



🕒 15 March 2021, 16:50 (CET)

# IBAN not accepted? Report it here 📩 Accept My IBAN

Much too often, businesses in the EU like internet providers, phone companies or even banks refuse to accept your IBAN because they claim you need an IBAN from a certain country - usually the country they themselves are based in. This is illegal. And we want to put an end to it. So, Wise has partnered with other leading fintech companies to bring this issue to the attention of policymakers. Our friends at Revolut, N26, Raisin, SumUp and Klarna have joined the fight.

IBAN discrimination has been against the law for 7 (seven!) years, and it's still something lots of people - and especially those living international lives - face way too often.

Late 2020, we sent this letter to the European Commission. We're asking them to take action against countries, where the issue is commonplace. For example, we know the issue is particularly rampant in Spain and France.

16 December 2020

Dear policymakers,

Together as European fintech companies serving millions of customers across all Member States, we are writing to you regarding the ongoing issue of IBAN discrimination in Europe. European consumers, small businesses, and the EU single market benefit from payment accounts that are accepted across the European Union.

While cross-border payment acceptance is an EU objective enshrined in [law](#), unfortunately, today significant barriers remain. Many Europeans are unaware that their banks or merchants are not allowed to discriminate against payment accounts and IBANs from another Member State. Our customers, many of whom work, live or travel across borders, are often told their non-local IBAN is not accepted for bank transfers or direct debits.

Some of the undersigned companies have already had to resort to providing local IBANs to their customers, as a solution is not forthcoming. This represents an undue cost and burden, harms competition and goes against the principle of an EU Single Market. **Tackling and penalising IBAN discrimination should be an immediate priority at the EU level.**

The European Commission has recently taken legal action against Spain for failing to address IBAN discrimination, which is still rampant in the country. We encourage the Commission to take a similarly strong stance on Member States who fail to address this problem. Member States should incentivise local banks and merchants to comply with Article 9 of Regulation (EU) No 260/2012. We commend Italy setting a precedent and imposing a fine on Vodafone and Wind Tre, merchants many of our customers reported issues with. We call on other National Competent Authorities to take action against the worst offenders and protect consumers' best financial interests.

The European Union has created a harmonised market that should enable citizens from any Member State to make payments in another Member State without being forced to open a local bank account. Discrimination against non-local IBANs is unlawful and the recent CJEU case (Deutsche Bahn AG and Others v European Commission) has added that it also constitutes undue IBAN discrimination if a merchant accepts SEPA direct debits only from customers resident in a particular Member State.

In light of the European Commission's Retail Payments Strategy, we are writing to you today to urge you to take further, swift action to end this illegal practice.

Sincerely,

Wise  
N26

Revolut  
Raisin

Klarna  
SumUp

**Accept My IBAN**

We know problems don't miraculously solve themselves. That's why we launched [acceptmyiban.org](https://acceptmyiban.org). It's an easy way for anyone to report IBAN discrimination regardless of who they pay with. Whether you bank with HSBC, have an account at Revolut or use our international banking app, you can add your case of IBAN discrimination on [acceptmyiban.org](https://acceptmyiban.org). Whenever a company doesn't accept your IBAN, don't just take no for an answer. Report it, so we can stop it.



Report it here — Accept my IBAN

All cases of IBAN discrimination reported on [acceptmyiban.org](https://acceptmyiban.org) will be passed on to the relevant authorities, so you don't have to go through the hassle of finding the right complaints body. The more cases we report together, the more countries will be forced to act.

Remember that any company is *legally required* to accept your IBAN, regardless of the EU country it's originally from.

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#### ABOUT WISE

Wise is a global technology company, building the best way to move money around the world. With the Wise account people and businesses can hold over 50 currencies, move money between countries and spend money abroad. Large companies and banks use Wise technology too; an entirely new cross-border payments network that will one day power money without borders for everyone, everywhere. However you use the platform, Wise is on a mission to make your life easier and save you money.

Co-founded by Kristo Käärmann and Taavet Hinrikus, Wise launched in 2011 under its original name TransferWise. It is one of the world's fastest growing, profitable technology companies and is listed on the London Stock Exchange under the ticker, WISE.

13 million people and businesses use Wise, which processes over £6 billion in cross-border transactions every month, saving customers over £1 billion a year.



Wise