



Pursuant to Article 35, paragraph 1, sub-paragraph 1.1, of Law No. 03/L-209 on the Central Bank of the Republic of Kosovo (Official Gazette of the Republic of Kosovo, no. 77 / August 16, 2010), amended and supplemented by Law No. 05/L-150 ( Official Gazette of the Republic of Kosovo / No. 10 / April 3, 2017, Prishtina), Article 46 of Law No. 04/L-155 on the Payment System (Official Gazette of the Republic of Kosovo, no. 12/03 May 2013) and articles 85 and 114 of Law No. 04/L-093 on Banks, Microfinance Institutions and Non-Bank Financial Institutions (Official Gazette of the Republic of Kosovo, no. 11/11 May 2012), the Board of the Central Bank in the meeting held on August 29, 2024, approved the following:

## **REGULATION ON REGISTER OF ACCOUNTS**

### **Article 1**

#### **Purpose and Scope**

1. The purpose of this regulation is to define the functions of the register of accounts in the Central Bank of the Republic of Kosovo (CBK), the way of reporting and the use of account data, as well as the access and use of this Register by the participants.
2. This regulation applies to all licensed banks and financial institutions registered by the CBK, which offer accounts that may be subject to enforcement decisions.

### **Article 2**

#### **Definitions**

1. Terms and definitions for the purpose of this regulation have the following meanings:
  - 1.1. **Central Bank** – means the Central Bank of the Republic of Kosovo
  - 1.2. **Register of accounts** – means the infrastructure related to the database established under the authority of the Central Bank, which contains all the information on the accounts, in order to use these data and to facilitate the implementation and execution of enforcement decisions.
  - 1.3. **Provider of accounts data** – means a financial institution licensed by the Central Bank which reports to the Register of Accounts.
  - 1.4. **Data Subject** – refers to the person from whom the account information was collected and compiled in the Register of Accounts. Data subjects include natural and legal persons who have accounts in any financial institution operating in Kosovo.
  - 1.5. **Account information** - means the information listed in Article 5, sub-paragraphs 1.1-1.3, of this regulation.

- 1.6. **Legal person** – means any entity, including business organizations, non-governmental organizations, which has separate and different legal identity unlike its members, owners or shareholders.
- 1.7. **Natural person** – means and refers only to a natural person.
- 1.8. **Personal data** – means any information relating to an identified natural person.
- 1.9. **Sensitive Personal Data** – means any personal information that reveals racial or ethnic origin, political or philosophical opinions, religious beliefs, trade union membership, health status, sexual orientation, biometric characteristics or misdemeanor or penal status.
- 1.10. **Instruction** – means the sub-legal act issued by the Central Bank which has a general application and is mandatory in its entirety and is directly applicable.
- 1.11. **Debtor** - means any natural or legal person against whom a monetary claim has been made on the basis of the decision taken in the enforcement procedure based on the Law on enforcement procedure.
- 1.12. **Creditor** – means the natural or legal person whose monetary claim has been fulfilled based on the decision taken in the enforcement procedure based on the laws in force.
- 1.13. **Enforcement bodies** – Court, private enforcement, and/or other bodies authorized to act in accordance with the legal provisions in force, in application of the Law on enforcement procedure.
- 1.14. **Enforcement decision** - refers to the decisions determined by the legal provisions in force, in application of the Law on the enforcement procedure.
- 1.15. **XML** (Extensible Markup Language) – means the form of coding the data in documents, before reporting in the account register.

### **Article 3**

#### **Functions of the Register of Accounts**

1. The account register represents a database infrastructure created within the Central Bank, which enables:
  - 1.1. Data reporting for data subjects' accounts by data providers;
  - 1.2. The use of data in the function of the implementation of enforcement decisions served by the enforcement bodies according to the provisions of the laws in force.
2. Through the Register of Accounts, the electronic exchange of enforcement decisions between enforcement bodies and accounts data providers is enabled.
3. The register of accounts will serve as an electronic communication mechanism between providers of accounts data and enforcement bodies, in function of the digitalization of services and processes for data exchange on the accounts of data subjects according to the legal provisions in the country.

**Article 4**  
**The role of the Central Bank in the Register of Accounts**

1. The Central Bank administers the hardware and software infrastructure of the Register of Accounts as follows:
  - 1.1. Approves sub-legal acts and instructions to ensure stable and secure operation of the Register of Accounts;
  - 1.2. It provides the participating institutions access to the Register and provides services for the opening and management of users of these institutions.
  - 1.3. Monitors data reporting on accounts by data providers.
  - 1.4. Administers operational activities in the Register, such as: access parameters, operating hours, regulation of user roles, etc.
2. The Central Bank will not be held responsible for disputes between account data providers and enforcement bodies that are not related to the functions of the Register of Accounts.
3. The Central Bank creates, generates statistical reports in the course of monitoring the reporting of accounts by data providers, as well as for the needs of various analyses.

**Article 5**  
**Accounts data**

1. In accordance with this regulation, data on the accounts of data subjects will be collected and maintained in the Register of Accounts, at least as follows:
  - 1.1. Identification data for the data subject, such as:
    - 1.1.1. Identification number-ID;
    - 1.1.2. Name and Last Name;
    - 1.1.3. Address;
    - 1.1.4. Gender;
    - 1.1.5. Status on the natural and/or legal person;
    - 1.1.6. Residential status.
  - 1.2. Accounts data, such as;
    - 1.2.1. Account number;
    - 1.2.2. Account status;
    - 1.2.3. Account type;
    - 1.2.4. Currency in which the account was opened;
    - 1.2.5. Date and time of opening or updating the account;
    - 1.2.6. Description of the reason for the change of account status.
  - 1.3. Other technical data provided within the technical documents of the Register of Accounts.

2. Each data subject (customers) in this register is identified based on the identification number.
3. The identification number for resident natural persons must be the personal number of the Republic of Kosovo. In the case of non-resident natural persons, the identification number must be the identification number of the person in the relevant country found in the identification documentation.
4. The identification number of the data subject is the main element in their identification in the Register, therefore it must be correct and in accordance with the standards of the issuing institution.
5. If for the same data subject (with the same identification number) with a certain identification number, other information is reported by any of the data providers, the Register of Accounts will overwrite the previous information.
6. Data providers must report to the Accounts Register all accounts that may be subject to enforcement decisions.
7. Each account is identified by an account number. If the same account is reported again by the respective data provider, then the previous account information will be overwritten.
8. The history of the data overwritten on the identification of the subjects and the accounts data will not be stored in the Register and only the data from the last report will remain.
9. Each account reported by data providers must contain one of the account statuses defined below:
  - 9.1. **Active account** – an account is active when it is used on a regular basis by the account holder (customer);
  - 9.2. **Blocked account** – accounts are blocked by order of enforcement bodies and/or authorized entities according to the legal provisions in force;
  - 9.3. **Inactive account** – an account is considered inactive if it remains non-functional by its holder for a period of twelve (12) months;
  - 9.4. **Frozen account** - may be as a result of different decisions by the bank due to non-fulfillment of financial or administrative obligations to the bank. Accounts with frozen funds can also be frozen accounts, but the customer can make transactions with the rest of the free funds;
  - 9.5. **Closed account** - each account closed at the request of the customer, or by the data provider himself in case of the death of the customer or in accordance with other legal and sub-legal provisions. A closed account should not be reactivated.
10. The account register will not collect and retain for further use the following information on this subject:
  - 10.1. Account balance and account deposits, and
  - 10.2. Sensitive personal data as defined by the Law on Personal Data Protection.

**Article 6**  
**Reporting of Information**

1. Data reporting for the accounts of data subjects is mandatory for all commercial banks and other financial institutions that are licensed by the Central Bank, that may hold accounts and that may be subject to enforcement decisions.
2. All accounts data providers are required to report to the Accounts Register all the information defined in Article 5 of this Regulation.
3. Accounts data providers, for data subjects and their accounts, must provide accurate, timely and complete information.
4. If at any time the accounts data provider determines that the reported information is not complete or correct, it must take all steps to ensure the correct information and report it to the Accounts Register.
5. Data reporting for data subjects and accounts is done through XML files.
6. The uploading of XML files to the Register is performed by data providers, automatically through the web service provided by CBK.
7. Data providers must monitor confirmation from the Accounts Register for each reported file.
8. In cases where the web service is not active for various technical reasons, data providers must upload the XML files manually through the Register application.
9. CBK will provide a technical document, in which technical details will be provided on the XML schema that should be used for data reporting, as well as the web services that will be used for connection and exchange of messages with the Register of Accounts.
10. Data providers must report information on the data subject and their accounts to the Accounts Register within 60 minutes after opening a new account or after changing the status of the account (closing, deactivation, blocking, etc.).

**Article 7**  
**Use of data in the Register of Accounts**

1. The below mentioned may have access and use data from the Register of Accounts:
  - 1.1. Enforcement bodies as defined by the Law on enforcement procedure;
  - 1.2. Other institutions issuing final decisions in the administrative and minor-offence procedures by which the monetary obligation is determined, as defined by relevant legal provisions;
  - 1.3. Institutions involved in the implementation of activities for the prevention of money laundering and the financing of terrorism, and the ongoing implementation of the activities of other investigative bodies within their powers defined by law;
  - 1.4. Data subjects in their data and for their needs, in compliance with legal/administrative requirements;
  - 1.5. Data providers and the Central Bank, in order to create facilities for the implementation of legal and sub-legal acts;
  - 1.6. Other state institutions, in function of the digitization of services and processes for data

exchange on the accounts of data subjects, according to the legal provisions in the country.

2. Data from the Register of Accounts can also be used for issues of validation of accounts and data subjects, by other government institutions.
3. Institutions and entities that are allowed to have access to the Register of Accounts according to paragraph 1 of this article will use the account information only for the purposes for which they were requested and not for other purposes;
4. Entities that are allowed to have access to account information in the Register of Accounts, must not distribute account information to third parties, unless the same is required by law or by order of the competent court and or enforcement bodies.
5. The CBK will sign the agreement with the qualified institutions that have the right to use the data in the Register of Accounts. The data providers will be informed about the signed agreements.

## **Article 8**

### **Participation in the Register of Accounts**

1. The institutions that will have access to the Register of Accounts are the data providers, and the implementing enforcement bodies as determined by the Law on enforcement procedure.
2. To participate in the Register, the participating institutions must sign a letter of consent prepared by the Central Bank through which they agree with the rules and instructions that the Central Bank has issued regarding this Register.
3. Participating institutions must prepare internal procedures for the use of this Register by their users.
4. Participants in the Register must complete *the Application for participation in the Register of Accounts* (Annex 2) of this regulation, in which, among other things, the address of the main office of the participating institution must be specified, as well as the contact persons in support of operational and technical issues.
5. The Central Bank will initiate the installation of the telecommunication connection from CBK to the main office of the participating institution through which access to the Registry will be enabled.
6. The Central Bank will provide the necessary manuals and training for the use of the Register of Accounts.
7. Participating institutions are obliged to complete the necessary technical preparations for automatic communication with the Register of Accounts. The Central Bank will not provide financial support related to these preparations.
8. Participating institutions, through *the Application for users in the Register of Accounts* (Annex 2) of this regulation, must send to the Central Bank the list of users who will use the Register of Accounts.
9. Access to the register from participating institutions will be done through the Accounts Register application, as well as the web services installed for this purpose.

**Article 9**  
**Rights of data subjects**

1. Data Subjects retain their right to personal data privacy in accordance with the law.
2. Data Subjects will have the opportunity to request their data from account data providers or through platforms that are enabled in accordance with article 7, paragraph 1.6 of this regulation.
3. Account data providers will take all necessary steps to ensure that they are able to properly report data subject information to the Accounts Register.
4. Data subjects have the right to request the improvement of personal account information from data providers.
5. The provisions of this article shall not prohibit or limit the request for the submission of additional information by the data subject determined by any law or regulation.

**Article 10**  
**Management of enforcement procedure cases**

1. The Register of Accounts allows for electronic exchange of enforcement decisions between data providers and enforcement bodies via open cases in the system.
2. The Register of Accounts can be used to open the following categories of cases: cases for blocking accounts, cases for one-time collection, cases for periodic collection (such as alimony and social cases), and cases for additional information to execute enforcement decisions.
3. Each case in the Register of Accounts is allocated to a single data subject, which is pre-filtered using the identification number.
4. The number of the executive decision, the monetary amount of the decision, the document of the decision, as well as other technical information should be included in the open case in the Register of Accounts.
5. The decision document that is attached to the case must be consistent with the other data that has been established in that case, including the decision number, case type, monetary value, etc.
6. Cases in the Register of Accounts can only be created for data subjects who have reported at least one active, passive, frozen, or blocked account.
7. Account blocking cases from the Register of Accounts are sent to all data providers in parallel.
8. The cases for collection and periodic collection are initially sent by the system to only one data provider, which the Register of Accounts selects at random, and if the first data provider does not complete the full collection of the required amount, the Register of Accounts continues the process of sending the case to additional data providers. If the official of the enforcement body has prior information about which data provider the customer has sufficient funds for collection, then the Accounts Register will enable it to choose the data provider.
9. The data providers can convert the collecting cases into periodic cases, in which the requested amount is collected on a monthly basis.
10. The Register of Accounts automatically activates periodic collection cases every month until the required amount is collected or the case is closed by the official of the enforcement body.

11. New accounts reported to the Registry for data subjects with open cases are automatically included to the algorithm and follow the same procedure as with accounts that were open at the time of case creation.
12. The Register of Accounts will enable the exchange of other documents related to the open cases.
13. Data providers are obliged to implement the legislation in force regarding the time limits and procedures for the acceptance and processing of enforcement decisions.

### **Article 11**

#### **Network infrastructure for access to the Registry**

1. Participants can access the Register of Accounts via VPN connections supplied by the Central Bank.
2. The Central Bank covers network installation and initial configuration fees, but participants are responsible for monthly connection maintenance.
3. Participants can access the Register through the published application or automatically from their primary system via web service.

### **Article 12**

#### **Operational/Technical Support**

1. The Central Bank provides assistance to users of the Register of Accounts, allowing them to address issues encountered during the working day.
2. The Central Bank will provide the contacts of the responsible officials who will provide support for the operation of the Registry.
3. The participants' contact persons communicate the problems to the Central Bank in accordance with the nature of the issue. The instructions and technical documents regarding the Registry's operation in relation to the issue at hand must be analyzed by the appropriate personnel of the participating institutions in advance.
4. The case is reported via email to the Central Bank's official user assistance address, with factual papers describing the nature of the issue included.
5. Depending on the nature of the problem, the relevant Central Bank personnel provide assistance and respond within 120 minutes with answers or recommendations on how to proceed with the provided case.
6. If the Central Bank anticipates that the issue will not be resolved within a day, participating institutions are advised to use other applicable forms.

### **Article 13**

#### **Managing user access to the Registry**

1. Participating institutions must file a request to the Central Bank via the *Application for Users in the Register of Accounts* (Annex 2) to open, close, or update the users who will have access to the Register.



2. Every request for users in the Registry must be signed by the responsible official of the relevant institution and must be sent to the Central Bank by pre-scanned official e-mail or a hard copy.
3. The response to the user request from the Central Bank will be returned no later than the end of the next working day.
4. The Central Bank will assign a default password to each participating institution, which will be used to access the Register for the first time after creating a user account or requesting a password change.
5. To request a password change, the contact person of the participating institution must send an official email to the Central Bank.
6. Users of the Register of Accounts may be assigned to one of three (3) user functions or roles:
  - 6.1. Administrator – which refers to users at the Central Bank who are responsible for the Register's administration.
  - 6.2. User - which refers to users of data providers.
  - 6.3. Clerk – which refers to the users of enforcement bodies.
7. The Registry offers a user-related role that enables users to interact with the Registry via the web service.
8. Participants must prevent external and unauthorized personnel from operating with the Registry and must immediately notify the Central Bank in the event of unauthorized access for immediate termination of access.
9. Participants must design internal procedures and policies for their users, in order to define appropriate security and confidentiality measures to prevent:
  - 9.1. Unauthorized access to personal data, their change, destruction or loss, etc.;
  - 9.2. Processing and misuse of personal data.
10. Participants in the Registry must report to the Central Bank any observed or suspected breach of Registry security.
11. The register will provide access to the cases of another user within the same enforcement institution. This information can be obtained by initiating a special request to the Central Bank, which is done by the appropriate institution.
12. The Register will register the activities of all users, which can be viewed by the user who performed the activities and disclosed to the appropriate authorities in the event of a dispute.

## **Article 14**

### **Change management and control over them**

1. Changes to the Register of Accounts may be as follows:
  - 1.1. functional and technical changes;
  - 1.2. changes in the standard of XML files for reporting accounts or even in the types of messages for exchange of decisions; and,
  - 1.3. changes in network infrastructure.

2. Changes in the Register can be made in addition to the needs foreseen by the Central Bank as well as the justified requests of the participant.
3. After reviewing the participant's reasoned request, the Central Bank notifies him of its approval or denial, accompanied by the appropriate arguments.
4. The Central Bank notifies and instructs participants before implementing changes to the Register that may impact them.
5. The Central Bank is not obliged to coordinate with the participants in cases where the need to intervene in the Register is urgent and any delay may cause difficulties and problems for the system itself and the participants.
6. The necessary changes or improvements in the procedures as well as in the supplementary documentation are notified to the participants.
7. Every change is tested on the test system before it is implemented on the real system.
8. In case of changes in the basic functions of the Registry, all participants are notified in advance, giving them the necessary time to prepare as well as to create the necessary conditions for testing the connection of their systems.

#### **Article 15**

##### **Duration of data retention**

1. CBK will archive data on accounts and concluded cases that are more than five (5) years old after their closure, thereby removing them from the operational database. Data that has been archived will be maintained in compliance with relevant legislation and will be accessible upon request.
2. All data processed by the Registry are data reported by data providers and enforcement bodies.
3. The history of each reported account will be kept in the Register of Accounts.

#### **Article 16**

##### **Hours of Operation**

1. The hours of operation of the Register of Accounts will be from 08:00 to 16:00 every working day at the Central Bank of the Republic of Kosovo.
2. The Central Bank promptly informs the participants of any changes to the operating hours via email or telephone, providing a rationale for the change.
3. For all decisions accepted in the last fifteen minutes before the end of operating hours, data providers must follow internal procedures in accordance with legal provisions, while answers through the Register of Accounts must be returned at the start of the next working day.

**Article 17**  
**Penalties for non-implementation of the Regulation**

1. Account data providers that violate this regulation shall face administrative penalties under Article 67 of the Law on Central Bank or other applicable laws.
2. Violations that may result in administrative penalties include but are not limited to:
  - 2.1. Delays in reporting information for data subjects will result in a penalty of 100 Euros per working day;
  - 2.2. Failure to report information on data subjects will result in a penalty of 5,000 Euros;
  - 2.3. Incorrect reporting of information about data subjects will result in a penalty of 1,000 Euros;
  - 2.4. Deliberately inaccurate reporting of data for data subjects will result in a penalty of 2,000 Euros;
  - 2.5. Misuse of reports on data subjects by data providers will result in a penalty of 2,500 Euros, and
  - 2.6. Unauthorized publication of confidential information for data subjects will result in a penalty of 5,000 Euros;
3. Administrative penalties imposed by the Executive Board under this article do not limit civil or criminal liability under other applicable laws.

**Article 18**  
**Annexes**

1. Annexes are an integral part of this regulation:
  - 1.1. Annex 1 User Application-Register of Accounts.
  - 1.2. Annex 2 Application and letter of consent for participation in the Register of Accounts;

**Article 19**  
**Instructions for the operation of the Registry**

Within the framework and requirements defined in this regulation, the Central Bank will issue technical instructions for the use of the Register of Accounts.

**Article 20**  
**Transitional provisions**

Pursuant to the provisions of this regulation, the technical infrastructure of the Register of Accounts and that of the participants will be prepared within six (6) months from the date of entry into force of this regulation.

## **Article 21**

### **Fees**

1. The Central Bank sets fees for participants in the Registry of Accounts system, and these funds will be used for the maintenance and enhancement of the Registry's functions.
2. In the event that the participating institution fails to meet its requirements for invoice payment in accordance with the Central Bank's fee instructions, access to and use of this Register will be suspended until the obligations are met.

## **Article 22**

### **Repeal**

With the entry into force of this Regulation, the Regulation on the Register of Bank Accounts approved on February 25, 2016 is repealed.

## **Article 23**

### **Entry into force**

This Regulation enters into force on August 30, 2024.

Bashkim Nurboja

Chairman of the Board of the Central Bank of the Republic of Kosovo



### Annex 1

User Application – Register of Accounts		
For:	Payment System Department Central Bank of the Republic of Kosovo	
From:	Name of the participant	
	Name of contact person:	
	Phone number	
	Email:	
Request type and user data		
Request type:	<input type="checkbox"/> <i>User login</i> <input type="checkbox"/> <i>User lockout</i> <input type="checkbox"/> <i>Password reset</i>	
System:	<input type="checkbox"/> Register of Accounts	
Name:		
Username:		
User type	<input type="checkbox"/> <i>Operator</i> <input type="checkbox"/> <i>Administrator</i>	
User's position and place of work:		
User's e-mail and phone number:		
Data of the approver of the request from the participant		
Name and position:	Signature:	Date:
Approval by CBK		
DSP:		Date:

**Annex 2**

Application for participation in the Register of Accounts		
For:	Payment System Department Central Bank of the Republic of Kosovo	Date:
From:	Name of applicant:	
	Country:	
	Business number:	
	Headquarters address:	
	Contact person for operations:	
	Phone number:	
	Fax number:	
	Email:	
	Contact person for IT services:	
	Phone number:	
	Fax number:	
	Email:	
	Preferred date to start operating with the Register of Accounts:	
	Director's signature:	
	Signatory's full name:	



## **Letter of consent for participation in the Register of Accounts**

With this Letter of Consent, the participant agrees to the following criteria:

1. The Participant will follow and implement the regulations of the Register of Accounts, as well as the procedures outlined in the technical instructions for using this register.
2. The Participant confirms receipt of a copy of the Regulations and the user guide.
3. The Participant agrees not to jeopardize the efficiency of the Register of Accounts system or the integrity of the data in this system.
4. The Participant undertakes to pay the fees and other mandatory payments specified within the regulations or decisions issued by CBK.
5. The rights and obligations outlined in this letter of consent are not limited to the Register of Accounts system; they also apply to all other indirect participants who have consented to the respect and implementation of this Regulation and the procedures outlined in the instruction for use.