

Before the Arbiter for Financial Services

Case ASF 242/2024

IM

vs

Bank of Valletta p.l.c. (C2833)

Decree 16 May 2025

The Arbiter is hereby declaring that the revised complaint submitted through email dated 14 May 2025, is not being considered by virtue of Article 21(2)(b) of Chapter 555 of the Laws of Malta.

As to the original complaint dated 19 December 2024, the Arbiter is declaring, as provided for in Article 22(2) of Chapter 555, that the resolution sought is outside his competence.

As provided in Article 22(5) of Chapter 555, the Arbiter declares he has no competence to order any bank to offer any service outside its risk appetite beyond their obligation to offer a basic payment account in terms of EU Directive 2014/92/EU and Malta Subsidiary Legislation 371.18.

The Arbiter is in full agreement with Bank's right not to accept as deposits into a Basic Payments Account of any business revenues especially those in cash form.

For reasons above stated, the complaint will not be considered further.

Alfred Mifsud
Arbiter for Financial Services

