

Frequently Asked Questions

- [1. What is payment initiation service?](#)
- [2. Can anyone gain uncontrolled access to my internet banking account?](#)
- [3. I do not want anyone unauthorised to access my internet banking account. Is there no other way to provide this service?](#)
- [4. Banks have always urged not to reveal passwords to third parties. Now it will be allowed. Is it safe?](#)
- [5. How to distinguish between a licensed intermediary and a fraud?](#)
- [6. What is the difference between payment initiation service and ordinary payment via my bank?](#)
- [7. I noticed suspicious operations in the account statement and cannot remember whether I really performed them. Who do I contact in such case?](#)
- [8. Does revealing passwords to licensed intermediary violates agreements with banks?](#)
- [9. Is payment initiation service offered for an additional fee?](#)
- [10. What is account information service?](#)
- [11. What kind of information can be collected from the payment account?](#)
- [12. Is account information service is also based on navigation through internet banking website?](#)
- [13. What should be considered when giving consent to account information service provider?](#)

1. What is payment initiation service?

A service whereby the payer provides the licensed intermediary with short-term access to their account via internet banking for the intermediary to form payment order on behalf of the payer.

In such way it is already possible to pay for utilities or goods and services purchased online. The service is likely to extend to other sectors as well. Payees usually prefer payment initiation service due to competitive pricing.

2. Can anyone gain uncontrolled access to my internet banking account?

No, the service can only be provided with payer's consent. Only licensed payment service providers i.e. banks, credit unions, e-money and payment institutions can act on behalf of the payer. Law on Payments prohibits access to other than required for service provision personal data. Furthermore, the payer's bank will know who and when accessed the payer's internet banking account since the licensed intermediary will identify itself.

Licensed intermediary can only log into internet banking account, form a payment order and upon confirmation of successfully executed order, log out. These actions are performed not by people but by program code, thus, supervisory authorities have a possibility to check whether the licensed intermediary performs unnecessary actions or collects excess personal data.

3. I do not want anyone unauthorised to access my internet banking account. Is there no other way to provide this service?

There is, however to make it possible banks have to prepare specific interfaces that are separate from internet banking. Legal acts obligate them to prepare such interfaces until September 2019, therefore until such interfaces are not ready, this service can only be provided via internet banking.

4. Banks have always urged not to reveal passwords to third parties. Now it will be allowed. Is it safe?

The general rule remains the same – passwords cannot be given to anyone. They can be given only to reliable intermediaries which are supervised by supervisory authorities and whose activities are regulated by legal acts.

Entering personalised data not in the bank's internet website is not a completely new concept. Even now, when paying via payment card online it is necessary to enter payment card data not in the bank's but in the merchant's webpage.

Legal acts protect the user if the main safety principles are followed and ensure protection of funds if the payment account has been hacked into. The bank will return the amount of unauthorised payment transaction no later than at the end of the next business day. Maximum losses to the user cannot exceed €50. However, if the user acted fraudulently or with gross negligence, payment service providers can assign losses to the user.

5. How to distinguish between a licensed intermediary and a fraud?

It is important to understand that in the first place the payment initiation service is intended for suppliers of goods and services. Thus, visiting only trusted e-commerce websites and paying to trusted payees, you are less likely to be defrauded since during the payment stage it is the merchants who direct the user to a reliable intermediary. It is recommended to avoid situations when you are offered to click on links or use payment initiation service even if you did not order the final goods or services.

Another important aspect is information on licensed intermediary. Legal acts obligate licensed intermediaries not only to provide information on the conditions of payment initiation service but also to indicate their name, identification code, registered office address and other contact information (including email address) as well. This information can always be verified at the website of the supervisory authority of the respective country. In Lithuania, the list of licensed intermediaries is published on the [Bank of Lithuania website](#).

To make sure that the payment initiation service provider did not misrepresent itself, you can look up the owner of the website in which you are asked to enter the passwords of internet banking account. To do this, you have to click on the lock icon in your browser and see who the owner of the website is.

6. What is the difference between payment initiation service and ordinary payment via my bank?

Both the services of banks and payment initiation service providers are intended for the same purpose – to pay for goods or services remotely. When providing the Bank link service, banks make a payment template that only needs the payer's confirmation, and in the case of payment initiation service, it is done by a licensed intermediary. In both cases the payer confirms the transaction using the means agreed with the bank (e.g. passwords from the code card, password generator or specialised app).

The payment initiation service primarily occurred as a response to insufficiently developed banking services for e-commerce. For example, most banks operating in Lithuania do not provide payment card acquiring services to local e-shops. Usually, the Bank link service is offered instead, however, it is only accessible to the clients of one bank, thus the merchants have to enter into agreements with all of the banks the payments of whose clients' they want to accept. Payment initiation service provider can ensure accessibility to all banks that the merchants lack and compete with banks.

7. I noticed suspicious operations in the account statement and cannot remember whether I really performed them. Who do I contact in such case?

Check your email. Usually merchants or payment initiation service providers confirm that the payment transaction was processed successfully by sending additional emails.

However, you need to contact your bank if there are doubts about the veracity of the transactions indicated in the account statement.

8. Does revealing passwords to licensed intermediary violates agreements with banks?

No, it does not. Until 1 August 2018 banks updated terms and conditions of service provision agreements and ensured the right to use payment initiation services.

9. Is payment initiation service offered for an additional fee?

Banks cannot charge additional fees. Transaction initiated via a licensed intermediary will cost the same as the one made via internet banking by the user itself.

Payment initiation service provider has the right to set prices for its services. The payer has to be informed about this before initiating the payment transaction.

10. What is account information service?

It is an information service whereby aggregated online information is provided on one or more payment accounts held by the payment service user. In this case payment is not initiated.

Account statement is a useful source of information. Adequately compiled and provided in a convenient form it can be useful to users when making saving, investment-related or other decisions.

Legal acts give a rather narrow definition of the account information service, i.e. it can only be provided to the owner of payment accounts and not to third parties. If the information in account statements is intended to be used in the activities of third parties, e.g. for assessing creditworthiness, a separate user's agreement and additional technical measures are needed.

11. What kind of information can be collected from the payment account?

Information on account balance and transactions performed.

Account information service provider cannot review, collect or store information on other financial products (e.g. loans, investments). It does not mean that the user is unable to reveal this additional information to anyone. To process additional information, a separate user's agreement and

additional technical measures for information exchange coordinated with the bank are needed. It could be implemented via the open banking concept.

12. Is account information service is also based on navigation through internet banking website?

At present, yes. Until September 2019 banks have to prepare interfaces for this service that would be separate from internet banking. Up until then, account information service technically can only be provided via internet banking.

The market for account information services is sufficiently developed yet. Thus, it is difficult to say what level of services licensed intermediaries could offer via internet banking and would it interest users.

13. What should be considered when giving consent to account information service provider?

First you need to find out what kind of institution you are giving consent to. Legal acts oblige licensed intermediaries not only to provide information on the service conditions but also indicate their name, identification code, registered office address and other contact information (including e-mail address) as well. This information can always be verified on the website of the supervisory authority of the respective country.

It is also important to check whether account information will be given only to you or to other third parties as well. You are entitled to refuse to provide information to third parties.

Even when consent is given, it can be later revoked at any time. To do this, you need to contact the provider of this service.
