

# Outbank Helpdesk

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

Christine - 2019-09-11 - in Known issues

At 09/09/19, the online banking of Consorsbank was adapted to the new PSD 2 regulations (German): <https://www.consorsbank.de/ev/Service-Beratung/PSD2?icid=EMA-900>

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

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

Detailed information about PSD2 can be found in our [blogpost](#).