



PRESS RELEASE

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The Banco de España reactivates complaints procedures

The Executive Commission of the Banco de España has decided that complaints procedures for bank customers, which had been suspended by the entry into force of Royal Decree 463/2020 of 14 March 2020, declaring the state of alert for management of the health crisis caused by COVID-19, should be resumed.

Paragraph 4 of the third additional provision of Royal Decree 463/2020 provides for the possibility of procedures continuing, when it is determined, giving reasons, that this is essential to protect the public interest or for the basic operation of services. The Banco de España has continued to respond to enquiries by telephone and in writing. However, given the increasing number of doubts and queries arising in relation to the state of alert, it has been decided to reactivate the time limits of complaints procedures.

The time limits applicable to the processing of procedures will start to run again from tomorrow, the day after the publication of this decision in the Official State Gazette (*Boletín Oficial del Estado*).

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