

(English version)

Question for written answer E-002233/26
to the Commission
Loucas Fourlas (PPE)
(2 June 2026)

Subject: Protecting consumers from unfair charges by banks and digital platforms

European citizens are faced with ever-increasing charges for basic banking services and digital transactions, at a time when the cost of living remains particularly high. Complaints are being registered in several Member States about excessive bank fees, opaque charges for online transactions, and practices by digital platforms that place a disproportionate burden on consumers.

Consumer protection and ensuring fair conditions in the single market are fundamental principles of the European Union. However, the rapid digitalisation of financial services creates new challenges in terms of transparency, competition and the protection of citizens from unfair commercial practices.

In view of the above:

1. How does the Commission assess the issue of rising bank and digital fees in the European Union?
2. Does the Commission intend to promote a stricter European framework for transparency and control of related fees?
3. What measures are being considered to strengthen consumer protection in digital financial services?

Submitted: 2.6.2026

Answer given by Ms Albuquerque on behalf of the European Commission
(31 July 2026)

The Commission follows closely the developments in the EU banking sector, including on fees and transparency. EU legislation regulates transparency of fees and charges but does not prescribe their level.

With regard to transparency, payment service providers are required to present fees for payment accounts in a clear, standardised and comparable manner ⁽¹⁾ and to provide information on charges, interest and exchange rates relating to payment transactions ⁽²⁾.

The forthcoming Payment Services Regulation ⁽³⁾ will introduce additional transparency on charges applicable to currency conversion, including for domestic ATM withdrawals.

Creditors are also required to provide clear information on all costs, charges and the total cost of credit before consumers enter into an agreement ⁽⁴⁾.

Furthermore, EU legislation requires banks to propose payment accounts with basic features to be offered free of charge or for a reasonable fee only ⁽⁵⁾.

It also requires fees for euro instant credit transfers to not be higher than fees for euro regular credit transfers ⁽⁶⁾ and, in the area of consumer credits, requires Member States to introduce measures against excessively high borrowing rates, annual percentage rates of charge or total costs of credit, such as caps ⁽⁷⁾.

⁽¹⁾ According to the Payment Accounts Directive (PAD), Directive 2014/92/EU of the European Parliament and of the Council of 23 July 2014 on the comparability of fees related to payment accounts, payment account switching and access to payment accounts with basic features Text with EEA relevance, OJ L 257, 28.8.2014, p. 214-246.

⁽²⁾ Payment Services Directive (PSD2), 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, pp. 35-127.

⁽³⁾ The forthcoming Payment Service Package, which has been agreed by both co-legislators and soon will be published in the *Official Journal*, will amend the Cross-Border Payments Regulation.

⁽⁴⁾ Existing rules for mortgage credit under Directive 2014/17/EU, OJ L 60, 28.2.2014, pp. 34-85, and consumer credit under Directive 2008/48/EC on credit agreement for consumers as well as rules which will start applying for consumer credit as of 20 November 2026 under Directive (EU) 2023/2225 of the European Parliament and of the Council of 18 October 2023 on credit agreements for consumers and repealing Directive 2008/48/EC, OJ L, 2023/2225, 30.10.2023 (the new Consumer Credit Directive (CCD2)).

⁽⁵⁾ The Payment Account Directive (PAD), Directive 2014/92/EU of the European Parliament and of the Council of 23 July 2014 on the comparability of fees related to payment accounts, payment account switching and access to payment accounts with basic features Text with EEA relevance, OJ L 257, 28.8.2014, p. 214-246.

⁽⁶⁾ The Instant Payments Regulation (IPR), 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 (OJ L, 2024/886, 19.3.2024, ELI: <http://data.europa.eu/eli/reg/2024/886/oj>).

⁽⁷⁾ The new Consumer Credit Directive (CCD2), OJ L, 2023/2225, 30.10.2023.

Regarding consumer protection in digital financial services, the updated rules on distance marketing of financial services ⁽⁸⁾ provide safeguards where no product-specific rules apply ⁽⁹⁾.

In addition, the Commission is working on the upcoming Digital Fairness Act ⁽¹⁰⁾, which aims to strengthen protection and digital fairness for consumers.

⁽⁸⁾ Which will start applying as of 19 June 2026. Directive (EU) 2023/2673 of the European Parliament and of the Council of 22 November 2023 amending Directive 2011/83/EU as regards financial services contracts concluded at a distance and repealing Directive 2002/65/EC, OJ L, 2023/2673, 28.11.2023.

⁽⁹⁾ For example, through clearer and more accessible pre-contractual information, safeguards against misleading online design practices and easier withdrawal from online contracts.

⁽¹⁰⁾ https://commission.europa.eu/law/law-topic/consumer-protection-law/review-eu-consumer-law_en.