

TRANSACTION FEES FOR PRIVATE INDIVIDUALS

(Applicable as of 16th March, 2019)

1. PAYMENT ACCOUNT OPENING

(current account, foreign currency account, kuna and foreign currency giro account, kuna and foreign currency savings book, a vista savings account)

Number	Tariff item mark	Tariff item	Amount
1.1	D1.2.	A vista savings account opening <i>FlexiSPECIAL and FlexiSPECIAL PLUS package users do not pay the fee.</i>	20,00 HRK
1.2	D1.3.	Other accounts opening	free of charge
1.3	D1.4.	Contracting Letter of Attorney in payment accounts	free of charge

2. ACCOUNT MANAGEMENT

Number	Tariff item mark	Tariff item	Amount
2.1	D2.1.	Current account management	
2.1.1	D2.1.1.	Managing a current account with movement <i>The fee is not charged for the current account:</i> <ul style="list-style-type: none"> • in a minor's name • blocked due to card loss/theft • for which the FlexiPLUS package and the MAIN ACCOUNT and SPECIAL MAIN ACCOUNT packages were agreed • in which the Client uses an overdraft/frame loan 	9,00 HRK per month
2.1.2	D2.1.2.	Managing current account without turnover <i>The fee is not charged for the current account:</i> <ul style="list-style-type: none"> • in a minor's name • blocked due to card loss/theft • for which the FlexiPLUS package and the MAIN ACCOUNT and SPECIAL MAIN ACCOUNT packages were agreed • in which the Client uses an overdraft/frame loan 	9,00 HRK per month
2.1.3	D2.1.3.	Managing pension payment current account	free of charge
2.1.4	D2.1.5.	Managing special purpose account	free of charge
2.2	D2.2.	Management of other accounts	
2.2.1	D2.2.1.	Kuna giro account and a vista savings account management <i>The fee is not charged for the a vista savings account.</i> <i>The fee is not charged for the giro account:</i> <ul style="list-style-type: none"> • in a minor's name • blocked due to card loss/theft 	5,00 HRK per month
2.2.2	D2.2.2.	Managing a foreign currency account <i>The fee is not charged for the foreign currency account:</i> <ul style="list-style-type: none"> • in a minor's name • blocked due to card loss/theft 	5,00 HRK per month
2.2.3	D2.2.3.	Managing a foreign currency giro account <i>The fee is not charged for the foreign currency giro account:</i> <ul style="list-style-type: none"> • in a minor's name • blocked due to card loss/theft 	5,00 HRK per month
2.2.4	D2.2.4.	Kuna/foreign currency savings book management	free of charge
2.2.5	D2.2.5.	Proxy using the account	free of charge

3. USE OF FlexiPLUS PACKAGE (package of services)

Number	Tariff item mark	Tariff item	Amount
3.1	D2.3.	Use of FlexiPLUS package (package of services)	
3.1.1	D2.3.1.	Use of FlexiSTART package	22,00 HRK per month
3.1.2	D2.3.2.	Use of FlexiIDEAL package	44,00 HRK per month
3.1.3	D2.3.3.	Use of FlexiPREMIUM package	77,00 HRK per month

3.1.4	D2.3.4.	Use of FlexiPREMIUM PLUS package	99,00 HRK per month
3.1.5	D2.3.5.	Use of FlexiGOLD package	77,00 HRK per month
3.1.6	D2.3.6.	Use of FlexiSENIOR package	11,00 HRK per month
3.1.7	D2.3.8.	Use of FlexiSTUDENT package	free of charge
3.1.8	D2.3.10.	Use of FlexiLINK package	69,00 HRK per month
3.1.9	D2.3.11. D2.3.11.1. D2.3.11.2.	Use of FlexiFIT package	55,00 HRK per month
3.1.10	D2.3.12.	Use of FlexiSPECIJAL package	49,00 HRK per month
3.1.11	D2.3.13.	Use of FlexiSPECIJAL PLUS package	89,00 HRK per month
3.2	D2.4.	Use of other account packages	
3.2.1	D2.4.1.	Use of the MAIN ACCOUNT package	9,00 HRK per month
3.2.2	D2.4.2.	Use of the SPECIAL MAIN ACCOUNT package	free of charge

4. PAYMENT ACCOUNT CLOSING AND FlexiPLUS PACKAGE

Number	Tariff item mark	Tariff item	Amount
4.1	D3.1.	Kuna/foreign currency savings book closing	free of charge
4.2	D3.2.	Other accounts closing	free of charge
4.3	D3.4.	Closing other FlexiPLUS package	free of charge

5. STANDING ORDER (standing order and existing direct debit)

Number	Tariff item mark	Tariff item	Amount
5.1	D5.1.	Arranging standing order/direct debit use	free of charge
5.2	D5.2.	Standing order/direct debit execution	
5.2.1	D5.2.1.	• in favour of retail accounts at the Bank	free of charge
5.2.2	D5.2.2.	• in favour of transaction accounts of business entities at the Bank <i>Users of FlexiIDEAL, FlexiLINK, FlexiFIT, FlexiGOLD, FlexiPREMIUM, FlexiPREMIUM PLUS, FlexiSPECIJAL and FlexiSPECIJAL PLUS packages do not pay the fee, if the payment was executed from the current account.</i>	0,20%, min 1,00 HRK, max 20,00 HRK
5.2.3	D5.2.3.	• in favour of transaction accounts outside the Bank	0,25%, min 1,00 HRK, max 50,00 HRK
5.3	D5.3.	Standing order/direct debit closing	free of charge

6. DIRECT DEBIT (SEPA direct debit)

Number	Tariff item mark	Tariff item	Amount
6.1	D5.4.	Execution of SEPA direct debit order (SDD order)	
6.1.1	D5.4.1.	• in favour of transaction accounts of business entities at the Bank <i>Users of FlexiIDEAL, FlexiLINK, FlexiFIT, FlexiGOLD, FlexiPREMIUM PLUS, FlexiPREMIUM, FlexiSPECIJAL and FlexiSPECIJAL PLUS packages do not pay the fee, if the payment was executed from the current account.</i>	0,20%, min. 1,00 HRK, max. 20,00 HRK
6.1.2	D5.4.2.	• to the credit of transaction accounts outside the Bank	0,25%, min. 1,00 HRK, max. 50,00 HRK
6.2	D5.5.	Non-execution of SDD order <i>Fee is charged when account holder fails to ensure account coverage for execution of SDD order. Holders of the MAIN ACCOUNT and the SPECIAL MAIN ACCOUNT packages are not charged the fee for non-execution of SDD order.</i>	5,00 HRK per order
6.3	D5.6.	Rejection of authorized SDD order	25,00 HRK per order

6.4	D5.7.	Refund for executed authorized SDD order	25,00 HRK per order
6.5	D5.8.	Obtaining copy of SDD Mandate <i>Fee is charged when account holder requests that a copy of mandate issued to creditor (payee) should be obtained.</i>	50,00 HRK per delivered mandate
6.6	D5.9.	SDD restriction entry and update <i>Relating to general restrictions on SDD order execution, blacklisted and whitelisted entries, restricted list entries relating to amount and/or frequency of execution.</i>	25,00 HRK per template
6.7	D5.10.	Cost of disputed SDD order without grounds <i>Fee is charged when account holder request without grounds a refund in respect of an authorized SDD order more than 8 weeks from the execution date.</i>	50,00 HRK per order

7. REPORTING

Number	Tariff item mark	Tariff item	Amount
7.1	D6.1.	Information on account balance and turnover under payment accounts	
7.1.1	D6.1.1.	Monthly payment account statement	free of charge
7.1.2	D6.1.2.	Additional payment account statement	10,00 HRK per statement

8. OVERDRAFT

Number	Tariff item mark	Tariff item	Amount
8.1	D8.1.	Approval of credit under current account	free of charge
8.2	D8.2.	Change of current account overdraft	free of charge
8.3	D8.3.	Contracting installment debt repayment in the current account	free of charge

9. NOTICES AND REMINDERS OF UNAUTHORIZED ACCOUNT OVERDRAFT

Number	Tariff item mark	Tariff item	Amount
9.1	D9.1.	Notice	free of charge
9.2	D9.2.	Reminder	free of charge
9.3	D9.3.	Reminder prior to lawsuit	free of charge
9.4	D9.4.	Cancellation of a payment account agreement	free of charge

10. ACCOUNT BLOCKAGE – by court decision

Number	Tariff item mark	Tariff item	Amount
10.1	D10.1.	Court order enforcement	
10.1.1	D10.1.1.	Order for registering payment description codes through payment transactions system - internal	free of charge
10.1.2	D10.1.2.	Order for registering payment description codes through payment transactions system - external	2,00 HRK

11. PAYMENT TRANSACTIONS AT THE BANK OUTLET

Number	Tariff item mark	Tariff item	Amount
11.1	D11.	Deposits/withdrawals under accounts maintained by the Bank in the same currency	
11.1.1	D11.1.1.	Payments to PI payment accounts, including time deposits with multiple payments and premium savings	free of charge
11.1.2	D11.1.2.	Disbursements from PI payment accounts	free of charge
11.1.3	D11.1.4.	Payments through deposit of foreign cheque on foreign currency account/foreign currency giro account/foreign currency savings book, including deposits with multiple payments and premium savings	1,50%, min 40,00 HRK, max 300,00 HRK per cheque

Fees shall not be charged and collected for payments by cheques drawn on RBA-Zagreb, pension cheques,

cheques in the name of war damages for forced labour or slavery, and salary cheques of seamen.
The Bank does not execute FCY cash payments of international remittances without a foreign currency account/savings book.

12. BANK ACCOUNT CURRENCY CONVERSIONS

Number	Tariff item mark	Tariff item	Amount
12.1	D4.1.	Foreign currency conversion upon withdrawal/deposit/with transfer to payment account at the Bank/upon making a payment within the country/abroad	free of charge
12.2	D4.2.	Deposit to foreign currency account/foreign currency giro account/foreign currency savings book from kuna funds or by transfer from kuna account	free of charge
12.3	D4.3.	Withdrawal from foreign currency account/foreign currency giro account/foreign currency savings book in kuna or by transfer to kuna account	free of charge

13. NATIONAL CREDIT TRANSFER IN KUNA

Number	Tariff item mark	Tariff item	Amount
13.1	D11.1.	Payments to PI payment accounts	
13.1.1		National credit transfer in kuna (Payments to PI payment accounts, including time deposits with multiple payments and premium savings):	
	D11.1.3.	• at the Bank outlet	free of charge
	F4.5.1.2.	• via on-line banking (RBA iDIREKT/RBA na dlanu service)	free of charge
	F4.2.1.2.	• via telephone banking <i>The service of placing payment orders is available only to the FWR Private Banking customers.</i>	free of charge
13.2	D11.2.	Payments in favour of accounts business entity's maintained by the Bank	
13.2.1		National credit transfer in kuna (Payments into domestic and foreign business entity's transaction account opened at the Bank): <i>Free of charge for payments into accounts of embassies and British Council.</i>	
	D11.2.1. D11.2.2.	• at the Bank outlet	1,00%, min. 8,00 HRK, max 100,00 HRK
	F4.5.1.1.	• via on-line banking (RBA iDIREKT/RBA na dlanu service)	free of charge
	F4.2.1.1.	• via telephone banking <i>The service of placing payment orders is available only to the FWR Private Banking customers.</i>	free of charge
13.2.2	D11.2.5.	Payments under loans in favour of accounts of Raiffeisenbank Region Graz-Thalerhof Egen, Raiffeisenbank Aichfeld Egen and Raiffeisenbank St. Stefan-Jagerberg-Wolfsberg held with the Bank	1,00%, min. 10,00 HRK, max 100,00 HRK
13.3	D11.3.	Payments in favour of accounts at other banks within the country	
13.3.1		National credit transfer in kuna (Payments in favour of accounts at other banks): <i>Free of charge for refund of local pensions.</i>	
	D11.3.1.	• at the Bank outlet	1,00%, min. 10,00 HRK, max 100,00 HRK

	F4.5.3.1.	<ul style="list-style-type: none"> via on-line banking (RBA iDIREKT/RBA na dlanu service) <i>Users of FlexiSTART, FlexiIDEAL, FlexiSENIOR, FlexiSTUDENT, FlexiGOLD, FlexiLINK and FlexiPREMIUM packages pay 50% of the original fee (0.175%, min. 1,00 HRK, max. 10,00 HRK), if the payment was executed from the current account.</i> <i>Users of FlexiFIT, FlexiPREMIUM PLUS, FlexiSPECIJAL and FlexiSPECIJAL PLUS packages do not pay the fee, if the payment was executed from the current account.</i> <i>The fee charged for payment orders placed in advance will be the fee effective as on the date of execution the respective order.</i> 	0,35%, min. 2,00 HRK, max 20,00 HRK
	F4.2.3.1.	<ul style="list-style-type: none"> via telephone banking <i>The service of placing payment orders is available only to the FWR Private Banking customers.</i> 	0,50%, min. 2,00 HRK, max 50,00 HRK
13.3.2	F4.9.1.	National credit transfer in kuna (Urgent payments crediting an account with another bank via on-line banking (RBA iDIREKT/RBA na dlanu service))	50,00 HRK one-off

The Bank can decide that payments credited to the benefit of humanitarian accounts be temporarily or permanently exempt from fee charges.

For payments in favor of individual accounts with the Bank, the client may be fully or partially exempt from fees if the contract between the payee and the Bank provides that reimbursement for these payments in lieu of the payer, pay the payee. The beginning and termination of such contract payers informs the payee.

14. NATIONAL CREDIT TRANSFER IN EUR

Number	Tariff item mark	Tariff item	Amount
14.1	D11.1.	Payments to PI payment accounts	
14.1.1		National credit transfer in EUR (Payments to PI payment accounts, including time deposits with multiple payments and premium savings):	
	D11.1.3.	<ul style="list-style-type: none"> at the Bank outlet 	free of charge
14.2	D11.2.	Payments in favour of accounts business entity's maintained by the Bank	
14.2.1		National credit transfer in EUR (Foreign currency payments into domestic and foreign business entity's transaction account opened at the Bank): <i>Free of charge for payments into accounts of embassies and British Council.</i>	
	D11.2.3. D11.2.4.	<ul style="list-style-type: none"> at the Bank outlet 	1,00%, min. 10,00 HRK, max 100,00 HRK
	F4.5.2.1.	<ul style="list-style-type: none"> via on-line banking (RBA iDIREKT/RBA na dlanu service) 	0,15%, min. 8,00 HRK, max 40,00 HRK
	F4.2.2.1.	<ul style="list-style-type: none"> via telephone banking <i>The service of placing payment orders is available only to the FWR Private Banking customers.</i> 	0,15%, min. 8,00 HRK, max 50,00 HRK
14.2.2	D11.2.5.	Payments under loans in favour of accounts of Raiffeisenbank Region Graz-Thalerhof Egen, Raiffeisenbank Aichfeld Egen and Raiffeisenbank St. Stefan-Jagerberg-Wolfsberg held with the Bank	1,00%, min. 10,00 HRK, max 100,00 HRK
14.3.	D11.3.	Payments in favour of accounts at other banks within the country	
14.3.1		National credit transfer in EUR (Foreign currency payments in favour of accounts at other banks):	
	D11.3.2.	<ul style="list-style-type: none"> at the Bank outlet 	0,35%, min. 75,00 HRK, max 300,00 HRK
	F4.5.3.2.	<ul style="list-style-type: none"> via on-line banking (RBA iDIREKT/RBA na dlanu service) 	0,25%, min. 75,00 HRK, max 300,00 HRK
	F4.2.3.2.	<ul style="list-style-type: none"> via telephone banking <i>The service of placing payment orders is available only to</i> 	0,30%, min. 75,00 HRK,

		<i>the FWR Private Banking customers.</i>	max 300,00 HRK
14.3.2	F4.9.2.	National credit transfer in EUR (Urgent payments crediting an account with another bank via on-line banking (RBA iDIREKT/RBA na dlanu service))	1,30%, min. 100,00 HRK, max. 500,00 HRK

15. NATIONAL CREDIT TRANSFER IN OTHER CURRENCIES

Number	Tariff item mark	Tariff item	Amount
15.1	D11.1.	Payments to PI payment accounts	
15.1.1		National credit transfer in other currencies (Payments to PI payment accounts, including time deposits with multiple payments and premium savings):	
	D11.1.3.	• at the Bank outlet	free of charge
15.2	D11.2.	Payments in favour of accounts business entity's maintained by the Bank	
15.2.1		National credit transfer in other currencies (Foreign currency payments into domestic and foreign business entity's transaction account opened at the Bank): <i>Free of charge for payments into accounts of embassies and British Council.</i>	
	D11.2.3. D11.2.4.	• at the Bank outlet	1,00%, min. 10,00 HRK, max 100,00 HRK
	F4.5.2.1.	• via on-line banking (RBA iDIREKT/RBA na dlanu service)	0,15%, min. 8,00 HRK, max 40,00 HRK
	F4.2.2.1.	• via telephone banking <i>The service of placing payment orders is available only to the FWR Private Banking customers.</i>	0,15%, min. 8,00 HRK, max 50,00 HRK
15.3	D11.3.	Payments in favour of accounts at other banks within the country	
15.3.1		National credit transfer in other currencies (Foreign currency payments in favour of accounts at other banks):	
	D11.3.2.	• at the Bank outlet	0,35%, min. 75,00 HRK, max 300,00 HRK
	F4.5.3.2.	• via on-line banking (RBA iDIREKT/RBA na dlanu service)	0,25%, min. 75,00 HRK, max 300,00 HRK
	F4.2.3.2.	• via telephone banking <i>The service of placing payment orders is available only to the FWR Private Banking customers.</i>	0,30%, min. 75,00 HRK, max 300,00 HRK

16. INTERNATIONAL CREDIT TRANSFER IN EUR

Number	Tariff item mark	Tariff item	Amount
16.1	D11.4.	Payments in favour of accounts abroad	
16.1.1		International credit transfer in EUR (Payments in favour of accounts abroad – foreign bank's charges payable by user (SHA option)):	
	D11.4.1.	• at the Bank outlet <i>Free of charge for payments in favour of H. Stepic CEE Charity Fund.</i>	0,35%, min. 75,00 HRK, max 300,00 HRK
	F4.5.4.1.	• via on-line banking (RBA iDIREKT/RBA na dlanu service)	0,25%, min. 75,00 HRK, max 300,00 HRK
	F4.2.4.1.	• via telephone banking <i>The service of placing payment orders is available only to the FWR Private Banking customers.</i>	0,30%, min. 75,00 HRK, max 300,00 HRK
16.1.2		International credit transfer in EUR (Payments in favour of accounts abroad – foreign bank's charges payable by payer (OUR option)): <i>Cannot be selected for payments to SEPA countries.*</i>	
	D11.4.2.	• at the Bank outlet	0,50%, min. 150,00 HRK,

			max. 500,00 HRK
	F4.5.4.2.	• via on-line banking (RBA iDIREKT/RBA na dlanu service)	0,35%, min. 150,00 HRK, max. 500,00 HRK
	F4.2.4.2.	• via telephone banking <i>The service of placing payment orders is available only to the FWR Private Banking customers.</i>	0,40%, min. 150,00 HRK, max. 500,00 HRK
16.1.3	F4.9.2.	International credit transfer in EUR (Urgent payments crediting an account with another bank via on-line banking (iDIREKT/RBA na dlanu service) to SEPA countries*	1,30%, min. 100,00 HRK, max. 500,00 HRK
16.1.4	D11.4.3.	Refund of foreign pensions	free of charge

*SEPA countries include Member states (EU states, Iceland, Liechtenstein and Norway), Switzerland, Monaco and San Marino.

17. INTERNATIONAL CREDIT TRANSFER IN FOREIGN CURRENCIES OTHER THAN EURO

Number	Tariff item mark	Tariff item	Amount
17.1	D11.4.	Payments in favour of accounts abroad	
17.1.1		International credit transfer in foreign currencies other than EUR (Payments in favour of accounts abroad – foreign bank's charges payable by user (SHA option)):	
	D11.4.1.	• at the Bank outlet <i>Free of charge for payments in favour of H. Stepic CEE Charity Fund.</i>	0,35%, min. 75,00 HRK, max 300,00 HRK
	F4.5.4.1.	• via on-line banking (RBA iDIREKT/RBA na dlanu service)	0,25%, min. 75,00 HRK, max 300,00 HRK
	F4.2.4.1.	• via telephone banking <i>The service of placing payment orders is available only to the FWR Private Banking customers.</i>	0,30%, min. 75,00 HRK, max 300,00 HRK
17.1.2		International credit transfer in foreign currencies other than EUR (Payments in favour of accounts abroad – foreign bank's charges payable by payer (OUR option)): <i>Cannot be selected for payments to SEPA countries.*</i>	
	D11.4.2.	• at the Bank outlet	0,50%, min. 150,00 HRK, max. 500,00 HRK
	F4.5.4.2.	• via on-line banking (RBA iDIREKT/RBA na dlanu service)	0,35%, min. 150,00 HRK, max. 500,00 HRK
	F4.2.4.2.	• via telephone banking <i>The service of placing payment orders is available only to the FWR Private Banking customers.</i>	0,40%, min. 150,00 HRK, max. 500,00 HRK
17.1.3	D11.4.3.	Refund of foreign pensions	free of charge

*SEPA countries include Member states (EU states, Iceland, Liechtenstein and Norway), Switzerland, Monaco and San Marino.

18. COMPLAINTS FOR PAYMENT TRANSACTIONS IN FOREIGN CURRENCY

Number	Tariff item mark	Tariff item	Amount
18.1	D11.6.	Complaints in relation to orders in FX payment transactions	200,00 HRK

19. INTERNATIONAL INFLOWS

Number	Tariff item mark	Tariff item	Amount
19.1	D11.7.	International inflows (Processing foreign remittances)	7,50 HRK

20. FOREIGN CURRENCY (CASH) TRADING/EXCHANGE AND FOREIGN CHEQUE REDEMPTION*

Number	Tariff item mark	Tariff item	Amount
20.1	D12.1.	Foreign currency (cash) purchase	free of charge
20.2	D12.2.	Foreign currency (cash) sale to domestic private individuals	free of charge
20.3	D12.3.	Foreign currency (cash) sale to foreign private individuals	free of charge
20.4	D12.4.	EMU currency banknote exchange into EUR	10,00%, min 20,00 HRK

**as of 20/08/2018 the Bank is no longer redeeming foreign cheque at the exchange office*

21. OTHER SERVICES IN KUNA AND FOREIGN CURRENCY OPERATIONS**

Number	Tariff item mark	Tariff item	Amount
21.1	D13.1.	Foreign cheque acceptance (incasso) <i>When sending a cheque for collection, there may occur additional costs of the foreign bank.</i>	1,00%, min 20,00 HRK, max 250,00 HRK per cheque
21.2	D13.3.	Manipulative costs of submitting application for HROK credit report, at retail client's personal request	25,00 HRK, one-off per application (VAT included in the amount)
21.3	D13.4.	Bank payment account card replacement (current account, foreign currency account, kuna and foreign currency giro account, a vista savings account)	
21.3.1	D13.4.1.	Bank payment account card replacement in case of loss/theft or due to damage or first and/or last name change (if on behalf of minors, free of charge)	20,00 HRK
21.3.2	D13.4.2.	Bank payment account card replacement in case of loss/theft, including account blockade (if on behalf of minors, free of charge)	20,00 HRK
21.3.3	D13.4.3.	Bank payment account card replacement due to error or at the Bank's request	free of charge
21.4	D13.5.	Kuna/foreign currency savings book replacement	
21.4.1	D13.5.1	Savings book replacement in case of loss/theft or due to damage or first and/or last name change (if on behalf of minors, free of charge)	50,00 HRK
21.4.2	D13.5.2.	Savings book replacement in case of loss/theft, including account blockade	50,00 HRK
21.4.3	D13.5.3.	Savings book replacement due to error or at the Bank's request	free of charge
21.4.4	D13.5.4.	Regular replacement of filled out savings book	50,00 HRK
21.5	D13.6.	Issuance of various certificates, verified certificates, document photocopies or copies, etc.	40,00 HRK per certificate/verified certificate/document (VAT included in the amount)
21.6	D13.7.	Printout of turnover/inflow/account balance/swift certificate in the outlet (with or without verification)	5,00 HRK per page
21.7	D13.8.	Faxing various documents at the client's request	
21.7.1	D13.8.1.	• within the country	6,25 HRK (VAT included in the amount)
21.7.2	D13.8.2.	• abroad	12,50 HRK (VAT included in the amount)
21.8	D13.9.	Desisting from announced cash disbursement <i>(cash disbursement of HRK 70,000.00 or EUR 10,000.00 and more, and disbursements in other foreign currencies irrespectively of the amount, must be announced at least 2 business days before the anticipated disbursement date)</i>	
21.8.1	D13.9.1.	• in the amount of HRK 70,000.00 and more for kuna disbursements	0,50% of the announced amount

21.8.2	D13.9.2.	• in the amount of EUR 10,000.00 and more, or in the countervalue of other currencies for FX disbursements	0.50% of the announced amount, in kuna at the middle RBA exchange rate
21.9	D13.10.	Coin handling fee (debited to the entire amount of cash deposit/withdrawal/exchange) <i>*the amount free of charge is defined per client and/or account per day</i>	
21.9.1	D13.10.1.	Coin processing for cash payments or buy out of valid FX coins, in an amount exceeding the countervalue of EUR 20.00* <i>The Bank accepts coins in EUR. Minimum denomination amount that Bank accepts is 1,00 EUR.</i>	10,00%
21.9.2	D13.10.2.	Coin handling in cash withdrawal/sale of foreign currency coins in the amount equivalent to more than EUR 20.00*	10,00%
21.9.3	D13.10.3.	Coin handling in cash deposit in kuna coins in the amount exceeding 100.00 HRK* <i>(free of charge for deposit into minor's savings accounts)</i>	2,50%
21.9.4	D13.10.4.	Coin handling in cash withdrawal in kuna coins in the amount exceeding 100.00 HRK* <i>(free of charge for withdrawals from minor's savings accounts)</i>	2,50%
21.9.5	D13.10.5.	Exchange of kuna coins into kuna/foreign currency banknotes <i>(The Bank does not exchange banknotes into coins either of domestic cash or of foreign currency cash.)</i>	2,50%, min. 10,00 HRK
21.10	D13.11.	Cash disbursement of HRK 500,000.00 and more, or the countervalue of the respective amount in a foreign currency, with respect to an individual client and/or account in one day, calculated at the Bank's middle exchange rate	1.000,00 HRK
21.11	D13.12.	Execution of inheritance ruling	free of charge
21.12	D13.13.	Account transfer fee	free of charge
21.13	D13.14.	Fee for desisting from account transfer service	50,00 HRK, one-off per request
21.14	D13.15.	Sending notification on inability to close an account due to unsettled liabilities, and after a placed account transfer request	free of charge
21.15	D13.16.	Sending notification on inability to execute requested actions due to unsettled liabilities, and after a placed request for facilitating cross-border payment account opening	free of charge

***as of 20/08/2018 the Bank no longer accepts banknotes for incasso*

22. SAVINGS-DEPOSIT TRANSACTIONS

Number	Tariff item mark	Tariff item	Amount
22.1	D14.1.	Termination of non-purpose term savings deposit contract ahead of first maturity	
22.1.1	D14.1.1.	• if re-depositing less than 50% of the amount or withdrawing total amount of terminated non-purpose term savings deposit • if re-depositing at least 50% of terminated non-purpose term savings deposit	100,00 HRK 50,00 HRK
22.2	D14.2.	Termination of non-purpose term savings deposit contract, with an approved a vista interest	free of charge
22.3	D14.3.	Termination of special-purpose guarantee term deposit contract <i>(except for early termination of guarantee term deposit for loan under repayment)</i>	free of charge

23. SAFE DEPOSIT BOX

A safe deposit box can be rented for a minimum period of one year. The safe box rent fee is charged annually, in advance. The safe box rent fee depends on the safe box type and location (fee amount includes VAT). The

list of retail outlets by categories is available on www.rba.hr and at the Bank retail outlets.					
Number	Tariff item mark	Tariff item	Amount		
			Retail Outlet Category		
23.1	D15.1.	Safe Deposit Box Category	I	II	III
23.1.1	D15.1.1. D15.2.1. D15.3.1.	Sef A (10.000 cm ³)	HRK 545,00	HRK 450,00	HRK 300,00
23.1.2	D15.1.2. D15.2.2. D15.3.2.	Sef B (10.000-20.000 cm ³)	HRK 815,00	HRK 600,00	HRK 455,00
23.1.3	D15.1.3. D15.2.3. D15.3.3.	Sef C (20.000-40.000 cm ³)	HRK 1.070,00	HRK 865,00	HRK 600,00
23.1.4	D15.1.4. D15.2.4. D15.3.4.	Sef D (100.000-140.000 cm ³)	HRK 2.100,00	HRK 1.700,00	HRK 1.250,00
23.2	D15.4.	Boxes for savings books	180,00 HRK (VAT included in the amount)		
23.3	D15.5.	Lost key fee			
23.3.1	D15.5.1.	• safe deposit box key	125,00 HRK and actual cost (VAT included in the amount)		
23.3.2	D15.5.2.	• key for savings book boxes	125,00 HRK and actual cost (VAT included in the amount)		
23.4	D15.6.	Reminders to renters of safe deposit box/savings book box			
23.4.1	D15.6.1.	Notice	free of charge		
23.4.2	D15.6.2.	Reminder	free of charge		
23.4.3	D15.6.3.	Reminder prior to lawsuit	free of charge		

24. BANK INTERNAL DEPOTS

Number	Tariff item mark	Tariff item	Amount
24.1	D16.1.	Open Bank internal depots	
24.1.1	D16.1.1.	• safekeeping	free of charge
24.1.2	D16.1.2.	• safekeeping and management	free of charge

RBA DIREKT SERVICES

1. ON-LINE BANKING (RBA iDIREKT Internet Banking)

Number	Tariff item mark	Tariff item	Amount
1.1	F4.4.1.	Service admission fee	
1.1.1	F4.4.1.1.	On-line banking (Admission fee for arranging iDIREKT service) <i>Holders of the FlexiPLUS package as well as of the MAIN ACCOUNT and the SPECIAL MAIN ACCOUNT packages are not charged the fee.</i> <i>In the promotional period to 31/12/2019 no entry fee will be charged when contracting the iDIREKT service with the mToken authentication device.</i> <i>In the promotional period to 31/12/2019 no entry fee will be charged to the RBA credit card users, RBA loan users, RBA term savings deposit users neither RBA avista savings account users who do not hold a current or an FCY account,</i>	30,00 HRK one-off

		<i>or a HRK/FCY giro account.</i>	
1.1.2	F4.4.1.2.	Admission fee for arranging iDIREKT service with an already existing tDIREKT service	free of charge
1.2.	F4.4.2.	Service Fee	
1.2.1	F4.4.2.1.	On-line banking (iDIREKT service monthly fee)* <i>*In case of using to different devices, the fee is charged doubly, except to holders of the FlexiPLUS package as well as holders of the MAIN ACCOUNT and the SPECIAL MAIN ACCOUNT packages. In the promotional period to 31/12/2019 no entry fee will be charged to the RBA credit card users, RBA loan users, RBA term savings deposit users neither RBA avista savings account users who do not hold a current or an FCY account, or a HRK/FCY giro account.</i>	7,00 HRK
1.2.2	F4.4.2.2.	eRačun service usage fee	free of charge
1.3	F4.4.3.	Issuance of receipt of executed payment – sending by mail	5,00 HRK/receipt

2. ON-LINE BANKING (RBA na dlanu mobile banking)

Number	Tariff item mark	Tariff item	Amount
2.4	F4.3.5.	RBA na dlanu (mobile banking)*	
2.4.1	F4.3.5.1.	Admission fee for arranging RBA na dlanu	free of charge
2.4.2	F4.3.5.2.	Monthly fee for RBA na dlanu	free of charge

*a precondition for arrangement of the service RBA na dlanu is a previous arrangement of iDIREKT service

3. RBA mDIREKT (SMS banking)

Number	Tariff item mark	Tariff item	Amount
3.1	F4.3.1.	mDIREKT Account balance	
3.1.1	F4.3.1.1.	Admission fee for arranging mDIREKT Account balance service	free of charge
3.1.2	F4.3.1.2.	Monthly fee for mDIREKT Account balance service <i>The FlexiIDEAL, FlexiLINK, FlexiFIT, FlexiGOLD, FlexiPREMIUM and FlexiPREMIUM PLUS package holders do not pay the fee.</i>	5,00 HRK monthly per GSM number
3.2	F4.3.4.	mDIREKT Credit cards	
3.2.1	F4.3.4.1.	Admission fee for arranging mDIREKT Credit cards service	free of charge
3.2.2	F4.3.4.2.	Monthly fee for mDIREKT Credit cards service <i>The FlexiSENIOR, FlexiIDEAL, FlexiLINK, FlexiFIT, FlexiGOLD, FlexiSPECIAL, FlexiSPECIAL PLUS, FlexiPREMIUM, FlexiPREMIUM PLUS package holders and credit cardholders who have Visa Gold PLUS and Visa Platinum PLUS contracted service do not pay the fee.</i>	3,00 HRK per credit card

4. RBA tDIREKT (telephone banking)

Number	Tariff item mark	Tariff item	Amount
4.1	F4.1.1.	Service admission fee	
4.1.1	F4.1.1.1.	Admission fee for arranging tDIREKT service	50,00 HRK one-off
4.1.2	F4.1.1.2.	Admission fee for arranging tDIREKT service with an already existing iDIREKT service	free of charge
4.2	F4.1.2.	Monthly fee for tDIREKT service* <i>*In case of using to different devices double fee is charged.</i>	10,00 HRK
4.3	F4.1.3.	Issuance of receipt of executed payment – sending by mail <i>The service of certificate issuance is available only to the FWR Private Banking customers</i>	5,00 HRK/receipt

5. SERVICE CANCELLATION

Number	Tariff item mark	Tariff item	Amount
5.1	F4.6.1.	Service cancellation by user without return of device	free of charge
5.2	F4.6.2.	Service cancellation by the Bank without return of device	free of charge
5.3	F4.6.3.	Service blockage at the Bank's request	free of charge

6. DEVICE FEES

Number	Tariff item mark	Tariff item	Amount
6.1	F4.7.1.	Issuance of additional or new device due to loss/theft or damage caused by user – takeover at RBA outlet	120,00 HRK one-off
6.2	F4.7.2.	Issuance of additional or new device due to loss/theft or damage caused by user – delivery to home address	150,00 HRK one-off
6.3	F4.7.3.	Issuance of mToken	free of charge
6.4	F4.7.4.	Reissuance of mToken due to loss of PIN or loss/theft of mobile phone or locking of mToken	free of charge
6.5	F4.7.5.	Replacement of device due to error or at the Bank's request	free of charge
6.6	F4.7.6.	First issuance of card reader <i> Holders of the SPECIAL MAIN ACCOUNT package are not charged the fee for first issuance of CAP card reader. In the promotional period to 31/12/2019 no fee will be charged for the first issuance of CAP card reader.</i>	100,00 HRK one-off

7. RBA eBROKER

Number	Tariff item mark	Tariff item	Amount
7.1	F4.8.1.	Admission fee for arranging eBroker service	free of charge
7.2	F4.8.2.	Monthly fee for eBroker service <i>The FlexiPLUS current account holders do not pay the fee.</i>	10,00 HRK

CARD TRANSACTION

1. ISSUANCE OF DEBIT CARDS

Number	Tariff item mark	Tariff item	Amount
1.1	F2.1.	Debit card under current account	
1.1.1	F2.1.1.	Account debit card issuance	
1.1.1.1	F2.1.1.1.	Primary account card issuance <i> Holders of the FlexiPLUS package as well as holders of the MAIN ACCOUNT and the SPECIAL MAIN ACCOUNT packages are not charged the fee for the first issuance of the primary account card.</i>	25,00 HRK (for first issuance)
1.1.1.2	F2.1.1.2.	Additional card issuance to a person authorized under the account <i>The FlexiIDEAL, FlexiLINK, FlexiFIT, FlexiGOLD, FlexiPREMIUM, FlexiPREMIUM PLUS, FlexiSPECIJAL and Flexi SPECIJAL PLUS package holders do not pay the fee for account card issuance.</i>	25,00 HRK (for first issuance)
1.1.1.3	F2.1.1.3.	Second main or second additional account card issuance	50,00 HRK one-off
1.1.2	F2.1.1.4.	Annual fee for debit cards	free of charge
1.1.3	F2.1.1.5.	Closing of debit card	free of charge
1.1.4	F2.1.1.6.	Instant issuing of debit card	20,00 HRK one-off
1.2	F2.2.	Visa Electron debit card under foreign currency account	
1.2.1	F2.2.1.	Issuance of Visa Electron debit card under foreign currency account	
1.2.1.1	F2.2.1.1.	Main Visa Electron debit card issuance	25,00 HRK (for first issuance)

1.2.1.2	F2.2.1.2.	Additional Visa Electron card issuance to a person authorized under the account	25,00 HRK one-off
1.2.1.3	F2.2.1.3.	Second main or second additional Visa Electron account card issuance	50,00 HRK one-off

2. CASH WITHDRAWAL WITH DEBIT CARD

Number	Tariff item mark	Tariff item	Amount
2.1	F2.1.	Debit card under current account	
2.1.1	F2.1.7.	Cash withdrawal with debit card: (maximum daily cash withdrawal limit at ATMs and EFT POS devices in the country and abroad is HRK 5,000.00)	
2.1.1.1	F2.1.7.1.	• at the Bank's ATMs	free of charge
2.1.1.2	F2.1.7.2.	• at other banks' ATMs within the country	1,50%, min 20,00 HRK
2.1.1.3	F2.1.7.3.	• at ATMs abroad	1,50%, min 20,00 HRK
2.1.1.4	F2.1.7.4.	• at other banks' EFT POS in the country and Croatian Post	not applicable
2.1.1.5	F2.1.7.5.	• at EFT POS abroad	1,50%, min 20,00 HRK
2.1.1.6	F2.1.7.6.	• at the Bank's EFT POS	1,50%, min 20,00 HRK
2.2	F2.2.	Visa Electron debit card under foreign currency account	
2.2.1	F2.2.7.	Cash withdrawals with debit card: (maximum daily cash withdrawal limit at ATMs and EFT POS devices in the country and abroad is HRK 5,000.00 or the countervalue of a currency in the FX Account)	
			Fee amount in foreign currency:
			EUR card in EUR
			USD card in USD
			not applicable
			not applicable
2.2.1.1	F2.2.7.1.	• at the Bank's ATMs	free of charge
2.2.1.2	F2.2.7.2.	• at other banks' ATMs within the country	1,50%, min 2,60 EUR
2.2.1.3	F2.2.7.3.	• at ATMs abroad	1,50%, min 2,60 EUR
2.2.1.4	F2.2.7.4.	• at the Banks EFT POS	not applicable
2.2.1.5	F2.2.7.5.	• at other banks' EFT POS in the country and Croatian Post	1,50%, min 2,60 EUR
2.2.1.6	F2.2.7.6.	• at EFT POS abroad	1,50%, min 2,60 EUR

3. PAYMENT WITH DEBIT CARDS

Number	Tariff item mark	Tariff item	Amount
3.1	F2.1.	Debit card under current account	
3.1.1	F2.1.8.	Payment at EFT POS in the country and abroad	free of charge
3.1.2	F2.1.9.	Payment at the Bank's EFT POS	free of charge
3.2	F2.2.	Visa Electron debit card under foreign currency account	
3.2.1	F2.2.8.	Payment at EFT POS	
			Fee amount in foreign currency:
			EUR card in EUR
			USD card in USD
3.2.1.1	F2.2.8.1.	Payment at EFT POS in the country and abroad	free of charge
3.2.1.2	F2.2.8.2.	Payment at the Bank's EFT POS	free of charge

4. OTHER FEES FOR DEBIT CARDS

Number	Tariff item mark	Tariff item	Amount
4.1	F2.1.	Debit card under current account	
4.1.1	F2.1.2.	Card replacement	
4.1.1.1	F2.1.2.1.	Card replacement/issuance in case of loss/theft	50,00 HRK
4.1.1.2	F2.1.2.2.	Card replacement/issuance due to damage or first and/or last name change	50,00 HRK
4.1.1.3	F2.1.2.3.	Card replacement due to error or at the Bank's request	free of charge

4.1.2	F2.1.3.	PIN issuance	
4.1.2.1	F2.1.3.1.	First PIN issuance	free of charge
4.1.2.2	F2.1.3.2.	PIN reissue	20,00 HRK
4.1.3	F2.1.4.	Resending the undelivered card to the client's address within 60 days' period	25,00 HRK
4.1.4	F2.1.5.	Expenses due to unjustifiably disputed card transaction	20,00% of the amount of the complaint, min. 20,00 EUR in kuna equivalent
4.1.5	F2.1.6.	Cash deposit	
4.1.5.1	F2.1.6.1.	• at the Bank's ATMs	free of charge
4.1.6	F2.1.10.	Other fees	
4.1.6.1	F2.1.10.1.	Card PIN change at the Bank's ATM	15,00 HRK
4.1.7	F2.1.11.	RBA mCard	
4.1.7.1	F2.1.11.1.	Fee for mobile application RBA mCard	free of charge
4.1.7.2	F2.1.11.2.	Fee for card included in mobile application RBA mCard	free of charge
4.2	F2.2.	Visa Electron debit card under foreign currency account	
4.2.1	F2.2.2.	Card replacement	
4.2.1.1	F2.2.2.1.	Card replacement/issuance in case of loss/theft	50,00 HRK
4.2.1.2	F2.2.2.2.	Card replacement/issuance due to damage or first and/or last name change	50,00 HRK
4.2.1.3	F2.2.2.3.	Card replacement due to error or at the Bank's request	free of charge
4.2.2	F2.2.3.	PIN reissue	20,00 HRK
4.2.3	F2.2.4.	Resending the undelivered card to the client's address within 60 days' period	25,00 HRK
4.2.4	F2.2.5.	Expenses due to unjustifiably disputed card transaction	20,00% of the amount of the complaint, min. 20,00 EUR in kuna equivalent
4.2.5	F2.2.6.	Cash deposit	
			Fee amount in foreign currency:
			EUR card in EUR
			USD card in USD
4.2.5.1	F2.2.6.1.	• at the Bank's ATMs	not applicable
4.2.6	F2.2.9.	Other fees	
4.2.6.1	F2.2.9.1	Card PIN change at the Bank's ATM	15,00 HRK
4.2.6.2	F2.2.9.2.	Card PIN change at other banks' ATMs in the country and abroad	not applicable
4.2.6.3	F2.2.9.3.	Fee for the 3rd and every following consecutively unapproved authorization at an ATM	free of charge
4.2.6.4	F2.2.9.4.	Sending a slip copy from a sales venue to an address in Croatia upon holders complaint	free of charge
4.2.6.5	F2.2.9.5.	Sending a slip copy from a sales venue to an address abroad upon holders complaint	free of charge
4.2.6.6	F2.2.9.6.	Using card for installment payment	free of charge
4.2.6.7	F2.2.9.7.	Delivery of card retained at an ATM in the country	free of charge
4.2.6.8	F2.2.9.8.	Delivery of card retained at an ATM abroad	free of charge
4.2.6.9	F2.2.9.9.	Downpayment at the Bank's ATM	not applicable
4.2.7	F2.2.10.	RBA mCard	
4.2.7.1	F2.2.10.1.	Fee for mobile application RBA mCard	free of charge
4.2.7.2	F2.2.10.2.	Fee for card included in mobile application RBA mCard	free of charge

5. ISSUANCE OF CREDIT CARD (Personal credit cards – MasterCard i Visa)

Number	Tariff item mark	Tariff item	Amount
5.1	F2.3.1.	Registration and membership fees	
5.1.1	F2.3.1.1.	Issuance of credit card (Registration fee for the main Mastercard, Visa Classic, Visa IF, Visa Gold and Visa	free of charge

		Platinum card holder)	
5.1.2	F2.3.1.2.	Issuance of credit card (Registration fee for an additional Mastercard, Visa Classic, Visa IF, Visa Gold and Visa Platinum card holder)	free of charge
5.1.3	F2.3.1.3.	Issuance of credit card (Membership fee for the main Mastercard, Visa Classic and Visa IF card holder) (card holders who do not pay the total debt in the former billing cycle as well as <i>FlexiSENIOR</i> , <i>FlexiIDEAL</i> , <i>FlexiLINK</i> , <i>FlexiFIT</i> and <i>FlexiSPECIAL</i> package holders do not pay fee for the main Mastercard, Visa Classic or Visa IF credit card user in the month in which they have service contracted)	19,00 HRK monthly
5.1.4	F2.3.1.4.	Issuance of credit card (Membership fee for an additional MasterCard, Visa Classic and Visa IF card holder) (card holders who do not pay the total debt in the former billing cycle do not pay fee in the month in which they have service contracted)	9,00 HRK monthly
5.1.5	F2.3.1.5	Issuance of credit card (Membership fee for the main Visa Gold card holder) (card holders who do not pay the total debt in the former billing cycle, <i>FlexiGOLD</i> , <i>FlexiPREMIUM</i> , <i>FlexiFIT</i> and <i>FlexiSPECIAL</i> package holders as well as Visa Gold PLUS card holders do not pay fee for the main Visa Gold credit card user in the month in which they have service contracted)	19,00 HRK monthly
5.1.6	F2.3.1.6.	Issuance of credit card (Membership fee for an additional Visa Gold card holder) (card holders who do not pay the total debt in the former billing cycle as well as <i>Visa Gold PLUS</i> for additional card holders do not pay fee for the additional Visa Gold credit card user in the month in which they have service contracted)	9,00 HRK monthly
5.1.7	F2.3.1.7.	Issuance of credit card (Membership fee for the main Visa Platinum card holder) (card holders who do not pay the total debt in the former billing cycle, <i>FlexiPREMIUM PLUS</i> and <i>FlexiSPECIAL PLUS</i> package holders as well as <i>Visa Platinum PLUS</i> card holders do not pay fee for the main Visa Platinum credit card user in the month in which they have service contracted)	19,00 HRK monthly
5.1.8	F2.3.1.8.	Issuance of credit card (Membership fee for an additional Visa Platinum card holder) (card holders who do not pay the total debt in the former billing cycle as well as <i>Visa Platinum PLUS</i> for additional card holders do not pay fee for the additional Visa Platinum credit card user in the month in which they have service contracted)	9,00 HRK monthly
5.1.9	F2.3.1.9.	Regular card issuance – first issuance (primary and additional card holder)	free of charge
5.1.9.1	F2.3.1.9.1.	Regular card issuance - reissuance (primary card holder)	free of charge
5.1.9.2	F2.3.1.9.2.	Regular card issuance – reissuance (additional card holder)	free of charge

6. CASH WITHDRAWAL WITH CREDIT CARD

Number	Tariff item mark	Tariff item	Amount
6.1	F2.3.2.	Cash withdrawals with credit card:	
6.1.1	F2.3.2.1.	• at the Bank's ATM	2,50% + 20,00 HRK
6.1.1.1	F2.3.2.1.1.	• at the Bank's EFT POS	not applicable

6.1.2	F2.3.2.2.	• at other banks' ATMs within the country	2,50% + 20,00 HRK
6.1.3	F2.3.2.3.	• at other banks' ATMs abroad	2,50% + 20,00 HRK
6.1.4	F2.3.2.4.	• at other banks' EFT POS and imprinter within the country	2,50% + 20,00 HRK
6.1.5	F2.3.2.5.	• at EFT POS and imprinters abroad	2,50% + 20,00 HRK

7. PAYMENT WITH CREDIT CARD

Number	Tariff item mark	Tariff item	Amount
7.1	F2.3.3.	Non-cash transaction	
7.1.1	F2.3.3.1.	Payment at EFT POS in the country	free of charge
7.1.2	F2.3.3.2.	Payment at EFT POS abroad	free of charge
7.1.3	F2.3.3.3.	Payment at the Bank's EFT POS	free of charge
7.1.4	F2.3.3.4.	Direct debit order execution in favour of an account at the Bank for settling charges incurred by means of card usage	free of charge

8. OTHER FEES FOR CREDIT CARD

Number	Tariff item mark	Tariff item	Amount
8.1	F2.3.4.	Information via a credit card statement on charges incurred by means of card usage and payments	free of charge
8.2	F2.3.5.	One-time fees	
8.2.1	F2.3.5.1.	Notices and reminders	
8.2.1.1	F2.3.5.1.1.	Notice on unsettled card debt	free of charge
8.2.1.2	F2.3.5.1.2.	First reminder of unsettled card debt	free of charge
8.2.1.3	F2.3.5.1.3.	Second reminder of unsettled card debt	free of charge
8.2.1.4	F2.3.5.1.4.	Credit card cancellation	100,00 HRK
8.2.1.5	F2.3.5.1.5.	Reminder prior to a lawsuit	free of charge
8.2.1.6	F2.3.5.1.6.	Reminder of charges above the approved spending limit	free of charge
8.2.1.7	F2.3.5.1.7.	Reminder prior to credit card cancellation	free of charge
8.2.2	F2.3.5.2.	Other fees	
8.2.2.1	F2.3.5.2.1.	Card replacement in case of loss/theft	50,00 HRK
8.2.2.2	F2.3.5.2.2.	Card replacement due to damage or first and/or last name change	50,00 HRK
8.2.2.3	F2.3.5.2.3.	Card replacement due to error or at the Bank's request	free of charge
8.2.3	F2.3.5.2.4.	PIN issuance	
8.2.3.1	F2.3.5.2.4.1.	First PIN issuance	free of charge
8.2.3.2	F2.3.5.2.4.2.	PIN reissue	20,00 HRK
8.2.4	F2.3.5.2.5.	Resending the undelivered card to the client's address within 60 days' period	30,00 HRK
8.2.5	F2.3.5.2.6.	Expenses due to unjustifiably disputed card transaction	20,00% of the amount of the complaint, min 20,00 EUR in kuna equivalent
8.2.6	F2.3.5.2.7.	Reissung credit card statement, credit card debt certificate, certificate for transaction at the client's request	36,90 HRK per issued document (VAT included in the amount)
8.2.7	F2.3.5.2.8.	Change of the spending limit per credit card	40,00 HRK
8.2.8	F2.3.5.2.9.	Credit card cancellation by the client	free of charge
8.2.9	F2.3.5.3.0.	Overrun of the approved spending limit	free of charge
8.2.10	F2.3.5.3.1.	Urgent card/PIN issuance at the client's request – delivery in the country	free of charge
8.2.11	F2.3.5.3.2.	Urgent card/PIN issuance at the client's request – delivery abroad	free of charge
8.2.12	F2.3.5.3.3.	Reporting loss, cancellation and theft of credit card	free of charge
8.2.13	F2.3.5.3.4.	Card PIN change at the Bank's ATM	15,00 HRK
8.2.14	F2.3.5.3.5.	Card PIN change at other banks' ATMs in the country and	not applicable

		abroad	
8.2.15	F2.3.5.3.6.	Fee for the 3rd and every following consecutively unapproved authorization at an ATM	free of charge
8.2.16	F2.3.5.3.7.	Card seizure at a sales venue	free of charge
8.2.17	F2.3.5.3.8.	Sending a slip copy from a sales venue to an address in Croatia upon holders complaint	free of charge
8.2.18	F2.3.5.3.9.	Sending a slip copy from a sales venue to an address abroad upon holders complaint	free of charge
8.2.19	F2.3.5.4.0.	Maturity date change	free of charge
8.2.20	F2.3.5.4.1.	Fee for expenses specification at request	free of charge
8.2.21	F2.3.5.4.2.	Using Cards in Installment Purchase	
8.2.21.1	F2.3.5.4.2.1.	Dividing purchase amounts into installments at the POS device of RBA contractual partners	free of charge
8.2.21.2	F2.3.5.4.2.2.	Dividing purchase amounts into installments by contacting the Call Centre	HRK 20.00
8.2.21.3	F2.3.5.4.2.3.	Dividing purchase amounts into installments using the iDIREKT Internet Banking	HRK 15.00
8.2.21.4	F2.3.5.4.2.4.	Dividing purchase amounts into installments using the RBA na dlanu application	not applicable
8.2.21.5	F2.3.5.4.2.5.	Dividing purchase amounts into installments using the sms mDIREKT Credit Cards	not applicable
8.2.21.6	F2.3.5.4.2.6.	Early repayment of installment purchase or changing the number of installments	HRK 20.00
8.2.22	F2.3.5.4.3.	Delivery of card retained at an ATM in the country	free of charge
8.2.23	F2.3.5.4.4.	Delivery of card retained at an ATM abroad	free of charge
8.2.24	F2.3.5.4.5.	Compensation to finder of a card issued by the Bank debiting the card holder	free of charge
8.2.25	F2.3.5.4.6.	Downpayment at the Bank's ATM	not applicable
8.2.26	F2.3.5.4.7.	Mastercard PLUS / Visa PLUS (contains UNIQA travel health insurance with insurance in case of death due to the accident). Can be contracted only with Mastercard, Visa Classic and Visa Iris Fashion credit card.	100,00 HRK annually
8.2.27	F2.3.5.4.8.	Fee for issuing card in promotional activities, prize competition and similar.	free of charge
8.2.28	F2.3.5.4.9.	Visa Platinum PLUS main cardholder (contains UNIQA travel health insurance with insurance in case of death due to the accident, additional health insurance and Priority Pass service as a gift). Can be contracted only with Visa Platinum credit card. <i>Without fee for the first year if service is not cancelled minimum 2 years. The FlexiPREMIUM PLUS and FlexiSPECIJAL PLUS package holders do not pay the annual fee for the main Visa Platinum PLUS credit card user.</i>	900,00 HRK annually
8.2.29	F2.3.5.4.10.	Visa Platinum PLUS additional cardholder (contains UNIQA travel health insurance with insurance in case of death due to the accident, additional health insurance and Priority Pass service as a gift). Can be contracted only with Visa Platinum credit card.	600,00 HRK annually
8.2.30	F2.3.5.4.11.	Visa Gold PLUS main cardholder (contains UNIQA travel health insurance with insurance in case of death due to the accident and Oryx Roadside Assistance). Can be contracted only with Visa Gold credit card.	400,00 HRK annually
8.2.31	F2.3.5.4.12.	Visa Gold PLUS additional cardholder (contains UNIQA travel health insurance with insurance in case of death due to the accident and Oryx Roadside	400,00 HRK annually

		Assistance). Can be contracted only with Visa Gold credit card.	
8.3	F2.3.5.5.	RBA mCard	
8.3.1	F2.3.5.5.1.	Fee for mobile application RBA mCard	free of charge
8.3.2	F2.3.5.5.2.	Fee for card included in mobile application RBA mCard	free of charge

9. ZLATNA RBICA REWARDS PROGRAM

Number	Tariff item mark	Tariff item	Amount
9.1	F.2.4.1.	Entry fee for Zlatna RBICA rewards program	no entry fee
9.2	F.2.4.2.	Membership fee for Zlatna RBICA rewards program	no membership fee

SPECIFIC CHARACTERISTICS OF FEE CALCULATION AND COLLECTION BY BUSINESS FIELDS RETAIL BANKING FEES

Fees in kuna and foreign currency banking

The fee for executing cashless and cash payment transactions in retail kuna and foreign currency accounts shall be calculated and charged upon executing the particular transaction. Fees for other services in kuna and foreign currency business operations shall be charged once in advance or upon executing the transaction.

For services in foreign exchange transactions with retail customers, if the fee should be charged from the Service User's foreign currency account held with RBA, the RBA buy exchange rate for FX valid on the day of charging it shall be used.

When the following services: National credit transfer in kuna, EUR and other foreign currencies and International credit transfer in EUR and in foreign currencies other than EUR are executed via on-line banking service (RBA iDIREKT Internet banking and RBA na dlanu mobile banking), and when the fee is charged from the Account Holder's FX Account with RBA, the RBA middle exchange rate valid as on the day of calculation shall be applicable.

The fee calculated for kuna and foreign currency business transactions shall be charged from the Service User's account or by cash payment.

Fees for banking services in giro accounts, current account and foreign currency account, foreign currency giro account and a vista savings account

The fee for payment service transactions and credit transfers and the fee for other services are computed as upfront fees or upon executing each transaction, and charged to the account or in cash.

The account management fee (if defined under the Decision on Service Fees) is calculated monthly, in arrears, and debited from the account for all accounts that are active as on the date of fee collection processing.

The account management fee is charged if the funds to cover the total fee amount are available in the account, irrespective of there being any actual movement in the account or not.

- *The current account management fee* is not charged for the current account in which the overdraft/frame loan was used in the month for which the fee is charged.
- *The foreign currency account and the foreign currency giro account management fee* is charged by debiting the currencies of which there is a balance in the account, listed by the currency letter codes, and the currency EUR being placed first. The currency and the posting amount are selected by collecting the amount by currencies until the moment of settling the total fee amount. If the funds to cover the total fee amount are not available after collection from all available currencies, fee payment is not executed. The fee amount is defined in the kuna, and for calculation into a particular currency the FC buy exchange rate shall be applicable.

FlexiPLUS package monthly management fee

The FlexiPLUS package management fee is calculated at the beginning of the month, in arrears, for all current accounts that are active as on the last day of the fee collection period. The package management fee is calculated for the entire month, regardless of the date of contracting the respective package.

Fees for use of the RBA DIREKT services

The fee for using the services shall be calculated monthly, in arrears, and charged from the account. RBA DIREKT services fee shall be charged for the entire month, regardless of the number of usage days.

Other fees shall be calculated upon executed transaction (fee for executing transactions through the RBA Direkt service) or in advance (access fee), and debited from the account or settled by cash payment.

The fee for using the services shall be charged from the account that was active as on the day of fee collection processing, in the following order:

1. current account
2. foreign currency account
3. kuna giro account
4. foreign currency giro account.

If a client has several identical products contracted (several identical types of accounts), the service usage fee shall be charged by the increasing number of the account number.

If there are not sufficient assets in any of the above accounts at the moment of fee processing, the processing shall be restarted in the same order and make the first account from the defined sequence to overrun.

When the fee is charged from an FC account or an FC giro account, the currency of the highest balance shall be debited. If there are not sufficient assets to collect the fee in any of the available currencies, the fee shall be charged from and FC account in which the EUR balance shall be made to overrun.

Card banking fees

The fees for transactions executed at ATMs and POS terminals by using the Bank debit and credit cards, shall be calculated upon the transaction execution, and charged by debiting the account for which the fee was calculated. Other fees regarding card banking shall be calculated in advance or upon executing the transaction, and collected from the account or by cash payment.

Excerpts from the Decision on Service Fees are available on: www.rba.hr, RBA business network and RBA INFO phone 072 62 62 62.

Applicable as of 16th March, 2019