

Actions taken in supervising financial market participants

3 inspections

7 thematic reviews

10 enforcement measures

4 visits

1 website included in the list of illegal websites

32 meetings with financial market participants

68 practice improvement notices

Information for consumers

Differences between supplementary voluntary pension accumulation and unit-linked insurance

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Investor portrait: men are the most active investors, but the **number of women investors is increasing rapidly**

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[Updated FAQ on payment services](#)

Information for financial market participants

Financial institutions are encouraged to improve the quality of payment services and their accessibility for consumers

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Updated FAQ on requirements for EMI/PI

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Approved description of the procedure for inclusion of profits in capital

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Updated Guidelines on MiFID II suitability requirements

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Reviews for H1 2022



Consumer credit providers



2nd and 3rd pillar pension funds



Electronic money and payment institutions



Crowdfunding platform operators

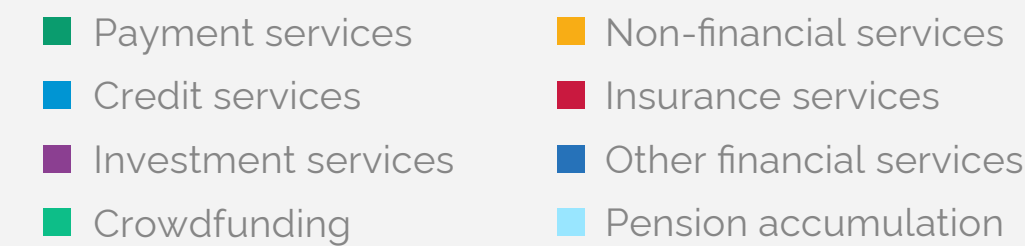


Collective investment undertakings

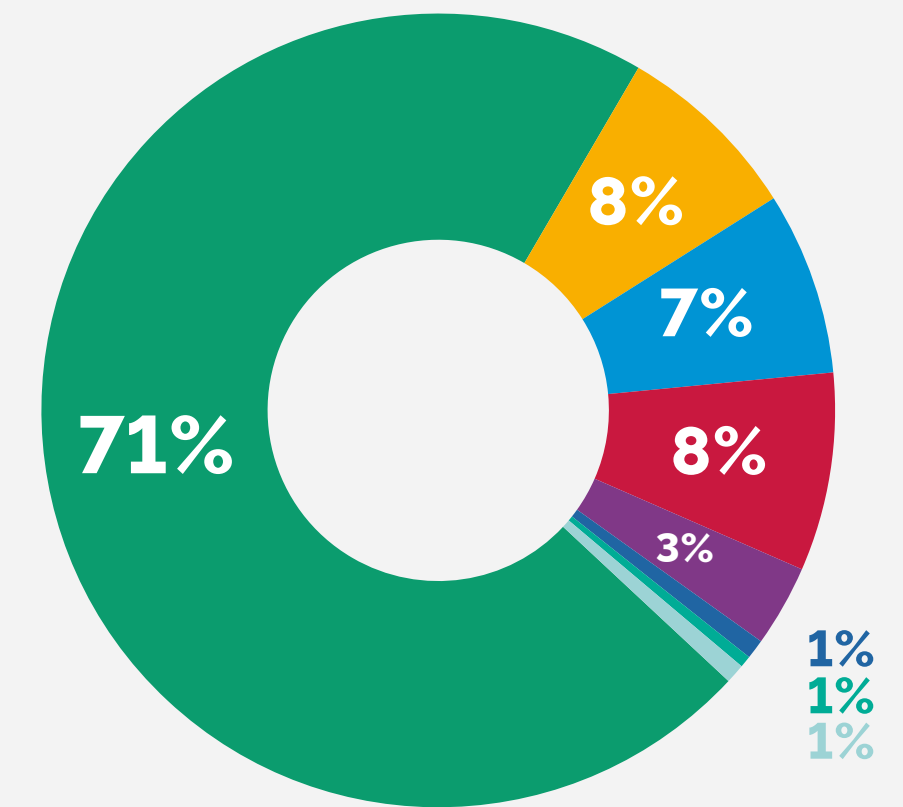


631 complaints and requests received

By type of services



[How to file a complaint with the Bank of Lithuania](#)



11 market newcomers

+2 consumer credit providers

+1 payment institution

+1 issuer

+1 real estate related credit provider

+6 collective investment undertakings

Our target

Fair, proper and professional provision of services in line with consumer interests and legal acts

Our actions

We focus on the highest risks and plan supervisory measures accordingly. One [of the sources for planning inspections is consumer complaints](#)

For more,

see the [Personal Finance Guide](#)