

# Outbank Helpdesk

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## Commerzbank: Error in the account query (PSD2)

Krisztina - 2019-09-12 - in [Known issues](#)

On 12/09/19, the Commerzbank adapted its online banking to the new Payment Services Directive (PSD2).

Account data retrieval is currently not possible via Outbank. We are already working at full speed to solve the problem - no action is required from your sight right now.

**Thank you very much for you understanding.**

You can find detailed information about PSD2 [in our blogpost](#).