



Your Rights When Making Payments in Europe



This is an Easy to Read booklet.

Everyone should be able to make electronic payments



An electronic payment is when you pay for something but don't use cash or a cheque.



For example, if you buy something online and pay with a card, or if you pay a bill by direct debit.



Any person living legally in the EU has the right to a simple bank account.

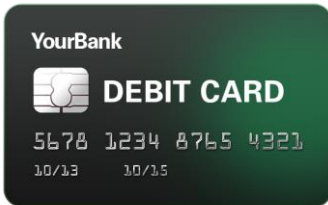
This is called a basic payment account.



You should be able to make electronic payments with this account.



You can put money into a basic payment account and take money out.



You can have a debit card.



You can use the account to pay for things.



A basic payment account should be free or cost only a fair amount.



Your money should be safe in this account.

Rules in the European Union



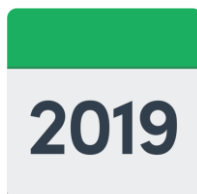
The European Union is also known as the EU. New EU rules mean that electronic payments are getting easier, safer and cheaper.



You can make electronic payments in euro across Europe.



Making a payment in another country in Europe is as easy as making a payment in your home country.



From 15th December 2019, it will cost the same to make a payment in another EU country.

You will not be charged extra if you use a card from the EU or take money from an ATM in an EU country.





Security – keeping your money safe

From September 2019, your electronic payments will be safer.



You may need to use a PIN number or your fingerprint when you make a payment.



You must tell your bank if a payment is made from your account without your say.

For example, if your credit card is stolen, or if too much money is taken for a payment.



If this happens:

- The most you will pay is €50
- You won't have to cover any payment taken after you tell the bank
- You won't have to cover an online payment if your bank does not have the right security



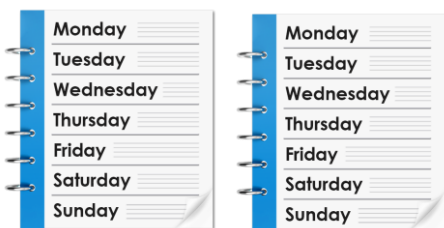
A direct debit is when you allow a company to collect a payment from your account.

For example, you could use a direct debit to pay a bill.



You have eight weeks to challenge any wrong amount taken for a direct debit.

This means to contact the company, ask questions and check amounts.



If the wrong amount was taken, you must get your money back in ten working days.



Fair prices

You have the right to know what you will be charged to make payments from your account.



A person selling online or in a shop has to tell you clearly how much something costs.



The price must be the same if you pay with a debit or credit card.

They cannot make you pay more.



They can only take money on your card if you agree.

For example, if you say you will pay a charge for a hotel room before you stay there.



If you have a problem with an electronic payment, you can complain.



Your bank or payment service provider must answer your complaint within 15 business days.



If you are still not happy, you can bring your case to the national competent authority.



Banc Ceannais na hÉireann
Central Bank of Ireland

In Ireland, this is the Central Bank of Ireland.

In the UK, this is the Financial Conduct Authority.



For more information



New rules mean that you can use new and different money services. Banks and other payment service providers should keep your information safe.

They should have a licence too.



For more information about payment services or your rights, you can contact your bank



You can get more information here.

