



STATEMENT OF FEES - Q&As:

- **What is a “Statement of Fees”?**

The Statement of Fees is issued under the Law 64(I)/2017, which represents the transposition of the EU Payment Accounts Directive (PAD) to national law. According to the Law, all payment account providers in the EU are obliged to provide their consumer customers (individuals), on a yearly basis and free of charge, in a standardized layout, all the fees incurred to their payment accounts, as well as information of any interest rates and interest, paid or earned to payment accounts.

- **What is the purpose of the provision of the Statement of Fees**

The purpose of Statement of Fees is to reinforce the transparency and comparability of fees linked to payment accounts.

- **How often will the Statement of Fees be provided?**

The Statement of Fees is available on paper, annually and free of charge through the Bank's Branch / Unit Network.

According to the Law, the first statement of fees will cover the 14th month period, November to December 2018 and the entire calendar year 2019. Subsequent statements of fees will cover one calendar year.

For detailed information on the fees and charges, it is advisable that the customer checks their analytical account statement.

- **Which information is reported in the Statement of Fees?**

The Statement of Fees reports the following basic information:

- a) the unit fee charged for each service and the number of times the service was used during the period,
- b) the total amount of fees incurred during the period for each service,
- c) the overdraft interest rate applied to the payment account and the total amount of interest charged relating to the overdraft during the period, where applicable,
- d) the credit interest rate applied to the payment account and the total amount of interest earned during the period, where applicable;
- e) the total amount of fees charged for all services provided during the period.

- **Which services and related fees are reported in the Statement of Fees?**

The fees reported in the Statement of Fees relate to services linked to payment accounts and are executed either through the Bank's Branch/Unit Network or through the Bank's Alternative Channels such as Internet Banking. The services reported are the following:



A. General account Services:

- ✓ Maintaining the account

B. Payments:

- ✓ Outgoing Credit Transfers SEPA / Non SEPA
- ✓ Incoming Credit Transfers SEPA / Non SEPA
- ✓ Standing Orders
- ✓ Internal Transfers

C. Cards and Cash:

- ✓ Annual Fee, Card or PIN Reissue Fee for Debit Cards
- ✓ Cash Withdrawal
- ✓ Cash Deposit

D. Overdrafts and related Services:

- ✓ Overdraft
- ✓ Unarranged Overdraft

E. Other Services:

- ✓ Provision of a Cheque Book
- ✓ Return of a Cheque due to inadequate balance
- ✓ Currency Exchange Services
- ✓ Issue Copy of Statement