

Date: 25 May 2023

SUBJECT: Notification on the signing of the Memorandum of Understanding

Ombudsman for the banking system of Republika Srpska at the Banking Agency of Republika Srpska and Ombudsman for the banking system of the Federation of Bosnia and Herzegovina at the Banking Agency of the Federation of Bosnia and Herzegovina signed in Banja Luka the Memorandum of Understanding.

The aim of signing the Memorandum is to create necessary conditions for cooperation in the areas of promotion and protection of rights and interests of private individuals as users of financial services, acting upon individual complaints of users, and other activities related to the tasks and competencies of each signatory party.

Memorandum, which also included the previous good practices of the signatory parties, shall contribute better cooperation in mutual informing and facilitate in cases of users' complaints on the work and acting of financial service providers, headquartered in the Federation of Bosnia and Herzegovina and in Republika Srpska, i.e. their organizational units in these territories, mutual informing on legislative activities of entities in the area of protection of users of financial services and important by-laws of entity banking agencies, joint activities and cooperation in promoting users' rights, organizing meetings, conferences, scientific-professional gatherings, seminars, workshops and other events in the area of promotion and protection of users' rights.

Banking Agency of Republika Srpska