



Actions taken in supervising financial market participants



Information for consumers

- 
Fraudsters, disguised as a non-existent company UAB FINANCE (labasfinance.com), offer notional loans [More](#)
- New regulation of the crowdfunding sector** [More](#)
- Updated FAQ on credit services: Credit holiday and credit restructuring** [More](#)
- FAQ on loans is divided into two categories:** [Housing credit](#) [Consumer credit](#)
- Updated FAQ on insurance** [More](#)
- Important information for UAB PAYRNET clients** [More](#)

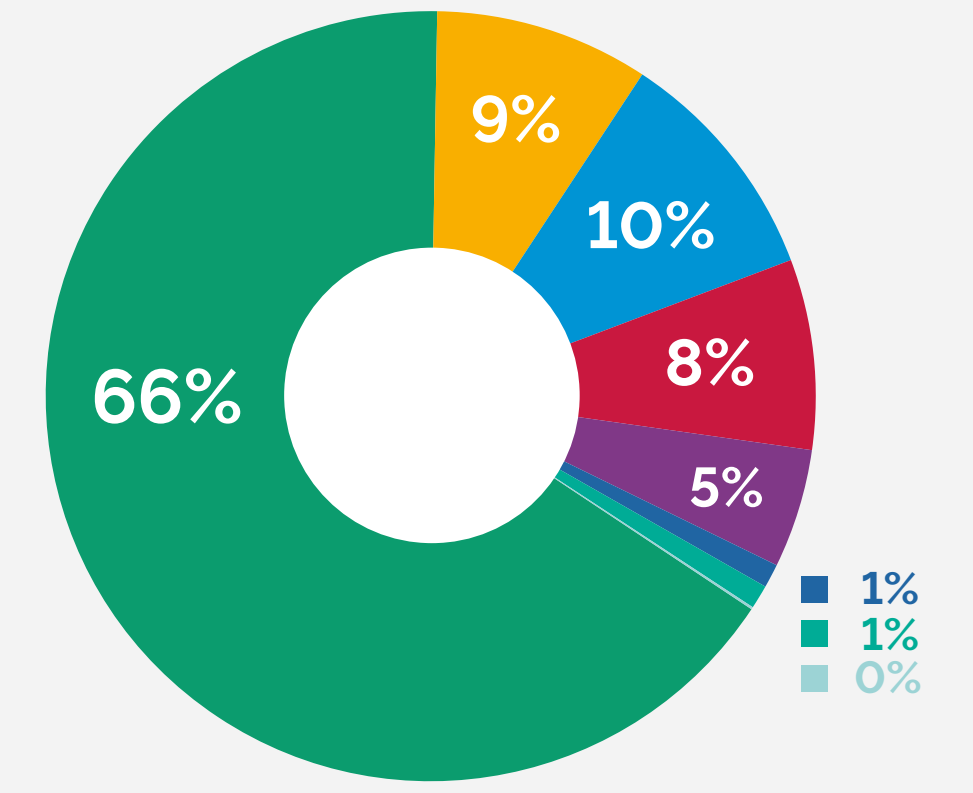
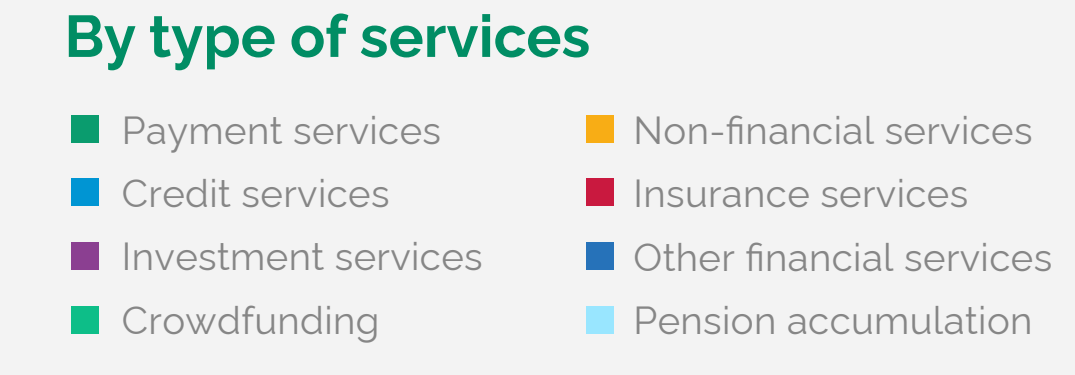
 **Review of the Activities of Electronic Money and Payment Institutions**

Information for financial market participants

- The Board of the Bank of Lithuania approved the Description of the Requirements for the Preparation of the Information Document** [More](#)
- For issuers: common enforcement priorities for 2023 and other related information published** [More](#)
- Dear CEO Letter on improving the provision of payment services and the experience of payment service users** [More](#)
- Dear CEO Letter to consumer credit market participants** [More](#)
- Publication of a paper on the analysis of consumer credit providers' practices for terminating consumer credit agreements with recommendations for consumer credit providers and consumers** [More](#)



565 complaints and requests received



 **How to file a complaint with the Bank of Lithuania**

16 market newcomers



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 information provided by the Bank of Lithuania on financial literacy