Article 55: Notification and rectification

Council first-reading position 8543/1/26 REV 1, 4 November 2026. Verified 19 November 2026. Final wording and numbering may change.

Application
The Council position provides for general application 21 months after eventual entry into force under Article 124. Final Official Journal text and calendar dates remain to be checked.

Provision
Article 55(1), (2)

Requirement
The user must notify the provider without undue delay after becoming aware of a transaction giving rise to a covered claim, and in any event within 18 months after the debit date. The provision covers the rectification routes identified in Articles 57, 60 and 87, including claims under Article 79. Where a payment initiation provider is involved, the user obtains rectification from the account-servicing provider, subject to the stated cross-references.

Responsible
The payment service user gives notification. The receiving provider assesses the applicable claim; the account-servicing provider remains the user-facing rectification route in paragraph 2.

Timing
Notification is due without undue delay after awareness, with an 18-month debit-date longstop. Both notification time limits in paragraph 1 do not apply where the provider failed to provide or make available the transaction information required by Title II.

Conditions and exceptions
The information-failure exception concerns the specified Title II transaction information. Apply the substantive refund or liability conditions in the relevant article separately.

PSD2 comparison
PSD2 Article 71. The Council correlation is an article-level starting point, not equivalence of every duty.

Source: Council of the European Union, 8543/1/26 REV 1. Updated article card.

What it means for the fraud function

- Record awareness, debit and notification dates separately at intake.

- Check what transaction information was actually provided before rejecting a claim as late.

- Route initiation-service claims to the account-servicing provider while preserving evidence for inter-provider recovery.

Common misreadings

- Eighteen months is a longstop, not permission to wait after discovering fraud.

- The notification period is not the provider’s deadline for deciding or paying a refund.

Episodes: Season 1 episode 4. Links on the updated HTML card.