

*[This is an authorised message from the European Central Bank]*

**Fee Debtor Reference Number: XXXX**

**Fee Debtor Name: xxxx**

Please use this [link](#) if you would like to read this letter in another language.

Dear Sir or Madam,

We are writing to you in your capacity as a fee debtor registered with the European Central Bank (ECB) [online portal for supervisory fees](#).

You may have noticed that the ECB online portal has been improved. The changes stem from the commitment, made during the review of the feeing framework, to provide the fee notices in all official EU languages.

**Language options for fee-related correspondence:**

Fee debtors will now be able to receive the fee notice, as well as all standard correspondence from the ECB in the EU language of their choice.

The language options you select are applicable to the following correspondence sent by the ECB:

- password letter;
- fee factor notification;
- SEPA direct debit mandate;
- fee notice;
- credit notice;
- dunning letter;
- interest notice.

***The language of correspondence is set by default to English. If you want to receive the fee notices and above listed correspondence in a language other than English please take the following steps.***

- Once you have logged into the portal please go to the Bank Profile tile and go to the address tab.
- You will notice a new dropdown field called 'Correspondence language' where the language of choice can be selected.
- Please note that this selection has to be made before the correspondence is produced in the system. This means that, **if you wish to receive your 2020 fee notice in a language other than English, we recommend you make the selection before the end of April 2021.**

**Please note** that the language selection can be changed at any time and will be applicable to all standard correspondence until you change it again.

However, **once correspondence is created in one language it cannot be changed at a later date.** This means that past correspondence will remain in the language in which it was originally created. Similarly, correspondence from before the implementation of these new features will remain in English.

Detailed instructions are also maintained in the portal guideline that can be accessed at the bottom of each tile once you log in to the online portal.

**Language selection of the ECB online portal:**

In addition to the changes mentioned above, the ECB has implemented a new-look portal which allows fee debtors to access the portal in the SSM language of their choice.

To access this feature, use the new dropdown field on the login screen of the ECB online portal. Select your language of choice and the portal will open in that language.

Please note **that the selection of a language for the portal when logging on is independent from the correspondence language settings**. To receive correspondence in a language other than English, please follow the relevant instructions listed above.

For any questions about these changes, or any other queries related to supervisory fees, please do not hesitate to contact us, preferably by email ([SSM-fee-enquiries@ecb.europa.eu](mailto:SSM-fee-enquiries@ecb.europa.eu)).

Kind regards,

The ECB SSM fee enquiries team