

COVID-19: Information for financial consumers

Credit sector

Banks have undertaken to be flexible with customers experiencing difficulties due to the coronavirus crisis and to ensure that customers continue to be protected. To that end, they have introduced a package of concrete measures. More information about these measures is available on the website of Febelfin (available in [French](#) and [Dutch](#) only) and the [website of the National Bank of Belgium](#).

[You can also put your questions to the FSMA's call centre.](#)

insurance sector

Insurance companies have undertaken to be flexible with customers experiencing difficulties due to the coronavirus crisis and to ensure that customers continue to be protected. To that end, they have introduced a package of concrete measures. More information about these measures is available on the website of Assuralia (available in [French](#) and [Dutch](#) only) and the [website of the National Bank of Belgium](#).

- [Measures taken by the insurance sector](#)

[You can also put your questions to the FSMA's call centre.](#)

Warnings

- [Scams linked to current events: Beware of numerous cases of fraud relating to the coronavirus crisis!](#)
- [Heightened risk of fraud in the context of the COVID-19 pandemic: Be wary of offers that are too good to be true!](#)
- [COVID-19 : Beware of fraudulent investment offers and scams that are circulating on social media!](#)
- [Beware of attempts at phishing in relation to COVID-19](#)
- [COVID-19 - Investment fraud](#)

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