

**Question for written answer E-002537/2012  
to the Commission**  
Rule 117  
**Louis Grech (S&D)**

Subject: Banking services

The results of a consumer market study published at the end of February 2012 revealed that more than two-thirds of mystery shoppers were not able to switch their bank account successfully.

The findings clearly showed that the self-regulation initiative based on common principles, as established by the Banking Industry Committee (EBIC), did not deliver to our consumers the clarity and certainty we had hoped for.

In the opinion of the Commission:

1. What were the main shortcomings?
2. What concrete action – which will also build on the work already carried out by EBIC – does the Commission perceive as feasible?

The Commission's 2011 study 'The Single Market through the lens of the people: A snapshot of citizens' and businesses' 20 main concerns', imparts the following information: When moving abroad, consumers and citizens experience difficulties when opening a bank account in their new host country, since this exercise is often subject to conditions of residence and/or employment.

Has the Commission taken steps to address this issue?