

(English version)

**Question for written answer E-000069/26
to the Commission
Loucas Fourlas (PPE)
(12 January 2026)**

Subject: The EUR 4 billion cost of payment fraud in the European Union

According to data from the European Central Bank and the European Banking Authority, the cost of payment fraud in the European Union is around EUR 4 billion. This reflects the growing threat faced by consumers, businesses and financial institutions, particularly given the rapid shift towards digital payments and the growth of online transactions.

The impact is not only economic but also institutional, as citizens' trust in the banking system and digital payment services is eroding, with significant disparities in consumer protection across Member States.

Can the Commission answer the following:

1. What is its assessment of the ECB's data on the cost of payment fraud?
2. What additional measures does it intend to propose to prevent, promptly detect and respond to situations arising in this context?
3. How is effective protection and compensation for fraud victims ensured, with a uniform and binding framework applied in all Member States?

Submitted: 12.1.2026

**Answer given by Ms Albuquerque on behalf of the European Commission
(9 March 2026)**

The Commission shares the assessment made in the 2025 Report on payment fraud ⁽¹⁾ regarding the need for more effective redress mechanisms available to users for the costs of payment fraud, which continue to be largely borne by users.

The data in the report confirm the importance of strong customer authentication (SCA), with overall lower fraud rates in transactions where SCA is applied.

The Commission shares the expectation expressed in the report that additional safety measures such as VoP ⁽²⁾, which became mandatory ⁽³⁾ for all credit transfers in euro in October 2025, will further reduce fraud.

The Commission's proposal for a Payment Services Regulation (PSR) ⁽⁴⁾ included measures to improve the application of SCA and extend the application of VoP to all credit transfers in any currency in the EU.

It also proposed a new refund right for consumers where they fall victim to fraudsters pretending to be payment service providers (PSPs) ⁽⁵⁾ and an obligation for providers of communication services to cooperate with PSPs to prevent spoofing fraud.

In November 2025, co-legislators provisionally agreed to strengthen the refund rights of users, including where security credentials are fraudulently obtained, or where PSPs do not block suspicious payments.

The provisional agreement, which remains subject to final approval by co-legislators, would also attribute secondary liability to intermediaries such as online platforms towards PSPs, subject to conditions, where the content they store gives rise to fraudulent transactions.

⁽¹⁾ EBA/REP/2025/40 2025 Report on Payment Fraud, European Banking Authority and European Central Bank; available here: <https://www.ecb.europa.eu/press/intro/publications/pdf/ecb.ebaecb202512.en.pdf>.

⁽²⁾ Verification of payee, or service ensuring the verification of the payee.

⁽³⁾ Pursuant to Article 5c of Regulation (EU) 2024/886 of the European Parliament and of the Council of 13 March 2024 amending Regulations (EU) No 260/2012 and (EU) 2021/1230 and Directives 98/26/EC and (EU) 2015/2366 as regards instant credit transfers in euro.

⁽⁴⁾ COM/2023/367 final.

⁽⁵⁾ In November 2025, co-legislators provisionally agreed to include this new refund right in the Payment Services Regulation. Under the current Directive (EU) 2015/2366 (PSD2), payers are protected from losses resulting from unauthorised payment transactions. Subject to confirmation of the provisional agreement by the co-legislators, the new refund right would extend the protection of consumers to cases where a consumer is deceived into authorising one or several payment transactions by a third-party impersonating the consumer's payment service provider.

Provided the provisional agreement is approved by the co-legislators, with fraud prevention and redress rules set out in a regulation, a more harmonised application is expected under the PSR compared to the current framework ⁽⁶⁾.

⁽⁶⁾ Directive (EU) 2015/2366 of the European Parliament and of the Council of 25 November 2015 on payment services in the internal market, amending Directives 2002/65/EC, 2009/110/EC and 2013/36/EU and Regulation (EU) No 1093/2010, and repealing Directive 2007/64/EC (OJ L 337, 23.12.2015, p. 35).