

MFSA

MALTA FINANCIAL SERVICES AUTHORITY

Q&A concerning MFSA Notice regarding Satabank issued on 20th October 2018

Questions regarding deposits, withdrawals and transfers

1. *Can I deposit funds in my Satabank account?*

Depositors are instructed not to place additional deposits in their accounts. No inward transfers of funds will be accepted by the bank unless otherwise instructed by the Authority. These restrictions are being put in place in order to ensure that the interest of the depositors are safeguarded.

2. *I normally receive my salary/pension directly in my account with Satabank. Where will my salary/pension be deposited?*

You will need to provide the details of an alternative account with another bank to which the funds will be transferred following 20th October 2018. If such transfers are already credited to your account they will be treated in the same manner as all other deposits.

3. *What will happen to credit transfers to and from my account?*

There will be some incoming and outgoing transactions initiated **before** the 20th October 2018 which had not been completed by the time that the restrictions came into place. You will be contacted by Satabank in respect of these.

Incoming and outgoing transfers **after** the restrictions came into place will be rejected. You will need to put in place alternative banking arrangements.

4. *What will happen if a third party attempts to credit my account?*

If the credit transfer instructions reach the bank after the restrictions came into place, the funds will be returned to the sender. You will need to provide the sender with an alternative beneficiary account number with another bank. The sender will need to submit the new instructions to his bank including the new beneficiary account details.

5. *Will interest receivable on deposit accounts continue to accrue? If yes, where will such interest be deposited?*

Yes. All interest due and any other terms and conditions relating to your account will remain unchanged. The interest will be accrued to your account but will be subject to the restrictions imposed.

6. *Will my foreign currency denominated accounts be affected? Can I deposit in/withdraw from these accounts?*

Foreign currency denominated accounts will be handled in the same manner as euro denominated accounts.

7. *Will 'client accounts' held at Satabank by operators be affected by these restrictions?*

All restrictions imposed by the Authority will also be applicable to 'client accounts'.

8. *Can I withdraw funds from my account held with Satabank?*

Funds cannot be withdrawn from Satabank until otherwise directed by the Authority.

9. *Can I make any payment transfers from my account?*

Outgoing transfer of funds cannot be made until otherwise directed by the Authority.

10. *Will existing direct debits/standing orders continue to operate?*

No, any existing direct debits /standing orders cannot be processed by Satabank. If such payments are required, you need to provide new instructions to an alternative bank or payment service provider.

11. *Can I break my term deposit account?*

No, the original terms of the term deposit will apply.

12. *Can I withdraw funds following maturity of a term deposit account?*

Funds cannot be withdrawn following maturity of a term deposit account until otherwise instructed by the Authority.

Depositor Compensation Scheme

13. *What will happen to my money if Satabank is unable to repay my deposit?*

In the event that the MFSA and/or the ECB determine that the operations of the bank are no longer viable, the Depositor Compensation Scheme in Malta will cover eligible deposits up to a maximum of €100,000 per depositor, in accordance with the relevant Regulations. Kindly note that any balances of electronic money held are not deemed to be eligible deposits covered by the Scheme.

If you require any clarification regarding this Scheme kindly phone number +356 2144 1155 or email info@compensationschemes.org.mt

General questions

14. *What actions is the Authority taking to address the situation?*

As announced in its Public Notice of 20th October 2018, the Authority has already taken action to safeguard the interest of the depositors of Satabank. It will continue to monitor the situation closely and will be directing the bank to take all necessary actions which it may deem necessary to protect its depositors.

Furthermore, the Authority has appointed Ernst & Young as the competent person to take charge of all the assets of the bank and to assume control of the bank's business until such time as the Authority may direct.

15. *Are such restrictions being imposed on an indefinite basis?*

The Authority may remove some or all of the restrictions as it deems necessary.

16. *Who should I contact for further information?*

Any communication in relation to the Bank should be addressed to the bank on the following number (+356) 2247 7999 or 2247 7900 or email: customersupport@sata.bank

The Public Notice issued by the MFSA on 20 October 2018 can be accessed [here](#).

Communications Unit

Last Updated 24 October 2018