

Notification that there is a problem with a dedicated interface under Commission delegated regulation (EU) 2018/389 article 33(3)

Problems with dedicated interfaces in accordance with article 33(3) Commission delegated regulation (EU) 2018/389 (“delegated regulation”) can be reported through this form. The form can be used by account servicing payment service providers (ASPSP), account information service providers (AISP), payment initiation service providers (PISP) and payment service providers issuing card-based payment instruments (CBPPI).

It is only possible to report one problem in each form. If you wish to report more than one problem, it must be done by submitting separate forms.

Please send the completed form to finansstilsynet@ftnet.dk.

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| Name of the ASPSP where there are problems with a dedicated interface (where more ASPSPs use the same dedicated interface, several names can be filled in) | |
| <i>Name(s)</i> | |

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|--|--------------------------------|
| Details of the person/company submitting the form | |
| <i>Name and title</i> | |
| <i>Phone number</i> | |
| <i>E-mail address</i> | |
| <i>Company name</i> | |
| <i>In what capacity is the firm reporting</i> | ASPSP AISP PISP CBPPI |

| Description of problem related to article 32 of the delegated regulation | |
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| <p><i>Please select the type of problem</i></p> | <p>The level of availability for the dedicated interface is lower than the level of availability for the customer interface (cf. article 32(1) of the delegated regulation), including that specific payment functions or data elements are not available</p> <p>The level of performance for the dedicated interface is lower than the level of performance for the customer interface (cf. article 32(1) of the delegated regulation)</p> <p>The ASPSP is failing to comply with key performance indicators and service level targets, including problem resolution, out of hours support, monitoring, contingency plans and maintenance for its dedicated interface (cf. article 32(2) of the delegated regulation and Guideline 2.1 of EBA/GL/2018/07)</p> <p>The dedicated interface creates obstacles to the provision of payment initiation and account information services (cf. article 32(3) of the delegated regulation)</p> <p>Other</p> |
| <p><i>Please give a brief description of the problem</i></p> | |

| Description of a problem related to unplanned unavailability or a systems breakdown | |
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| <p><i>Please select the type of problem with the dedicated interface</i></p> | <p>Five consecutive requests from an AISP for access to information of the account and the related payment transaction, made available to the payment service user when directly requesting access to the account information, are not replied to within 30 seconds</p> <p>Five consecutive requests from a PSIP for access to information about the initiation service and associated payment transactions made available to the payment user, are not replied to within 30 seconds</p> <p>Five consecutive requests of information to provide a PISP or a CBPII a “yes” or “no” confirmation, whether the amount necessary for the execution of a payment transaction is available on the payment account of the payer, are not replied to within 30 seconds</p> <p>Other unplanned unavailability or systems breakdown</p> |
| <p><i>Please give a brief description of the problem</i></p> | |

| Time and date when the problem began, and (if the problem has been resolved) when the problem was resolved | |
|---|--|
| <p><i>Time and date when the problem began</i></p> | |
| <p><i>Time and date when the problem was resolved (only applicable if the problem has been resolved)</i></p> | |