



Banking & Payments  
Federation **Ireland**

Banking & Payments Federation Ireland  
Guidelines on complaints-handling of credit servicers under  
CSD

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# Introduction

Banking & Payments Federation Ireland (BPI), on behalf of its members,  
welcomes the opportunity to respond to the public consultation on complaints  
handling for credit servicers under Directive (EU) 2021/2167.

## Consultation Question:

Do you consider there to be a reason why the requirements on complaints handling for credit servicers under Directive (EU) 2021/2167 that are being proposed in this CP should differ from the ones in the existing JC Guidelines on complaints handling that are applicable to other financial institutions across the banking, investment and insurance sectors?

## Answer:

We do not see any reason not to agree with the question as outlined above as this is the current position for complaints handling that are applicable to financial institutions across the banking, investment and insurance sectors in Ireland.