

# Review of financial services and market supervision / Q1 2024

## Actions taken in supervising financial market participants

**6**

inspections

**3**

thematic reviews

**4**

enforcement measures

**1**

blocked website

**3**

websites included in the list of illegal websites

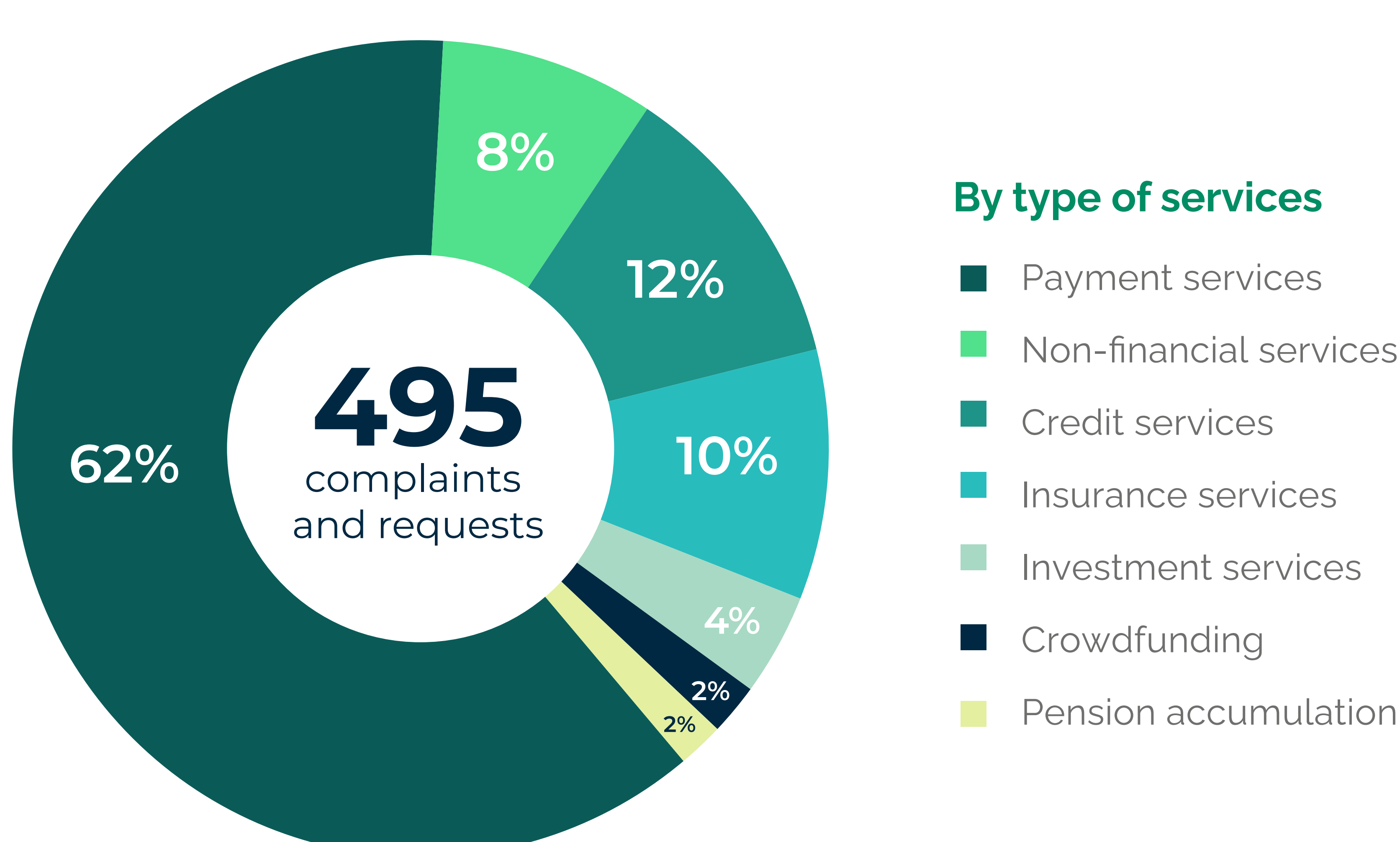
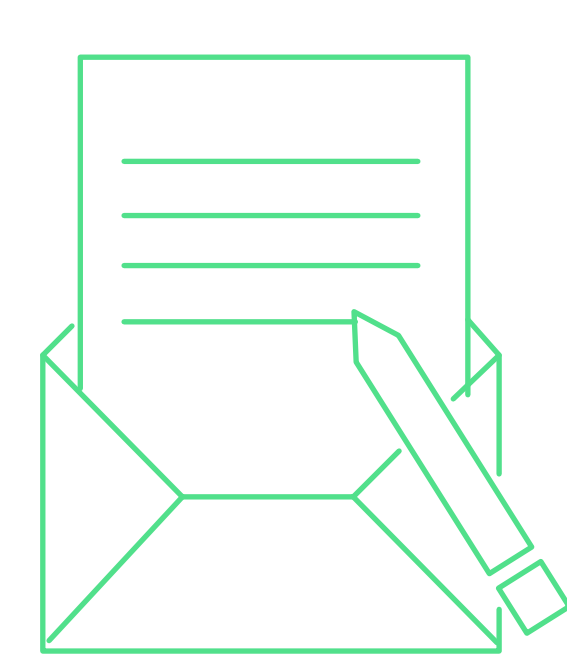
**109**

meetings with financial market participants

**136**

practice improvement notices

## 495 complaints and requests received



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

## Information for consumers

- Bank of Lithuania: the pension system is reliable, the case of AS BaltCap is exceptional and linked to a person's potential criminal activity
- Seminar "Unit-linked life insurance 101: What you need to know"
- Try the unit-link insurance deductibles calculator
- Take a test and assess your knowledge of unit-linked insurance

## Information for financial market participants

- Financial market participants' inspection plan published
- Information published on preparation for the regulation of markets in crypto-assets and the issuance of e-money tokens and asset-referenced tokens
- Relevant information for issuers
- The Bank of Lithuania reminds that Russian citizens cannot participate in managing crypto-asset companies
- Reduced burden on CIUs and pension fund managers when reporting to the public
- Annual meeting with the EMI/PI sector
- Updated FAQ on EMI/PI
- FAQ published on EMI/PI agents and e-money distributors
- Overview of the disclosure of sustainability-related information by insurance undertakings and the inclusion of sustainability factors, risks and priorities in product oversight and governance requirements
- Overview of Issuers' Non-financial Information in Accordance with the Disclosure Requirements of Article 8 of the Taxonomy Regulation, and recommendations
- Enforcement measures applied

## Financial market sector overviews

- Overview of the prevention of money laundering and terrorist financing
- Overview of complaints about financial services (H2 2023)
- Overview of 2nd and 3rd pillar pension funds
- Overview of the activities of EMIs and PIs 2023
- Consumer Credit Market Review 2023
- Overview of the activities of crowdfunding service providers
- Overviews of the activities of CIUs and CIUs for informed investors
- Capital Market Review 2023

**Note:** EMI – electronic money institution, PI – payment institution, CIU – collective investment undertaking.

## 7 market newcomers

**+2**

management companies

**+1**

issuer

**+1**

payment institution

**+3**

CIUs for informed investors

### 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**.

