

Know Before You Sign: Your Rights, Final Checks and How to Make a Complaint

When buying a retirement product you are protected by several consumer rights. These exist to help you understand the product and make a well-informed decision.

A retirement product is a long-term financial product that may include investment and/or insurance elements. Because these products involve long-term commitments, it is important to understand your rights before signing.

Your Rights as a Consumer

Clear Information

You must receive documentation explaining:

- How the product works
- Its risks
- All associated costs

Key Information Document (KID)

For certain pension products, the provider must supply a KID summarising key features, risks, potential returns, and charges.

Time To Review

You should be given enough time to read and understand all documents before signing.

Cooling-off Period

Many products include a cancellation period after purchase during which you can withdraw. You have the right to ask questions if anything is unclear.

Watch out! Be cautious if you are rushed, given unclear explanations, or not provided with full documentation.

Before You Sign: Final Checks

Before committing:

- Read the document carefully
- Ask questions if anything is unclear
- Make sure you understand all fees, charges, and restrictions
- Understand the level of risk involved
- Check whether early exit is possible
- Ensure the provider is authorised and regulated
- Consider speaking to an independent financial adviser



Do not sign until you understand the product, the costs, the risks, and your options if you want to exit early.

How to Make a Complaint

If you have concerns about a financial service provider:

Step 1: Contact the provider directly and explain the issue.

Step 2: Keep copies of any documents and correspondence.

Step 3: If you are not satisfied with the outcome, please contact the MFSA for guidance and review the complaints process available on the MFSA website.

Need more information?

For further guidance or information on your rights as a consumer, please contact the Malta Financial Services Authority (MFSA).