














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

*The information provided for in this table is based on the notifications received from Member States (as of June 2016).*

Member State		Name of the organisation	Web address
	Belgium	The National Bank of Belgium	<a href="http://www.nbb.be">www.nbb.be</a>
		The Federal Public Service Economy, SMEs, Self-employed and Energy	<a href="http://www.economie.fgov.be">www.economie.fgov.be</a>
	Bulgaria	Bulgarian National Bank	<a href="http://www.bnb.bg">www.bnb.bg</a>
	Czech Republic	Czech National Bank – Česká národní banka	<a href="http://www.cnb.cz">www.cnb.cz</a>
	Denmark	Danish FSA (Finanstilsynet)	<a href="http://www.dfsa.dk">www.dfsa.dk</a>
		Danish Competition and Consumer Authority (Konkurrence- og Forbrugerstyrelsen)	<a href="http://www.kfst.dk">www.kfst.dk</a>
	Germany	Federal Financial Supervisory Authority – Bundesanstalt für Finanzdienstleistungsaufsicht (BaFin)	<a href="http://www.bafin.de/EN/Verbraucher/BeschwerdenAnsprechpartner/beschwerdenansprechpartner_node_en.html#doc7858222bodyText5">http://www.bafin.de/EN/Verbraucher/BeschwerdenAnsprechpartner/beschwerdenansprechpartner_node_en.html#doc7858222bodyText5</a>
		Bundesamt für Justiz	<a href="https://www.bundesjustizamt.de/DE/Themen/Buergerdienste/Verbraucherschutz/Liste-qualifizierter-E/ListeQE_node.html">https://www.bundesjustizamt.de/DE/Themen/Buergerdienste/Verbraucherschutz/Liste-qualifizierter-E/ListeQE_node.html</a>
	Estonia	Financial Supervision Authority (FSA)	<a href="http://www.fi.ee">www.fi.ee</a>
		Estonian Consumer Protection Board (CPB) (only for Article 8)	<a href="http://www.tarbijakaitseamet.ee/">http://www.tarbijakaitseamet.ee/</a>
	Ireland	Central Bank of Ireland	<a href="http://www.centralbank.ie/about-us/Pages/ComplaintsagainstFinancialServiceProviders.aspx">http://www.centralbank.ie/about-us/Pages/ComplaintsagainstFinancialServiceProviders.aspx</a>
		Competition and Consumer Protection Commission	<a href="http://ccpc.ie/get-touch">http://ccpc.ie/get-touch</a>
	Greece	Bank of Greece	<a href="http://www.bankofgreece.gr">www.bankofgreece.gr</a>
	Spain	Banco de España	<a href="http://www.bde.es">www.bde.es</a> E-mail: <a href="mailto:paymentsystem@bde.es">paymentsystem@bde.es</a>
		Agencia Española de Consumo, Seguridad Alimentaria y Nutrición (AECOSAN)	<a href="http://www.aecosan.msssi.gob.es/en/AECOSAN/web/home/aecosan_inicio.shtml">http://www.aecosan.msssi.gob.es/en/AECOSAN/web/home/aecosan_inicio.shtml</a> or <a href="http://aesan.msssi.gob.es/SIAC-WEB/contacto.do?reqCode=newSearch">http://aesan.msssi.gob.es/SIAC-WEB/contacto.do?reqCode=newSearch</a> Post: Subdirección General de Coordinación, Calidad y Cooperación en Consumo AECOSAN Príncipe de Vergara, 54. 28006. Madrid
	France	Ministère de l'Economie et des Finances - Direction générale de la concurrence, de la consommation et de la répression des fraudes (DGCCRF)	<a href="http://www.economie.gouv.fr/dgccrf">http://www.economie.gouv.fr/dgccrf</a>
		Autorité de contrôle prudentiel (ACP)	<a href="http://www.acp.banque-france.fr/accueil.html">http://www.acp.banque-france.fr/accueil.html</a>
		Banque de France	<a href="http://www.banque-france.fr">http://www.banque-france.fr</a>

	<b>Croatia</b>	Croatian National Bank	<a href="http://www.hnb.hr/">http://www.hnb.hr/</a>
		Ministry of Finance (Financial Inspectorate - compliance with Article 9 of the Regulation 260/2012)	<a href="http://www.mfin.hr/en">http://www.mfin.hr/en</a>
	<b>Italy</b>	Banca d'Italia	<a href="http://www.bancaditalia.it">www.bancaditalia.it</a> Post: Bank of Italy Markets and Payments System Supervisory Service Division for Retail Payment Instruments and Services Via Nazionale 91 I-00184 Rome Certified e-mail: <a href="mailto:smp@pec.bancaditalia.it">smp@pec.bancaditalia.it</a> or <a href="mailto:bancaditalia@pec.bancaditalia.it">bancaditalia@pec.bancaditalia.it</a> Conventional e-mail: <a href="mailto:SMP201@bancaditalia.it">SMP201@bancaditalia.it</a> or <a href="mailto:email@bancaditalia.it">email@bancaditalia.it</a>
		Autorità Garante della Concorrenza e del Mercato (AGCM)	<a href="http://www.agcm.it/en/">http://www.agcm.it/en/</a> Post: Directorate General for Consumer Protection Directorate B, Communications, Finance and Insurance, Posts and Real Estate Tel.: (+39)0685821865 Certified e-mail: <a href="mailto:protocollo.agcm@pec.agcm.it">protocollo.agcm@pec.agcm.it</a> Complaints web page (prior registration required): <a href="http://www.agcm.it/component/users/?view=login&amp;return=L2ludmlhLXNlZ25hbGF6aW9uZS1vbmxpbmUuaHRtbA==">http://www.agcm.it/component/users/?view=login&amp;return=L2ludmlhLXNlZ25hbGF6aW9uZS1vbmxpbmUuaHRtbA==</a> (accessible via the "Segnala on line" link at the top right of the home page).
	<b>Cyprus</b>	Central Bank of Cyprus	<a href="http://www.centralbank.gov.cy">www.centralbank.gov.cy</a>
		Authority for Supervision of Cooperative Societies	<a href="http://www.cssda.gov.cy">www.cssda.gov.cy</a>
		Competent Authority for complaints concerning payment services users	Not yet notified

	<b>Latvia</b>	Financial and Capital Market Commission	<a href="http://www.fktk.lv">www.fktk.lv</a>
		Consumer Rights Protection Centre (PTAC)	<a href="http://www.ptac.gov.lv/en/content/contacts">http://www.ptac.gov.lv/en/content/contacts</a>
	<b>Lithuania</b>	Bank of Lithuania	<a href="http://www.lb.lt/">http://www.lb.lt/</a> E-mail: <a href="mailto:sepa@lb.lt">sepa@lb.lt</a> Tel: +370 5 268 0806
	<b>Luxembourg</b>	Commission de Surveillance du Secteur Financier(CSSF)	<a href="http://www.cssf.lu/consommateur/reclamations/">http://www.cssf.lu/consommateur/reclamations/</a> or <a href="http://www.cssf.lu/fileadmin/files/Formulaires/Reclamation_24_0615_FR.pdf">http://www.cssf.lu/fileadmin/files/Formulaires/Reclamation_24_0615_FR.pdf</a>
	<b>Hungary</b>	National Bank of Hungary - Magyar Nemzeti Bank	<a href="http://www.mnb.hu/">http://www.mnb.hu/</a>
	<b>Malta</b>	Central Bank of Malta	<a href="https://www.centralbankmalta.org/the-sepa">https://www.centralbankmalta.org/the-sepa</a>
	<b>Netherlands</b>	The Dutch Central Bank (for Articles 3,4,5,6,9)	<a href="http://www.dnb.nl">www.dnb.nl</a>
		Dutch Competition Authority (for Article 8)	<a href="http://www.nma.nl">http://www.nma.nl</a>
	<b>Austria</b>	Österreichische Finanzmarktaufsichtsbehörde – FMA	<a href="http://www.fma.gv.at/">http://www.fma.gv.at/</a>
	<b>Poland</b>	KNF - Polish Financial Supervision Authority	<a href="http://www.knf.gov.pl">http://www.knf.gov.pl</a>
	<b>Portugal</b>	<i>Banco de Portugal</i>	<a href="http://www.bportugal.pt">www.bportugal.pt</a>
		<i>Autoridade da Concorrên</i>	<a href="http://www.concorrenca.pt">www.concorrenca.pt</a>
	<b>Romania</b>	National Bank of Romania	<a href="http://www.bnro.ro">www.bnro.ro</a>
	<b>Slovenia</b>	the Bank of Slovenia	<a href="http://www.bsi.si">www.bsi.si</a>
	<b>Slovakia</b>	National Bank of Slovakia (for complaints concerning most Payment Services Providers)	<a href="http://www.nbs.sk">www.nbs.sk</a> or <a href="http://www.nbs.sk/sk/dohlad-nad-financnym-trhom/ochrana-financneho-spotrebitela1">http://www.nbs.sk/sk/dohlad-nad-financnym-trhom/ochrana-financneho-spotrebitela1</a> E-mail: <a href="mailto:info@nbs.sk">info@nbs.sk</a> Tel: +421-2-5787-1111
		Ministry of Justice (for complaints concerning the National Bank of Slovakia, public authorities, local government authorities, municipalities and higher territorial units)	<a href="http://www.justice.gov.sk">www.justice.gov.sk</a> or <a href="https://www.justice.gov.sk/Stranky/Informacie/Poskytovanie-informacii.aspx">https://www.justice.gov.sk/Stranky/Informacie/Poskytovanie-informacii.aspx</a> Tel: +421-2-8889-1111
		Slovak Trade Inspectorate (for complaints concerning payment services users)	<a href="http://www.soi.sk">www.soi.sk</a> <a href="mailto:info@soi.sk">info@soi.sk</a> + 421-2-5827-2132 (Consumer Protection Department)
	<b>Finland</b>	Financial Supervisory Authority Finnish Consumer Agency / Ombudsman	<a href="http://www.fin-fsa.fi">www.fin-fsa.fi</a> <a href="http://www.kkv.fi">www.kkv.fi</a>
	<b>Sweden</b>	FSA - Finansinspektionen	<a href="http://www.fi.se">http://www.fi.se</a>
	<b>United Kingdom</b>	Financial Services Authority	<a href="http://www.fsa.gov.uk">www.fsa.gov.uk</a>
<b>EEA country</b>		<b>Name of the organisation</b>	<b>Web address</b>
	<b>Iceland</b>	<i>no notification so far</i>	
	<b>Liechtenstein</b>	<i>no notification so far</i>	
	<b>Norway</b>	<i>no notification so far</i>	