



Based on Article 35, paragraph 1, subparagraph 1.1 of Law No.03/L-209 on the Central Bank of the Republic of Kosovo, amended and supplemented by Law No.05/L-150, and Article 85, Article 114 of Law No.04/L-093 on Banks, Microfinance Institutions and Non-Banking Financial Institutions, Article 4 paragraph 3 of Law No. 05/L -045 on Insurance, as well as Article 8 of Law No.04/L-155 on Payment Systems, the Board of the Central Bank of the Republic of Kosovo, at its meeting held on August 29, 2025, approved the following:

REGULATION

ON THE PLATFORM FOR COMPARISON OF FINANCIAL PRODUCTS AND SERVICES

Article 1

Purpose and scope

1. The purpose of this Regulation is to determine the rules and requirements for reporting, disclosure, updating and comparison of information on rates and fees of financial products and services for individual consumers for the purpose of informing and comparability of fees offered by financial institutions, ensuring transparency, equal access to information and protection of the financial consumer on the Platform for Comparison of Financial Products and Services (hereinafter referred to as the “Platform”) of the Central Bank of the Republic of Kosovo (CBK).
2. This Regulation shall be implemented by financial institutions licensed, registered or authorized by the Central Bank of the Republic of Kosovo to provide financial products and services in accordance with this Regulation and the relevant guidelines issued in its implementation.

Article 2

Definitions

1. All terms used in this Regulation have the same meaning as the terms defined in Article 3 of Law No. 04/L-093 on Banks, Microfinance Institutions and Non-Banking Financial Institutions (hereinafter: the Law on Banks), Article 2 of Law 04/L-155 on Payment Systems, Article 3 of Law No. 05/L -045 on Insurance and/or as defined below for the purpose of this Regulation:

1.1 Financial Institutions –entities such as banks, microfinance institutions, non-bank financial institutions, including those that provide payment services, insurance companies and pension funds.

1.2 Platform for comparing financial products and services - is a web application developed for use by consumers for the purpose of informing and comparing interest rates and fees of the most commonly used products and services offered by financial institutions.

- 1.3 Consumer**– means any natural person who uses, purchases or benefits from the services and/or products offered by financial institutions;
- 1.4 Fee** –means all charges payable by the consumer to financial institutions for or in connection with the services provided;
- 1.5 Credit**- means any direct or indirect loan or legal commitment to provide a sum of money with the right to the return of that amount given and unpaid and to the payment of interest or any other obligation on that amount;
- 1.6 Deposit**:means the amount of money paid by a natural or legal person to a bank, which is accepted by the bank on condition that it is returned in full, with or without interest or premium, either on demand or at a time specified in the agreement with that natural or legal person;
- 1.7 Nominal Interest Rate (NNI)** - means the interest rate expressed as a fixed or variable percentage applied on an annual basis to the approved loan amount or to the amount of the deposit accepted by the bank;
- 1.8 Effective Interest Rate (EIR)** - means the total cost of the loan or the return on the deposit, expressed as an annual rate of the total value of the loan or the total return on the deposit, and calculated according to the methodology set out in Article 4 and Annex 1 of the Regulation on disclosure and effective interest rate, through which discounted cash inflows should be equal to discounted cash outflows, and which refers to loans granted or deposits received by banks. The current number of (calendar) days in the month and year with 365/366 days should be used for discounting.

Article 3 Platform Function

1. The platform is established, maintained and administered by the CBK with the aim of contributing to the advancement of transparency, consumer protection, financial education and the advancement of access to finance.
2. The platform is a web application managed by the CBK, and aims to provide standardized, comparable and updated information on financial products and services offered by financial institutions licensed, registered and authorized by the CBK.
3. The platform contributes to advancing transparency in the financial market, empowering consumers through the ability to make informed choices, and promoting fair competition between financial institutions.
4. The platform provides free and impartial access to consumers to the information necessary to compare different conditions of financial products, in accordance with the CBK regulatory framework.
5. The platform operates in three languages: Albanian, Serbian and English.

Article 4 Platform Content

The platform will contain data on financial products and services of participating institutions, divided according to the type of institution and their scope of activity. The data will be structured in a way that allows for information and comparison of rates, fees, conditions, terms and other relevant elements related to each product or service.

Article 5

Expanding content and updating the Platform

Information on financial products and services included in the Platform may be updated at any time, with the addition, modification or removal of products or services, in accordance with market demands and developments in the financial sector, without the need for amendments to the Regulation.

Article 6

Platform Administration

1. The platform functions as an electronic system managed by the Central Bank of the Republic of Kosovo, through which data collection and publication from participating institutions is carried out.
2. The CBK ensures that the Platform is accessible to all users, and ensures that it is maintained and updated at all times.
3. The CBK provides the necessary assistance to reporting institutions to ensure they have the access and knowledge necessary to update it.
4. The CBK manages the access of reporting institutions, ensuring that only authorized participants have access to update data stored on the Platform.
5. The CBK will create users for each participating institution, who will be responsible for the administration of other users from that institution, such as: creating and blocking non-administrative users, changing their passwords. The request for the creation or deactivation of administrative users will be made through the system to be provided by the CBK.
6. Financial institutions are obliged to notify the CBK in writing of the termination/passivation of administrative user access.

Article 7

Reporting and updating data on the platform

1. Financial institutions are obliged to report relevant data to the Platform according to the format standardized by the CBK.
2. Financial institutions are responsible for regularly updating information on products and services disclosed on the Platform, ensuring compliance with official price lists published on their official websites.
3. Financial institutions are obliged to ensure that the data reported on the Platform is accurate, complete and up-to-date.

4. In the event of a discrepancy between the fees published on the Platform and those presented in the financial institution's price list, the fees and rates published on the Platform are considered prevailing unless the fees presented in the financial institution's price list are more favorable to the client.

Article 8

Deadlines, form and method of reporting

1. Data is reported to the Platform electronically, through the dedicated reporting module, according to the CBK technical instructions.
2. Institutions are obliged to report product and service tariffs whenever there are changes to their official price lists. Reporting must be done in accordance with the date of entry into force of the new rates, tariffs or conditions of products and services.
3. Product prices published on the Platform may reflect promotional offers as they are reflected on the platform.
4. For detailed information regarding prices or conditions, users are instructed to contact the relevant financial institutions directly.
5. Financial institutions are required to designate persons responsible for reporting and updating data on the Platform.

Article 9

Disclosure requirements and tariff transparency

1. Financial institutions are obliged to prepare and keep up-to-date a list of prices and fees for all products and services they offer, in a clear, understandable and easily accessible format for customers.
2. Price lists must be available in all branches and units of financial institutions that provide services to customers, in written form and in a visible manner. They must also be published and available on the official website of the financial institution.
3. Financial institutions should ensure that the fees applied are consistent with the disclosed pricing structure, and should not apply higher fees or deviate from the stated criteria for their calculation.
4. The CBK is not held legally or in any other way responsible for the fees presented on the platform, while all responsibility for their accuracy and completeness falls on the licensed financial institution which also establishes and updates the data on this platform itself.

Article 10

Financial education and consumer protection through the Platform

1. The platform also serves as a tool for promoting financial education and empowering consumers to make informed decisions.
2. The CBK may publish on the Platform educational materials, practical instructions and interactive content in clear and understandable language, adapted for consumers with different knowledge levels.
3. CBK, through educational content on the Platform, aims to help consumers understand financial products and services, compare the options offered to them in an informed manner, and make the right selection of products and services, adapting to their financial needs and capacities.

Article 11

Administrative measures

Any violation of the provisions of this Regulation shall be subject to administrative measures, as defined in the Law on the Central Bank of the Republic of Kosovo, the Law on Banks, Microfinance Institutions and Non-Banking Financial Institutions, the Law on Insurance, and the Law on Payment Systems.

Article 12

Guidelines

The Central Bank shall issue relevant instructions and guidelines in implementation of this Regulation.

Article 13

Adaptation to requirements

Financial institutions will have time to adapt, update and supplement all products required by the CBK guidelines, according to the standardized format up to three months after the entry into force of this Regulation, during which time the platform continues the testing phase.

Article 14

Entry into force

This Regulation shall enter into force thirty (30) days from the date of its adoption.

Dr. Sc. Bashkim Nurboja
Chairman of the Board of the Central Bank