

PSD2: ARE YOU READY?

Payment Services Directive 2 (PSD2) has the potential to impact complaints operations and increase operational expense

Take your head out of the sand and start to consider your options now - don't wait until you have a small window to make changes!

Do you receive payment service complaints?

Do you know how many?

15 day deadline

Do you know what you need to change to make sure you comply by January, 2018?

PSD2 will introduce a 15 day deadline for handling payment services complaints.

Could you handle that now?

It's not just the FCA and the Treasury in the UK who are involved - Ireland's Department of Finance is actually considering "more advantageous" complaint handling rules for the consumer.