

## Glossary

**Fees:** All charges, if any, payable by the consumer to the payment service provider for or in relation to services linked to a payment account.

**Online banking:** The account provider makes an online access to the account available to the customer.

**Maintaining the account:** The account provider operates the account for use by the customer;

**Small amount management fee:** A fee that will be applicable if the daily average deposit balance is below a threshold (the threshold is calculated on a quarterly basis).

**Dormant account management fee:** Fee applicable to accounts which go dormant or unused for a certain period of time.

**Credit transfer:** On the customer's instruction, the account provider transfers an amount of money from the customer's account to another account. This service specifically includes outgoing and incoming transfer.

**Outgoing transfer to Luxembourg & EU member state (EUR):** Transfer within Luxembourg and to another EU Member State and the receiving currency is EURO.

**Outgoing transfer to Luxembourg (foreign currencies):** Transfer within Luxembourg and the receiving currency is another currency than EURO.

**Outgoing international transfer:** Transfer outside of Luxembourg excluding EURO transfers to EU member states.

**Standing order:** The account provider makes regular transfers, on the instruction of the customer, of a fixed amount of money from the customer's account to another account.

**Direct debit:** The customer permits someone else (recipient) to instruct the account provider to transfer money from the customer's account to that recipient. The account provider then transfers money to the recipient on a date or dates agreed by the customer and the recipient. The amount may vary.

**In branch:** Operation is done at the counter by the staff of the bank manually.

**Providing a credit card:** The account provider provides a payment card linked to the customer's payment account. The total amount of the transactions made using the card during an agreed period is taken either in full or in part from the customer's payment account on an agreed date. A credit agreement between the provider and the customer determines whether interest will be charged to the customer for the borrowing.

**Providing a debit card:** The account provider provides a payment card linked to the customer's account. The amount of each transaction made using the card is taken directly and in full from the customer's account.

**E-token application fee:** A fee that will be applicable if the customer requests for a new E-token.

**Cash withdrawal:** The customer takes cash out of the customer's account.

**Cash withdrawal in foreign currencies:** The customer withdraws cash from his account in another currency than EURO.

**Account statement:** The account provider makes an account statement available to the customer. This service specifically includes an online statement and statement sent by post.

**Other services:** This covers services which are not included in the previous sections.