

Pursuant to Article 45, paragraph 2 point 7 of the Central Bank of Montenegro Law (OGM 40/10, 6/13, 70/17, 125/23), Article 44 of the Statute of the Central Bank of Montenegro (OGM 78/24), and Article 11 of the Law on Free Access to Information (OGM 44/12, 30/17, 66/25), the Governor of the Central Bank of Montenegro passed the following

GUIDE TO ACCESSING INFORMATION
in possession of the Central Bank of Montenegro
(Decisions 0102-6226-1/2025 of 1 August 2025 and 0102-6226-2/2025 of 5
November 2025)

I. INTRODUCTORY NOTES

The access to information in possession of the Central Bank of Montenegro (hereinafter: the Central Bank) shall be in line with the Law on Free Access to Information and this Guide.

The Central Bank is committed to implementing the principle of open data policy, ensuring data is easily accessible and proactively disclosed.

Information and data related to monetary policy, financial stability, supervisory functions, payment operations, working papers, analyses, research, forecasts, and projections in these areas are regularly published on the website, enabling broad accessibility and reuse of published information with minimal or no legal, technical, or financial restrictions.

Periodically, it publishes data, reports, and information website to present key activities in achieving the Central Bank's objectives and functions in accordance with the Central Bank of Montenegro Law.

Additionally, the website provides the public with information on governance, organisation, and decision-making processes within the Central Bank, and press releases inform the public about the meetings of the Council of the Central Bank and the decisions adopted.

Regulations adopted by the Council of the Central Bank in the form of decisions are published in the "Official Gazette of Montenegro" (OGM) and are also available on the Central Bank's website.

II. BASIC CENTRAL BANK INFORMATION

Pursuant to the Constitution of Montenegro (OGM 1/07, 38/13), the Central Bank is an independent organisation responsible for monetary and financial stability and the banking system's functioning. Its status, goals, functions, operations and organisation are regulated by the Central Bank of Montenegro Law.

The registered office of the Central Bank is in Podgorica, Blvd. Sv. Petra Cetinjskog 6.

- phone: +382 20 403 256
- fax: +382 20 403 105
- e-mail: pristup.informacijama@cbcg.me
- website: www.cbcg.me

III. INFORMATION IN POSSESSION OF THE CENTRAL BANK

The Central Bank possesses information from many areas:

1. REGULATORY FRAMEWORK AND STRATEGIC DOCUMENTS

- Constitution of Montenegro;
- Laws;
- Regulations adopted by the Council of the Central Bank and Central Bank's internal acts;
- Central Bank's Strategic Plan 2025–2028;
- Central Bank Policy;

2. ANNUAL REPORTS

- Annual Report;
- Financial Stability Report;
- Price Stability Report
- Annual financial statements with the independent external auditor's report;

3. PERIODICAL REPORTS

- CBCG Bulletin;
- Inflation Report;
- Macroeconomic Report of the Central Bank of Montenegro;
- Report on Bank Lending Survey Results;
- International Financial Market Report;
- Working papers;

4. DATA RELATED TO THE SUPERVISION OF CREDIT INSTITUTIONS AND FINANCIAL SERVICES PROVIDERS

- Quarterly unrevised balance sheets and profit and loss statements of banks;
- Financial reports of credit institutions;
- Data, information, and documentation for deciding on issuing or revoking licences/approvals for credit institutions' operations;
- Issued licences, approvals and other acts from credit institutions' supervision
- Balance sheets and profit and loss statements of payment service providers;
- Data, information, and documentation for deciding on issuing or revoking licences/approvals for financial services providers' operations;
- Issued licences/approvals to financial services providers;
- Revoked licences to financial services providers;

- Data, information, and documentation on credit institutions' operations collected and/or created during the execution of supervisory function (on-site and off-site examination of credit institutions);
- Data, information, and documentation on financial services providers' operations collected and/or created during the execution of supervisory function (on-site and off-site examination of financial services providers);
- Documents imposing measures to credit institutions and/or financial service providers;
- Misdemeanour orders / requests for initiating misdemeanour proceedings;
- Data on borrowing of individuals to credit institutions and other entities determined by the Law;

5. DATA RELATED TO RESOLUTION OF CREDIT INSTITUTIONS

- Resolution plans of credit institutions, with data they are based on;
- Data and information for determining minimum requirement for own funds and eligible liabilities;
- Decisions on the amount of contribution to the Resolution Fund;

6. DATA RELATED TO PAYMENT OPERATIONS

- Data, information, and documents for issuing authorisations to payment institutions and electronic money institutions, registering agents of these institutions and registering account information service providers;
- Data related to the supervision of payment institutions and electronic money institutions;
- Data from the Central Register of Transaction Accounts, Deposits, and Safes, relating to transaction accounts, demand deposits, time deposits, and rented safes;
- Documents imposing measures for the rectification of irregularities;
- Informative documents on fees in the Montenegrin market;
- Data on fees for services related to consumer payment accounts;
- List of credit institutions that open and maintain basic payment accounts;
- Data on blocked legal entities and entrepreneurs;
- Enforced collection indicators;
- Data related to the provision of payment services and issuance of electronic money, submitted quarterly to the Central Bank by payment service providers and electronic money issuers.

7. STATISTICAL DATA

- Individual data and standardised results of monetary and financial statistics;
- Statistics of financial soundness indicators;
- Statistics of interest rates of banks and microcredit financial institutions;
- Statistics of issued T-bills;
- Data on effected turnover at the Montenegrin capital market;
- Data and statistical reports on foreign economic relations;
- Statistics of effected payment system;

- Statistical data from real sector;
- Statistical data from fiscal sector;

8. SUPERVISION OF THE PREVENTION OF MONEY LAUNDERING AND TERRORIST FINANCING

- Data, information, and documents collected and/or created during the prevention of money laundering and terrorist financing (AML/ CFT)
- Data, information, and documents used for deciding on imposing measures;
- Acts imposing measures;
- Requests for initiating misdemeanour proceedings;

9. PROTECTION OF THE RIGHTS OF CLIENTS OF CREDIT INSTITUTIONS AND USERS OF FINANCIAL SERVICES

- Complaints and objections from clients of credit institutions and users of financial services
- Documents, data and information on proceedings regarding the complaints of the clients of credit institutions and users of financial services;
- Informative list of the consumer loans offers;
- Data, information, and documents collected and/or created during the supervision of creditors' operations compliance

10. PUBLIC REGISTERS AND PUBLIC RECORDS

- Register of credit institutions, branches of credit institutions from other countries and representative offices of credit institutions from other countries to which the Central Bank issued licence and/or approval for operations;
- Register of financial service providers;
- Register of payment systems;
- Register of payment institutions and their agents;
- Register of electronic money institutions and their agents;
- Register of banks against which the bank bankruptcy proceedings have been initiated;
- Records of credit intermediaries;

11. PUBLIC PROCUREMENT

- Public procurement plan;
- Bidding documents;
- Decisions;
- Contracts;

12. DATA ON EMPLOYEES

- Records and data on permanently employed persons;
- Records and data on employees engaged through the Agency for temporary assignment of employees;
- Records on special types of contracts;

13. PREVENTION OF CORRUPTION AND INTEGRITY PROTECTION

- Integrity Plan;
- Report on Implementing the Integrity Plan;
- Code of Ethics of the Central Bank of Montenegro
- Code of Ethics for the Members of the Central Bank of Montenegro Council;
- Code of Ethics for Employees in the Financial and Banking Operations Department;
- Procedure on the manner of recording and proceedings upon a whistle-blower's report;
- Instruction on submitting reports on threat to the public interest that indicates the existence of corruption and the protection of whistle-blowers;

14. FINANCIAL EDUCATION

- Programme for Financial Education Development in Montenegro 2023–2027;
- Education materials;
- Memoranda of understanding and protocols on cooperation in financial education;

15. OTHER INFORMATION

- Financial plan;
- Public invitations to Treasury bills auctions;
- Results of Treasury bills auctions;
- Decisions, rulings, and other individual legal acts;
- International cooperation and memoranda of understanding;
- Document Registry;
- Documentation concerning museum collections.

IV. INFORMATION WITH RESTRICTED ACCESS

During its operations, the Central Bank holds or generates data and information with restricted access in order to protect public and/or private interests. Accordingly, the Central Bank of Montenegro Law contains several provisions regarding the obligation to safeguard data deemed confidential under the law (Article 8, paragraph 3; Article 29, paragraph 3; Article 37, paragraph 6). Furthermore, Article 84 of the same Law obliges members of the Council and Central Bank employees to maintain the confidentiality of information and data that, in accordance with the law or other acts, are considered secret, and stipulates that this obligation continues even after the termination of their function or employment with the Central Bank.

I. Information and data with restricted access under special laws

In accordance with special laws, access to certain data and information held by the Central Bank is restricted. In the interest of transparency and proactive public communication, the following section lists individual laws and provisions that prescribe access restrictions to specific data arising from the Central Bank functions, along with links to each of the mentioned laws.

1. [Law on Credit Institutions](#)

- Pursuant to Article 203 of the Law on Credit Institutions, the banking secret means: data on individual stock of deposits of clients of a credit institution; data on stock and turnover on individual accounts of clients opened in a credit institution; data on users of loans and balance of their loans; and other data and information about the client the credit institution obtained as a result of providing services to the client and executing transactions with the client, unless otherwise provided for by another law.
- Article 204 provides for the obligation to safeguard data and information considered as the banking secret, and the exceptions for disclosing the data to third parties, while Article 205 provides for using and protecting these data;
- Article 344 provides that all the information on supervision of a credit institution is kept as confidential, while Article 345 regulates the use of confidential information.
- With the obligation to safeguard information confidentiality, Articles 346, 347 and 348 provide the Central Bank's right to exchange of information with entities from Montenegro, entities from other Member States and with supervisory authorities (Article 348), while Article 349 regulates the exchange of information concerning monetary policy, deposit protection, systemic risk, and payment system oversight, whereas Article 349a regulates the exchange of information with international bodies;
- As a general provision, Article 351 provides that collecting, processing and using personal data is subject to the provisions of the law governing the personal data protection.
- Pursuant to Article 253 of the Law, the report on supervision is confidential.

2. [Payment System Law](#)

- Pursuant to Article 54 of the Payment System Law, Information obtained by the payment service provider in the course of its operations regarding its payment service user, including information regarding its personality, as well as data on the payment transactions and the status and changes to its payment account are considered business secret.
- Pursuant to Articles 65a and 54, the number of transaction account and other data contained in the Central Registry of Transaction Accounts that relate to natural persons are a business secret.
- Pursuant to Article 94 paragraph 3, the report on examination of a payment institutions, registered account information service provider on the account, e-money institution and payment system are confidential.
- Article 104 of the Law provides that the Central Bank may exchange confidential information with other relevant authorities in Montenegro, with the obligation to safeguard confidentiality;
- Article 161 provides that the Central Bank keeps confidential all data and information obtained in the course of supervision.

3. [Law on the Prevention of Money Laundering and Terrorist Financing](#)

- The Chapter VIII. RECORDS, PROTECTION AND STORAGE OF DATA of the Law on the Prevention of Money Laundering and Terrorist Financing provides, among others, general provisions on non-disclosure (Article 123), their use and retention (Articles 126 and 127).
- Pursuant to Article 112, data from registers of accounts and safe deposit boxes may not be publicly available and their processing, protection and storage is subject to the regulations defining bank secrecy and the regulations defining personal data protection, except data on the transaction account number that refer to legal persons and entrepreneurs which are publicly available in accordance with the law regulating the payment system operations

4. [Law on Financial Leasing, Factoring, Purchase of Receivables, Micro-Lending and Credit-Guarantee Operations](#)

- Pursuant to article 125 of the Law on Financial Leasing, Factoring, Purchase of Receivables, Micro-Lending and Credit-Guarantee Operations, data and information on clients obtained by the financial services provider during its operations are a business secret;
- Article 126 provides for the obligation of safekeeping data and information that are considered a business secret, to safeguard their secrecy, and the exceptions for disclosing these data to third parties, while Article 127 regulates handling data representing business secret;
- Pursuant to Article 131, report of supervision of financial service provided is confidential.
- Provisions of Articles 143 and 144 provide that the Central Bank may exchange confidential information required for pursuing supervisory function with other supervisory authorities in Montenegro and competent authorities of other countries with their obligation to keep data confidential and use them only for the purpose for which they have been provided.

5. [Law on Official Statistics and Official Statistical System](#)

- This Law stipulates that Montenegro's official statistics is based on the principle of statistical data confidentiality.
- Article 6 paragraph 1 of the Law point regulates the principle of statistical confidentiality which enables the protection of data related to a reporting unit (households, enterprises, administrative sources and other respondents), and its use only for statistical purposes. Therefore, confidentiality and protection of statistical data are regulated in its special chapter XIII CONFIDENTIALITY AND PROTECTION OF DATA FOR NEEDS OF OFFICIAL STATISTICS.
- Provisions of Articles 54 and 55 determine the confidential data, and that confidentiality is applied not only to the data provided by reporting units, but also to the data collected from other sources for needs of official statistics from the moment of their delivery.

- Article 56 provides additional protection of individual data on natural, legal persons, and households by determining them confidential and representing an official secret.
- Article 57 foresees the use of individual data only for the statistical purposes and their presenting in cumulative (aggregated) form and the prohibition of using data and information for the purpose of determining rights and obligations.

6. [Law on Personal Data Protection](#)

- Pursuant to Article 4 of the Law, personal data protection is ensured for every data subject regardless of their nationality, place of residence, race, skin colour, sex, language, religion, political and other conviction, ethnic or social background, property, education, social standing or other characteristic.
- Consequently, Article 9 paragraph 1 point 1 provides that personal data mean any information relating to an identified or identifiable natural person.

II. Other data with restricted access

In addition to data and information with restricted access under separate laws, the Central Bank also collects and processes other data and compiles information, either independently or in cooperation with other state authorities, to which access is restricted in order to safeguard the fulfilment of its functions. Therefore, in accordance with the provisions of the Central Bank of Montenegro Law and the Central Bank of Montenegro Statute, the Central Bank is authorised to designate as confidential other information and data, the disclosure of which could harm the achievement of its objectives and the performance of its functions, or damage the Central Bank's reputation.

[The Central Bank's Rulebook on Secrecy](#) and the [List of Classified Documents](#), given as an Annex to the Rulebook, closely determine the data, information and documents considered to be secret in the Central Bank, the manner of handling such data, information and documents, the measures for their protection and the procedure in case of their disappearance or disclosure.

V. PUBLICLY DISCLOSED DATA AND INFORMATION

In the interest of full transparency and a proactive approach to information, the Central Bank publishes data and information on its website that the public has the right to access. Below is a list of the most relevant data, documents, and information published on the website, along with links for easier access.

I. Regular publications:

1. [Central Bank of Montenegro Annual Report](#)
2. [Financial Stability Report](#)
3. [Inflation / Price Stability Report](#)
4. [CBCG Bulletin](#)
5. [CBCG Macroeconomic Report](#)
6. [Report on Bank Lending Survey Results](#)
7. [International Financial Market Report](#)

8. [Summaries of the Governor's Report on Pursuing the Central Bank's Policy](#)

II. Other publications:

1. [Report on the Results of the Macroeconomic Risk Analysis](#)
2. [Working Papers](#)
3. [Published books](#)
4. [Journal of Central Banking Theory and Practice](#)

III. Public registers and records

1. [Payment System Registers](#)
2. [Central Register of Transaction Accounts of Legal Persons and Entrepreneurs](#)
3. [Register of Banks](#)
4. [Register of Financial Service Providers](#)
5. [Overview of Frozen Accounts of Legal Persons and Entrepreneurs](#)

IV. Central Bank's Supervisory Function

1. [Balance Sheets and Profit and Loss Statements of Banks](#)
2. [Weighted average interest rates on outstanding loans by the bank](#)
3. [Financial Statements of Banks](#)
4. [Recognised Rating Agencies](#)
5. [Asset Quality Review \(AQR\)](#)

V. Payment System Data

1. [Informative documents on fees on the Montenegrin market](#)
2. [Overview of comparative data on fees for services associated with a payment account](#)
3. [Overview of comparative data on package fees, including transaction account maintenance](#)
4. [Overview of comparative data on fees for a basic account and an account for sensitive persons](#)
5. [Data on the provision of payment services and e-money issuing that the issuers have been submitting to the Central Bank of Montenegro on quarterly basis](#)

VI. Financial and Banking Operations

1. [Default Interest Rate](#)
2. [FX Reference Rates](#)

VII. Financial activities

1. [Financial Plan](#)
2. [Rulebook on Accounting](#)
3. [Guidelines for the selection of an independent external auditor](#)
4. [Annual Financial Statements with the Independent external Auditor's Report](#)

VIII. Competitions and public announcements

1. [CBCG Annual Award](#)

2. [CBCG Green Award](#)
3. [Student scholarship](#)
4. [Job Vacancies](#)

IX. Public procurement

1. [Electronic public procurement system](#)

X. Legislation

1. [Constitution of Montenegro](#)
2. [Laws](#)
3. [Statute of the Central Ban of Montenegro](#)
4. [Regulations](#)
5. [Code of Ethics of the Central Bank of Montenegro](#)
6. [Code of Ethics for the Members of the Central Bank of Montenegro Council](#)
7. [Code of Ethics for Employees in the Financial and Banking Operations Department](#)

VI. DATA SUBJECT TO ADDITIONAL CHARGES

In accordance with the Decision on Determining Tariff for Calculating Fees Charged for the Central Bank of Montenegro Services, the Central Bank charges fees for certain services, in the amount and manner determined by the aforementioned decision, which is available at the following [link](#).

Upon request by the enforcement debtor, the Central Bank – Directorate for Enforced Collection issues:

- Certificate of the number of days of the judgment debtor's account blockage (as at the specified date or period);
- Certificate of total outstanding liabilities to individual judgement creditors;
- Overview of the number of executed and partially executed enforced collection orders;
- Overview of outstanding enforced collection orders.

Upon request by the enforcement creditor, the Central Bank – Directorate for Enforced Collection issues:

- A certificate of the priority order of judgement creditor's claim in the register.

Information on how to submit a request and pay the applicable fee can be found at the following [link](#).

VII. PROCEDURE FOR ACCESSING THE INFORMATION

Initiation of procedure

The procedure for accessing the information shall be initiated by filing a written or verbal request.

One request may include requesting access to a voluminous amount of information.

Applicant shall submit the written request:

- directly at the Archive's office;
- by registered mail at: Central Bank of Montenegro, Bulevar Sv. Petra Cetinjskog 6, Podgorica;
- electronically, by e-mail at: pristup.informacijama@cbcg.me;
- by fax at +382 20 403 105.

The verbal request shall be submitted to the Central Bank directly to the minutes/record.

The Central Bank shall issue and/or deliver a proof confirming reception of the request for access to information to the applicant.

No fee shall be paid for submitting the request for accessing the information.

Content of the request

The request shall contain:

- 1) the name of the information or data enabling its identification;
- 2) the form in which the applicant wishes to access information;
- 3) information on the applicant (natural person's full name and address, or legal person's name and address), and/or his or her attorney, representative or proxy).

The applicant may list in the request other data that are, in his/her opinion, important for exercising the right of access to the requested information.

The request may be submitted in the form provided in the Annex to this Guide, and is its constituent part, or in free form.

Incomplete or indistinct requests

If the request for access to information is incomplete or indistinct, the authority shall invite the applicant to correct the deficiencies in the request and give instructions on how to correct the deficiencies without delay and within eight days from the day of filing the request.

The deadline for deciding upon a request shall begin on the day of filing the corrected request.

If the applicant fails to correct the deficiencies within the provided deadline, the submitted request shall be dismissed.

Manner of accessing information

Information can be accessed by:

- 1) direct inspection of original or a copy of the information in the Central Bank premises;
- 2) transcribing or scanning the information by the applicant in the Central Bank premises;

- 3) delivering a copy of the information to the applicant directly, by registered mail or e-mail.

The Central Bank shall grant disabled persons access to information in a form and format corresponding to their abilities and needs.

Deciding upon request

The properly filed request for access to information shall be decided upon within 15 days following the day of the filing the request.

The deadline for submitting and delivering the decision may be extended for additional 8 days, provided that:

- 1) the volume of the requested information is exceptionally voluminous;
- 2) the request refers to information marked as classified; or
- 3) tracking the requested information entails a search through a large volume of information which would disturb regular Central Bank operations.

The applicant shall be informed of the need to extend the deadline within five days after filing the request.

Accessing publicly available information

The Central Bank shall not be obliged to enable any access by e-mail to the information it possesses that has already been published in Montenegro or made available at the Central Bank's website.

In cases referred to in paragraph 1, within five days from the day of filing the request, the Central Bank shall inform an applicant, in writing, where and when such information was made public.

Right to protection

A complaint may be filed against the decision on the request for access to information to the Agency for Personal Data Protection and Free Access to Information via the Central Bank.

A complaint may not be filed against a decision denying the access to information containing data marked as classified. However, an applicant may initiate an administrative dispute against the adopted decision.

Reasons for complaint

A complaint against the decision on a request for free access to information may be filed for the following reasons:

- violation of procedural rules;
- incorrect and incomplete determination of the facts;
- time limit for access to information.

Access to the requested information shall be granted within three days following the decision delivery to the applicant or within five days following the day when the applicant has submitted the proof of paying the procedure costs if such costs have been specified in the decision.

Cost of procedure

Costs of procedure refer to the actual costs (photocopying, scanning, delivery, and other specific costs) and shall be borne by the applicant.

The costs of the procedure are calculated in accordance with the Decree on Compensation of Costs in the Procedure for Accessing Information (OGM 66/16, 121/21).

Costs of procedure shall be paid to the benefit of the Central Bank before the applicant is provided with access to information to the account no: 907-92001-82.

In the case of granting access to information containing fewer than 20 pages, photocopying costs will not be charged.

The Central Bank shall bear the related procedure costs if the applicant is a disabled person or a person in need of social assistance.

Persons authorised for processing upon a request

The person in charge of handling requests for accessing information shall be Ms Sanja Bubanja, employed the Directorate for Legal Affairs, telephone: +382 20 403 256.

The deputy person in charge of handling requests for access to information shall be Ms Nina Pajović, employed in the Directorate for Legal Affairs, telephone: +382 20 403 150.

Persons authorised for deciding on requests, and for responses to complaint against the decision shall be the CBCG Governor and the Vice-Governors for the operations under their mandate, as well as Central Bank's Business Operations Director within the duties he/she organises or another person authorised by the Governor.

Letters, notifications, and other documents used for communication regarding the procedure of free access to information shall be signed by the person responsible for handling the request for free access to information, or by that person's deputy.

Publication

This Guide shall enter into force on the eighth day following that of its publication on the Central Bank's Intranet and website www.cbcg.me.

The Guide to Access to Information in Possession of the Central Bank of Montenegro No. 0102-4749-1/2018 of 4 June 2018 and No. 0102-3219-1/2022 of 14 April 2022 shall cease to have effect when this Guide enters into force.

GOVERNOR

Irena Radović, MP