial Supervisory Authority Århusgade 110, 2100 København Ø Tel.: +45 33 55 82 82 https://www.dfsa.dk/Contact</p>	<p style="text-align: center;">The Danish Competition and Consumer Authority Carl Jacobsens Vej 35, 2500 Valby Tel.: +45 41 71 50 00 https://www.en.kfst.dk/about-us/</p>
Hungary	<p style="text-align: center;">Magyar Nemzeti Bank (MNB) 1054 Budapest Szabadság tér 9 E-mail: info@mnb.hu https://www.mnb.hu/en/the-central-bank/contact-us</p>	
Poland⁶	<p style="text-align: center;">Polish Financial Supervision Authority</p>	

⁵ Croatian National Bank is competent for both PSPs and PSUs

	<p>Komisja Nadzoru Finansowego Plac Powstańców Warszawy 1 skr. poczt. 419 00- 950 Warszawa Tel.: (+48 22) 262 5000 E-mail: knf@knf.gov.pl https://www.knf.gov.pl/en/</p>	<p>Office of Competition and Consumer Protection Plac Powstańców Warszawy 1 00-950 Warszawa Tel.: +48 22 55 60 800 E-mail: uokik@uokik.gov.pl https://www.uokik.gov.pl/home.php</p>
Romania	<p>National Bank of Romania 25 Lipscani Street 3, 030031 Bucharest, Romania Tel.: +4021 313 04 10 or +4021 315 27 50 E-mail: info@bnro.ro https://bnr.ro/National-Bank-of-Romania-1144.aspx</p>	
Sweden	<p>Finansinspektionen Box 7821 103 97 Stockholm E-mail: finansinspektionen@fi.se https://fi.se/</p>	

⁶ Though two contact points are indicated for PSUs, these authorities are not compliant in cases against other PSUs that would not comply with the Regulation (see chapter 2.3 on IBAN discrimination)