

# MFSA

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MALTA FINANCIAL SERVICES AUTHORITY

## **Notice to Financial Services Licence Holders**

### **Revision of procedures for financial services licence holders when handling consumer complaints**

The MFSA's Consumer Affairs Unit has revised the procedures for financial services licence holders when handling consumer complaints. The procedures, described in "*A Note to financial services providers for the proper implementation of section 20 of the Malta Financial Services Authority Act*", give a detailed description of the processes which a financial entity is expected to follow when a complaint is being investigated by the MFSA's Consumer Complaints Manager.

Concurrently, the "Information note for consumers" (available in English and Maltese) has also been revised.

The documents mentioned above are available from the Authority's consumer portal ([mymoneybox.mfsa.com.mt](http://mymoneybox.mfsa.com.mt)).

**Communications Unit**  
**Malta Financial Services Authority**  
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