

# Review of financial services and market supervision

Q2 2024

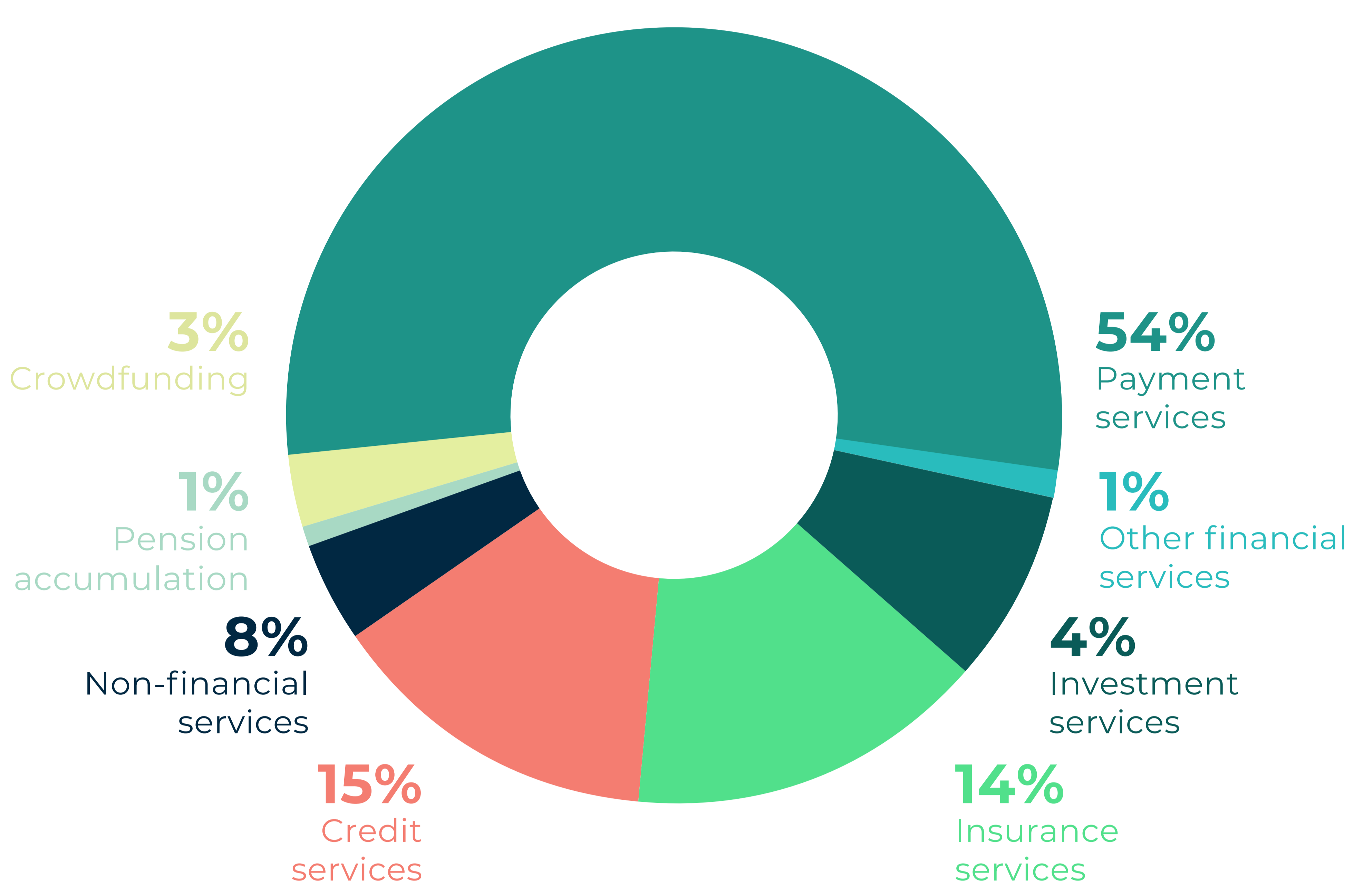
## Actions taken in supervising financial market participants



\*Completed in Q2 2024.

## 419 complaints and requests received

### Complaints by type of services



## How to file a complaint with Lietuvos bankas

### Information for consumers

New scam: identity fraudsters use personal information to take out consumer credit

Five risks to consider before investing in bonds

Results of the study on the compliance of framework contracts of financial institutions with legal requirements

Lietuvos bankas points out that financial services consumers' rights should not be at the risk of being violated

Seimas legitimised the investment account

### Information for financial market participants

Guidelines on the Distribution of Insurance-based Investment Products approved

New instructions for financial market participants not to apply undue risk mitigation and to properly inform consumers

FAQ on payment institutions and electronic money institutions updated and supplemented

Fraud Prevention Guidelines published

Enforcement measures imposed

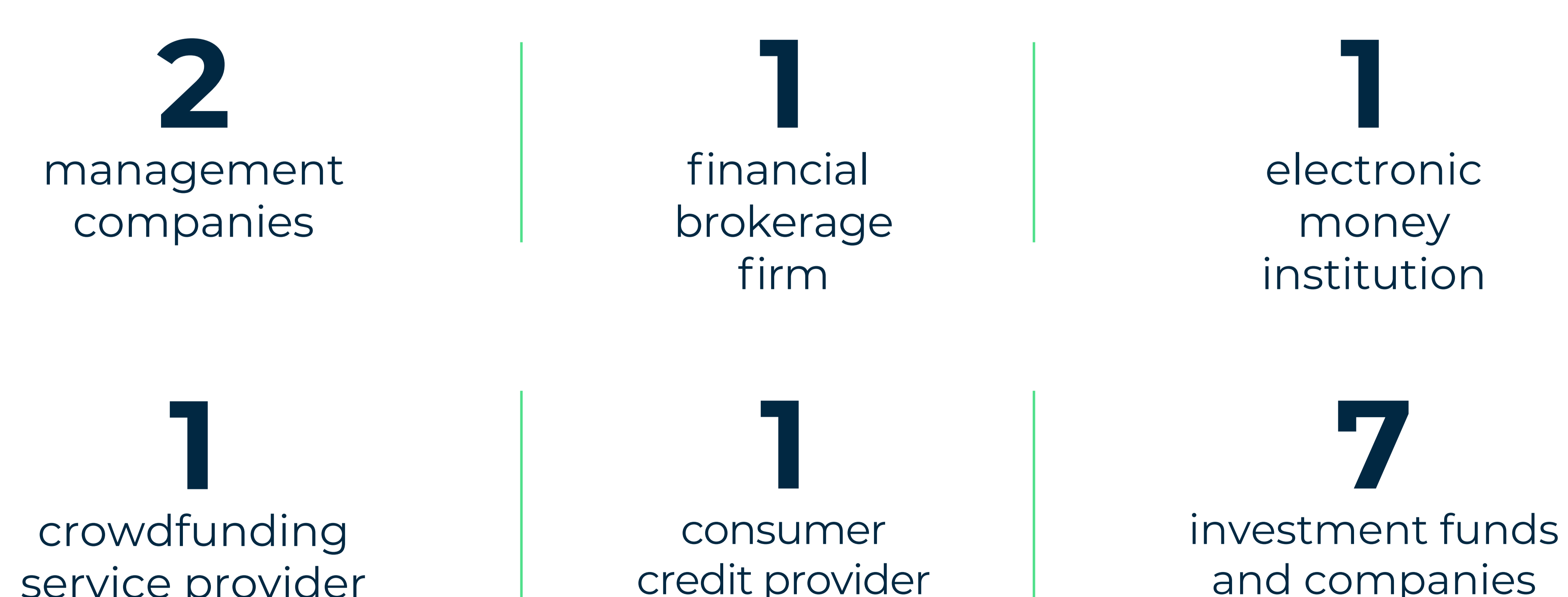
### Financial market sector and other overviews

Profile of the Lithuanian investor

Review of the activities of EMIs and PIs in Q1 2024

Overview of complaints about financial services in H2 2023

### 13 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 Lietuvos bankas on **financial literacy**.