

## TRANSACTION FEES FOR PRIVATE INDIVIDUALS

(Applicable as of 06<sup>th</sup> April, 2020)

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.	Opening a vista savings account <i>Users of FlexiSTART, FlexiFIT, FlexiPREMIUM PLUS, FlexiSPECIJAL, FlexiSPECIJAL PLUS, PremiumSILVER, PremiumGOLD and PremiumPLATINUM package 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.	<b>Current account management</b>	
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"> <li>• in a minor's name</li> <li>• blocked due to card loss/theft</li> <li>• for which the FlexiPLUS package, Premium package and the MAIN ACCOUNT and SPECIAL MAIN ACCOUNT packages were agreed</li> </ul>	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"> <li>• in a minor's name</li> <li>• blocked due to card loss/theft</li> <li>• for which the FlexiPLUS package, Premium package and the MAIN ACCOUNT and SPECIAL MAIN ACCOUNT packages were agreed</li> </ul>	9.00 HRK per month
2.1.3	D2.1.3.	Managing pension payment current account <i>The fee is not charged for the current account:</i> <ul style="list-style-type: none"> <li>• in a minor's name</li> <li>• blocked due to card loss/theft</li> <li>• for which the FlexiPLUS package, Premium package and the MAIN ACCOUNT and SPECIAL MAIN ACCOUNT packages were agreed</li> </ul>	4.00 HRK per month
2.1.4	D2.1.5.	Managing special purpose account	free of charge
2.2	D2.2.	<b>Management of other accounts</b>	
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"> <li>• in a minor's name</li> <li>• blocked due to card loss/theft</li> <li>• to users of FlexiSTART, FlexiFIT, FlexiSTUDENT, FlexiPREMIUM PLUS, FlexiSPECIJAL, FlexiSPECIJAL PLUS, PremiumSILVER, PremiumGOLD and PremiumPLATINUM package</li> </ul>	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"> <li>• in a minor's name</li> <li>• blocked due to card loss/theft</li> <li>• to users of FlexiSTART, FlexiFIT, FlexiPREMIUM PLUS, FlexiSPECIJAL, FlexiSPECIJAL PLUS, PremiumSILVER, PremiumGOLD and PremiumPLATINUM package</li> </ul>	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"> <li>• in a minor's name</li> <li>• blocked due to card loss/theft</li> <li>• to users of FlexiSTART, FlexiFIT, FlexiPREMIUM PLUS, FlexiSPECIJAL, FlexiSPECIJAL PLUS, PremiumSILVER, PremiumGOLD and PremiumPLATINUM package</li> </ul>	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 <i>The fee is not charged for proxies in:</i> <ul style="list-style-type: none"> <li>• a vista savings account</li> <li>• kuna/foreign currency savings book</li> </ul> <i>The fee is not charged for account use by proxy for the accounts included in the FlexiSTART, FlexiFIT, FlexiSTUDENT, FlexiPREMIUM PLUS, FlexiSPECIJAL, FlexiSPECIJAL PLUS, PremiumSILVER, PremiumGOLD and PremiumPLATINUM packages</i>	2.00 HRK per month

### 3. USE OF FlexiPLUS AND PREMIUM PACKAGE (package of services)

Number	Tariff item mark	Tariff item	Amount
<b>3.1</b>	<b>D2.3.</b>	<b>Use of FlexiPLUS package (package of services)</b>	
3.1.1	D2.3.1.	Use of FlexiSTART package	29.00 HRK per month
3.1.2	D2.3.2.	Use of FlexiIDEAL package	59.00 HRK per month
3.1.3	D2.3.3.	Use of FlexiPREMIUM package	89.00 HRK per month
3.1.4	D2.3.4.	Use of FlexiPREMIUM PLUS package	109.00 HRK per month
3.1.5	D2.3.5.	Use of FlexiGOLD package	89.00 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	79.00 HRK per month
3.1.9	D2.3.11. D2.3.11.1. D2.3.11.2.	Use of FlexiFIT package	59.00 HRK per month
3.1.10	D2.3.12.	Use of FlexiSPECIJAL package	55.00 HRK per month
3.1.11	D2.3.13.	Use of FlexiSPECIJAL PLUS package	99.00 HRK per month
<b>3.2</b>	<b>D2.4.</b>	<b>Use of other account packages</b>	
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
<b>3.3</b>	<b>D2.5.</b>	<b>Use of other account packages</b>	
3.3.1	D2.5.1.	Use of PremiumSILVER package – basic fee <ul style="list-style-type: none"> <li>• fee with Discount 1 is 59.00 HRK per month</li> <li>• fee with Discount 2 is 29.00 HRK per month</li> </ul> <i>Conditions for qualification for the fee with Discount 1 or for the fee with Discount 2 are set out in the General Terms and Conditions of RBA FlexiPLUS and Premium packages</i>	79.00 HRK per month
3.3.2	D2.5.2.	Use of PremiumGOLD package – basic fee <ul style="list-style-type: none"> <li>• fee with Discount 1 is 79.00 HRK per month</li> <li>• fee with Discount 2 is 59.00 HRK per month</li> </ul> <i>Conditions for qualification for the fee with Discount 1 or for the fee with Discount 2 are set out in the General Terms and Conditions of RBA FlexiPLUS and Premium packages</i>	109.00 HRK per month
3.3.3	D2.5.3.	Use of PremiumPLATINUM package – basic fee <ul style="list-style-type: none"> <li>• fee with Discount 1 is 119.00 HRK per month</li> <li>• fee with Discount 2 is 109.00 HRK per month</li> </ul> <i>Conditions for qualification for the fee with Discount 1 or for the fee with Discount 2 are set out in the General Terms and Conditions of RBA FlexiPLUS and Premium packages</i>	159.00 HRK per month

#### 4. PAYMENT ACCOUNT CLOSING AND FlexiPLUS AND PREMIUM 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 FlexiPLUS package	free of charge
4.4	D3.7.	Closing Premium package	free of charge

#### 5. STANDING ORDER (standing order)

Number	Tariff item mark	Tariff item	Amount
5.1	D5.1.	<b>Arranging standing order</b>	free of charge
5.2	D5.2.	<b>Standing order execution</b>	
5.2.1	D5.2.1.	Standing order execution in favour of retail accounts at the Bank	free of charge
5.2.2	D5.2.2.	Standing order execution in favour of transaction accounts of business entities at the Bank <i>Users of FlexiIDEAL, FlexiLINK, FlexiFIT, FlexiGOLD, FlexiPREMIUM, FlexiPREMIUM PLUS, FlexiSPECIJAL, FlexiSPECIJAL PLUS, PremiumGOLD and PremiumPLATINUM packages do not pay the fee, if the payment was executed from the current account.</i>	0.20% of the amount, min 1.00 HRK, max 20.00 HRK
5.2.3	D5.2.3.	Standing order execution in favour of transaction accounts outside the Bank	0.25% of the amount, min 1.00 HRK, max 50.00 HRK
5.3	D5.3.	<b>Standing order closing</b>	free of charge

#### 6. DIRECT DEBIT (SEPA direct debit)

Number	Tariff item mark	Tariff item	Amount
6.1	D5.4.	<b>Execution of SEPA direct debit order</b>	
6.1.1	D5.4.1.	Execution of SEPA direct debit order in favour of transaction accounts of business entities at the Bank <i>Users of FlexiIDEAL, FlexiLINK, FlexiFIT, FlexiGOLD, FlexiPREMIUM PLUS, FlexiPREMIUM, FlexiSPECIJAL, FlexiSPECIJAL PLUS, PremiumGOLD and PremiumPLATINUM packages do not pay the fee, if the payment was executed from the current account.</i>	0.20% of the amount, min 1.00 HRK, max 20.00 HRK
6.1.2	D5.4.2.	Execution of SEPA direct debit order to the credit of transaction accounts outside the Bank	0.25% of the amount, min 1.00 HRK, max 50.00 HRK
6.2	D5.5.	Non-execution of SEPA direct debit order <i>Fee is charged when account holder fails to ensure account coverage for execution of SEPA direct debit order. Holders of the MAIN ACCOUNT and the SPECIAL MAIN ACCOUNT packages are not charged the fee for non-execution of SEPA direct debit order.</i>	5.00 HRK per order
6.3	D5.6.	Rejection of authorized SEPA direct debit order	25.00 HRK per order
6.4	D5.7.	Refund for executed authorized SEPA direct debit order	25.00 HRK per order
6.5	D5.8.	Obtaining copy of SEPA direct debit 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.	SEPA direct debit restriction entry and update <i>Relating to general restrictions on SEPA direct debit order execution, blacklisted and whitelisted entries, restricted list entries relating to amount and/or frequency of execution.</i>	25.00 HRK per template

<b>6.7</b>	<b>D5.10.</b>	Cost of disputed SEPA direct debit order without grounds <i>Fee is charged when account holder request without grounds a refund in respect of an authorized SEPA direct debit order more than 8 weeks from the execution date.</i>	50.00 HRK per order
------------	---------------	---	------------------------

## 7. REPORTING

Number	Tariff item mark	Tariff item	Amount
<b>7.1</b>	<b>D6.1.</b>	<b>Information on account balance and turnover under payment accounts</b>	
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
7.2.	D6.2.	The Statement on Fees for payment account (SOF)	free of charge

## 8. OVERDRAFT

Number	Tariff item mark	Tariff item	Amount
<b>8.1</b>	<b>D8.1.</b>	Approval of credit under current account	free of charge
<b>8.2</b>	<b>D8.2.</b>	Change of current account overdraft	free of charge
<b>8.3</b>	<b>D8.3.</b>	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
<b>9.1</b>	<b>D9.1.</b>	Notice	free of charge
<b>9.2</b>	<b>D9.2.</b>	Reminder	free of charge
<b>9.3</b>	<b>D9.3.</b>	Reminder prior to lawsuit	free of charge
<b>9.4</b>	<b>D9.4.</b>	Cancellation of a payment account agreement	free of charge

## 10. ACCOUNT BLOCKAGE – based on court order

Number	Tariff item mark	Tariff item	Amount
<b>10.1</b>	<b>D10.1.</b>	<b>Execution</b>	
10.1.1	D10.1.1.	Execution order grounds for payment - internal	free of charge
10.1.2	D10.1.2.	Execution order grounds for payment - external	2.00 HRK

## 11. PAYMENT TRANSACTIONS AT THE BANK OUTLET

Number	Tariff item mark	Tariff item	Amount
<b>11.1</b>	<b>D11.</b>	<b>Deposits/withdrawals under accounts maintained by the Bank in the same currency</b>	
11.1.1	D11.1.1.	Payments to PI payment accounts and PI Term Deposits opened at the Bank, at the Bank outlet	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 and PI Term Deposits opened at the Bank, at the Bank outlet	1.50% of the amount, 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
<b>13.1</b>	<b>D11.1.</b>	<b>Payments to PI payment accounts</b>	
13.1.1		National credit transfer in kuna to PI payment accounts and PI Term Deposits opened at the Bank:	
	D11.1.3.1. D11.1.3.*	<ul style="list-style-type: none"> <li>at the Bank outlet <i>(*valid until 14.12.2019.)</i></li> </ul>	free of charge
	F4.5.1.2.	<ul style="list-style-type: none"> <li>via <i>On-line</i> banking (RBA internet banking and mobile banking)</li> </ul>	free of charge
	F5.1.1.2.	<ul style="list-style-type: none"> <li>via TPP (Third Party Provider) <i>Third party provider's services can be used by private individual only if they have active online banking RBA DIREKT SERVICE (internet and/or mobile banking)</i></li> </ul>	free of charge
	F4.2.1.2.	<ul style="list-style-type: none"> <li>via telephone banking <i>The service of placing payment orders is available only to the FWR Private Banking customers.</i></li> </ul>	free of charge
<b>13.2</b>	<b>D11.2.</b>	<b>Payments in favour of accounts business entity's maintained by the Bank</b>	
13.2.1		National credit transfer in kuna 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.	<ul style="list-style-type: none"> <li>at the Bank outlet</li> </ul>	1.00%, min 8.00 HRK, max 100.00 HRK
	F4.5.1.1.	<ul style="list-style-type: none"> <li>via <i>On-line</i> banking (RBA internet banking and mobile banking)</li> </ul>	free of charge
	F5.1.1.1.	<ul style="list-style-type: none"> <li>via TPP (Third Party Provider) <i>Third party provider's services can be used by private individual only if they have active online banking RBA DIREKT SERVICE (internet and/or mobile banking)</i></li> </ul>	free of charge
	F4.2.1.1.	<ul style="list-style-type: none"> <li>via telephone banking <i>The service of placing payment orders is available only to the FWR Private Banking customers.</i></li> </ul>	free of charge
13.2.2	D11.2.5.1.  D11.2.5.*	National credit transfer in kuna and euro based on loans into account opened at the Bank, at the Bank outlet <i>(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)</i> <i>(*valid until 14.12.2019.)</i>	1.00%, min 8.00 HRK, max 100.00 HRK
<b>13.3</b>	<b>D11.3.</b>	<b>Payments in favour of accounts at other banks within the country</b>	
13.3.1		National credit transfer in kuna in favour of accounts at other banks: <i>Free of charge for refund of local pensions.</i>	

	D11.3.1.	<ul style="list-style-type: none"> <li>at the Bank outlet</li> </ul>	1.00%, min 10.00 HRK, max 100.00 HRK
	F4.5.3.1.	<ul style="list-style-type: none"> <li>via <i>On-line</i> banking (RBA internet banking and mobile banking) <i>Users of FlexiSTART, FlexiIDEAL, FlexiSENIOR, FlexiSTUDENT, FlexiGOLD, FlexiLINK, FlexiPREMIUM and PremiumSILVER 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, FlexiSPECIJAL PLUS, PremiumGOLD and PremiumPLATINUM 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> <i>During the promotional period until 30/06/2020, no fee will be charged for payments to private individuals initiated through mobile banking, also using the KlikPay service.</i></li> </ul>	0.35%, min 2.00 HRK, max 20.00 HRK
	F5.1.3.1.	<ul style="list-style-type: none"> <li>via TPP (Third Party Provider) <i>Third party provider's services can be used by private individual only if they have active online banking RBA DIREKT SERVICE (internet and/or mobile banking)</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></li> </ul>	0.35%, min 2.00 HRK, max 20.00 HRK
	F4.2.3.1.	<ul style="list-style-type: none"> <li>via telephone banking <i>The service of placing payment orders is available only to the FWR Private Banking customers.</i></li> </ul>	0.50%, min 2.00 HRK, max 50.00 HRK
13.3.2	F4.9.1.	Urgent payment national credit transfer in kuna in favour of account with another bank, via On-line banking	50.00 HRK one-off
13.3.3	F5.2.1.	Urgent payment national credit transfer in kuna in favour of account with another bank, via TPP (Third Party Provider)	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
<b>14.1</b>	<b>D11.1.</b>	<b>Payments to PI payment accounts</b>	
14.1.1	National credit transfer in EUR to PI payment accounts and PI Term Deposits opened at the Bank:		
	D11.1.3. D11.1.3.2.	<ul style="list-style-type: none"> <li>at the Bank outlet</li> </ul>	free of charge
<b>14.2</b>	<b>D11.2.</b>	<b>Payments in favour of accounts business entity's maintained by the Bank</b>	
14.2.1	National credit transfer in EUR 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>		
	D11.2.3.1. D11.2.4.1. D11.2.3.* D11.2.4.*	<ul style="list-style-type: none"> <li>at the Bank outlet</li> </ul> <i>(*valid until 14.12.2019.)</i>	1.00%, min 8.00 HRK, max 100.00 HRK

	F4.5.2.1.1.	• via <i>On-line</i> banking (RBA internet banking and mobile banking) <i>(*valid until 14.12.2019.)</i>	free of charge
	F4.5.2.1.*		
	F5.1.2.1.1.	• via TPP (Third Party Provider) <i>Third party provider's services can be used by private individual only if they have active online banking RBA DIREKT SERVICE (internet and/or mobile banking) (*valid until 14.12.2019.)</i>	free of charge
	F5.1.2.1.*		
	F4.2.2.1.1.	• via telephone banking <i>The service of placing payment orders is available only to the FWR Private Banking customers. (*valid until 14.12.2019.)</i>	free of charge
	F4.2.2.1.*		
14.2.2	D11.2.5.2.	National credit transfer in EUR based on loans into account opened at the Bank, at the Bank outlet <i>(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) (*valid until 14.12.2019.)</i>	1.00%, min 8.00 HRK, max 100.00 HRK
	D11.2.5.*		
<b>14.3.</b>	<b>D11.3.</b>	<b>Payments in favour of accounts at other banks within the country</b>	
14.3.1	National credit transfer in EUR in favour of accounts at other banks:		
	D11.3.2.1.	• at the Bank outlet	1.00%, min 10.00 HRK, max 100.00 HRK
	D11.3.2.*	<i>(*valid until 14.12.2019.)</i>	
	F4.5.3.2.1.	• via <i>On-line</i> banking (RBA internet banking and mobile banking)	0.35%, min 2.00 HRK, max 20.00 HRK
	F4.5.3.2.*	<i>(*valid until 14.12.2019.)</i>	
	F5.1.3.2.1.	• via TPP (Third Party Provider) <i>Third party provider's services can be used by private individual only if they have active online banking RBA DIREKT SERVICE (internet and/or mobile banking) (*valid until 14.12.2019.)</i>	0.35%, min 2.00 HRK, max 20.00 HRK
	F5.1.3.2.*		
	F4.2.3.2.1.	• via telephone banking <i>The service of placing payment orders is available only to the FWR Private Banking customers. (*vrijedi do 14.12.2019.)</i>	0.50%, min 2.00 HRK, max 50.00 HRK
	F4.2.3.2.*		
14.3.2	F4.9.2.	Urgent payment national credit transfer in EUR in favour of account with another bank, via <i>On-line</i> banking	50,00 HRK one-off
14.3.3	F5.2.2.	Urgent payment national credit transfer in EUR in favour of account with another bank, via TPP (Third Party Provider) <i>Third party provider's services can be used by private individual only if they have active online banking RBA DIREKT SERVICE (internet and/or mobile banking)</i>	50,00 HRK one-off

## 15. NATIONAL CREDIT TRANSFER IN CURRENCIES OTHER THAN EUR

Number	Tariff item mark	Tariff item	Amount
<b>15.1</b>	<b>D11.1.</b>	<b>Payments to PI payment accounts</b>	
15.1.1	National credit transfer in currencies other than EUR to PI payment accounts and PI Term Deposits opened at the Bank:		
	D11.1.3.3.	• at the Bank outlet	free of charge
	D11.1.3.*	<i>(*valid until 14.12.2019.)</i>	
<b>15.2</b>	<b>D11.2.</b>	<b>Payments in favour of accounts business entity's maintained by the Bank</b>	
15.2.1	National credit transfer in currencies other than EUR 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>		

	D11.2.3.2. D11.2.4.2. D11.2.3.* D11.2.4.*	<ul style="list-style-type: none"> <li>at the Bank outlet</li> </ul> <i>(*valid until 14.12.2019.)</i>	1.00%, min 10.00 HRK, max 100.00 HRK
	F4.5.2.1.2. F4.5.2.1.*	<ul style="list-style-type: none"> <li>via <i>On-line</i> banking (RBA internet banking and mobile banking)</li> </ul> <i>(*valid until 14.12.2019.)</i>	0.15%, min 8.00 HRK, max 40.00 HRK
	F5.1.2.1.2. F5.1.2.1.*	<ul style="list-style-type: none"> <li>via TPP (Third Party Provider)</li> </ul> <i>Third party provider's services can be used by private individual only if they have active online banking RBA DIREKT SERVICE (internet and/or mobile banking)</i> <i>(*valid until 14.12.2019.)</i>	0.15%, min 8.00 HRK, max 40.00 HRK
	F4.2.2.1.2. F4.2.2.1.*	<ul style="list-style-type: none"> <li>via telephone banking</li> </ul> <i>The service of placing payment orders is available only to the FWR Private Banking customers.</i> <i>(*valid until 14.12.2019.)</i>	0.15%, min 8.00 HRK, max 50.00 HRK
<b>15.3</b>	<b>D11.3.</b>	<b>Payments in favour of accounts at other banks within the country</b>	
15.3.1	National credit transfer in currencies other than EUR in favour of accounts at other banks:		
	D11.3.2.2. D11.3.2.*	<ul style="list-style-type: none"> <li>at the Bank outlet</li> </ul> <i>(*valid until 14.12.2019.)</i>	0.35%, min 75.00 HRK, max 300.00 HRK
	F4.5.3.2.2. F4.5.3.2.*	<ul style="list-style-type: none"> <li>via <i>On-line</i> banking (RBA internet banking and mobile banking)</li> </ul> <i>(*valid until 14.12.2019.)</i>	0.25%, min 75.00 HRK, max 300.00 HRK
	F5.1.3.2.2. F5.1.3.2.*	<ul style="list-style-type: none"> <li>via TPP (Third Party Provider)</li> </ul> <i>Third party provider's services can be used by private individual only if they have active online banking RBA DIREKT SERVICE (internet and/or mobile banking)</i> <i>(*valid until 14.12.2019.)</i>	0.25%, min 75.00 HRK, max 300.00 HRK
	F4.2.3.2.2. F4.2.3.2.*	<ul style="list-style-type: none"> <li>via telephone banking</li> </ul> <i>The service of placing payment orders is available only to the FWR Private Banking customers.</i> <i>(*valid until 14.12.2019.)</i>	0.30%, min 75.00 HRK, max 300.00 HRK

## 16. INTERNATIONAL CREDIT TRANSFER IN EUR

Number	Tariff item mark	Tariff item	Amount
<b>16.1</b>	<b>D11.4.</b>	<b>Payments in favour of accounts abroad</b>	
16.1.1	International credit transfer in EUR in favour of accounts abroad – foreign bank's charges payable by user (SHA):		
	D11.4.1.1. D11.4.1.*	<ul style="list-style-type: none"> <li>at the Bank outlet</li> </ul> <i>Free of charge for payments in favour of H. Stepic CEE Charity Fund.</i> <i>(*valid until 14.12.2019.)</i>	1.00%, min 10.00 HRK, max 100.00 HRK
	F4.5.4.1.1. F4.5.4.1.*	<ul style="list-style-type: none"> <li>via <i>On-line</i> banking (RBA internet banking and mobile banking)</li> </ul> <i>(*valid until 14.12.2019.)</i>	0.35%, min 2.00 HRK, max 20.00 HRK
	F5.1.4.1.1. F5.1.4.1.*	<ul style="list-style-type: none"> <li>via TPP (Third Party Provider)</li> </ul> <i>Third party provider's services can be used by private individual only if they have active online banking RBA DIREKT SERVICE (internet and/or mobile banking)</i> <i>(*valid until 14.12.2019.)</i>	0.35%, min 2.00 HRK, max 20.00 HRK
	F4.2.4.1.1. F4.2.4.1.*	<ul style="list-style-type: none"> <li>via telephone banking</li> </ul> <i>The service of placing payment orders is available only to the FWR Private Banking customers.</i> <i>(*valid until 14.12.2019.)</i>	0.50%, min 2.00 HRK, max 50.00 HRK



16.1.2	International credit transfer in EUR in favour of accounts abroad – foreign bank's charges payable by payer (OUR option): <i>Cannot be selected for payments to SEPA countries.*</i>		
D11.4.2.1. D11.4.2.*	<ul style="list-style-type: none"> <li>at the Bank outlet <i>(*valid until 14.12.2019.)</i></li> </ul>	0.50%, min 150.00 HRK, max 500.00 HRK	
F4.5.4.2.1. F4.5.4.2.*	<ul style="list-style-type: none"> <li>via <i>On-line</i> banking (RBA internet banking and mobile banking) <i>(*valid until 14.12.2019.)</i></li> </ul>	0.35%, min 150.00 HRK, max 500.00 HRK	
F5.1.4.2.1. F5.1.4.2.*	<ul style="list-style-type: none"> <li>via TPP (Third Party Provider) <i>Third party provider's services can be used by private individual only if they have active online banking RBA DIREKT SERVICE (internet and/or mobile banking)</i> <i>(*valid until 14.12.2019.)</i></li> </ul>	0.35%, min 150.00 HRK, max 500.00 HRK	
F4.2.4.2.1. F4.2.4.2.*	<ul style="list-style-type: none"> <li>via telephone banking <i>The service of placing payment orders is available only to the FWR Private Banking customers.</i> <i>(*valid until 14.12.2019.)</i></li> </ul>	0.40%, min 150.00 HRK, max 500.00 HRK	
16.1.3	F4.9.3.	Urgent payment international credit transfer in EUR in favour of an account abroad in SEPA countries, via On-line banking <i>(Urgent EUR payments to SEPA countries)**</i>	50,00 HRK one-off
16.1.4	F5.2.3.	Urgent payment international credit transfer in EUR in favour of an account abroad in SEPA countries, via TPP (Third Party Provider) <i>Third party provider's services can be used by private individual only if they have active online banking RBA DIREKT SERVICE (internet and/or mobile banking)</i> <i>(Urgent EUR payments to SEPA countries)**</i>	50,00 HRK one-off
16.1.5	D11.4.3.	Refund of foreign pensions <i>(valid until 14.12.2019.)</i>	free of charge
	D11.4.3.1.	Refund of foreign pensions in EUR	free of charge

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

## 17. INTERNATIONAL CREDIT TRANSFER IN CURRENCIES OTHER THAN EURO

Number	Tariff item mark	Tariff item	Amount
<b>17.1</b>	<b>D11.4.</b>	<b>Payments in favour of accounts abroad</b>	
17.1.1	International credit transfer in currencies other than EUR in favour of accounts abroad – foreign bank's charges payable by user (SHA):		
D11.4.1.2. D11.4.1.*	<ul style="list-style-type: none"> <li>at the Bank outlet <i>Free of charge for payments in favour of H. Stepic CEE Charity Fund.</i> <i>(*valid until 14.12.2019.)</i></li> </ul>	0.35%, min 75.00 HRK, max 300.00 HRK	
F4.5.4.1.2. F4.5.4.1.*	<ul style="list-style-type: none"> <li>via <i>On-line</i> banking (RBA internet banking and mobile banking) <i>(*valid until 14.12.2019.)</i></li> </ul>	0.25%, min 75.00 HRK, max 300.00 HRK	
F5.1.4.1.2. F5.1.4.1.*	<ul style="list-style-type: none"> <li>via TPP (Third Party Provider) <i>Third party provider's services can be used by private individual only if they have active online banking RBA DIREKT SERVICE (internet and/or mobile banking)</i> <i>(*valid until 14.12.2019.)</i></li> </ul>	0.25%, min 75.00 HRK, max 300.00 HRK	
F4.2.4.1.2. F4.2.4.1.*	<ul style="list-style-type: none"> <li>via telephone banking <i>The service of placing payment orders is available only to the FWR Private Banking customers.</i> <i>(*valid until 14.12.2019.)</i></li> </ul>	0.30%, min 75.00 HRK, max 300.00 HRK	
17.1.2	International credit transfer currencies other than EUR in favour of accounts abroad – foreign bank's charges payable by payer (OUR): <i>Cannot be selected for payments to SEPA countries.**</i>		

	D11.4.2.2. D11.4.2.*	<ul style="list-style-type: none"> <li>at the Bank outlet (*valid until 14.12.2019.)</li> </ul>	0.50%, min 150.00 HRK, max 500.00 HRK
	F4.5.4.2.2. F4.5.4.2.*	<ul style="list-style-type: none"> <li>via <i>On-line</i> banking (RBA internet banking and mobile banking) (*valid until 14.12.2019.)</li> </ul>	0.35%, min 150.00 HRK, max 500.00 HRK
	F5.1.4.2.2. F5.1.4.2.*	<ul style="list-style-type: none"> <li>via TPP (Third Party Provider) <i>Third party provider's services can be used by private individual only if they have active online banking RBA DIREKT SERVICE (internet and/or mobile banking)</i> (*valid until 14.12.2019.)</li> </ul>	0.35%, min 150.00 HRK, max 500.00 HRK
	F4.2.4.2.2. F4.2.4.2.*	<ul style="list-style-type: none"> <li>via telephone banking <i>The service of placing payment orders is available only to the FWR Private Banking customers.</i> (*valid until 14.12.2019.)</li> </ul>	0.40%, min 150.00 HRK, max 500.00 HRK
17.1.3	D11.4.3.	Refund of foreign pensions ( <i>valid until 14.12.2019.</i> )	free of charge
	D11.4.3.2.	Refund of foreign pensions in currencies other than EUR	
**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
<b>18.1</b>	<b>D11.6.</b>	Complaints in relation to orders in FX payment transactions	200.00 HRK

### 19. INTERNATIONAL INFLOWS

Number	Tariff item mark	Tariff item	Amount
<b>19.1</b>	<b>D11.7.</b>	International inflows (Processing foreign remittances)	free of charge

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

Number	Tariff item mark	Tariff item	Amount
<b>20.1</b>	<b>D12.1.</b>	Foreign currency (cash) purchase	free of charge
<b>20.2</b>	<b>D12.2.</b>	Foreign currency (cash) sale to domestic private individuals	free of charge
<b>20.3</b>	<b>D12.3.</b>	Foreign currency (cash) sale to foreign private individuals	free of charge
<b>20.4</b>	<b>D12.4.</b>	EMU currency banknote exchange into EUR	10.00%, min 20.00 HRK
<i>*as of 20/08/2018 the Bank is no longer redeeming foreign cheque at the exchange office</i>			

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

Number	Tariff item mark	Tariff item	Amount
<b>21.1</b>	<b>D13.1.</b>	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
<b>21.2</b>	<b>D13.3.</b>	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)
<b>21.3</b>	<b>D13.4.</b>	<b>Bank payment account card replacement (current account, foreign currency account, kuna and foreign currency giro account, a vista savings account)</b>	
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	20.00 HRK

		(if on behalf of minors, free of charge)	
21.3.3	D13.4.3.	Bank payment account card replacement due to error or at the Bank's request	free of charge
<b>21.4</b>	<b>D13.5.</b>	<b>Kuna/foreign currency savings book replacement</b>	
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
<b>21.5</b>	<b>D13.6.</b>	<b>Issuance of various certificates, verified certificates, document photocopies or copies, etc.</b>	40.00 HRK per certificate/verified certificate/document (VAT included in the amount)
<b>21.6</b>	<b>D13.7.</b>	<b>Printout of turnover/inflow/account balance/swift certificate in the outlet</b>	5.00 HRK per page
<b>21.7</b>	<b>D13.8.</b>	<b>Faxing various documents at the client's request</b>	
21.7.1	D13.8.1.	Faxing various documents at the client's request within the country	6.25 HRK (VAT included in the amount)
21.7.2	D13.8.2.	Faxing various documents at the client's request abroad	12.50 HRK (VAT included in the amount)
<b>21.8</b>	<b>D13.9.</b>	<b>Desisting from announced cash disbursement</b> <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.	Desisting from announced cash disbursement 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.	Desisting from announced cash disbursement 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
<b>21.9</b>	<b>D13.10.</b>	<b>Coin handling fee (debited to the entire amount of cash deposit/withdrawal/exchange)</b> <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
<b>21.10</b>	<b>D13.11.</b>	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

<b>21.11</b>	<b>D13.12.</b>	Execution of inheritance ruling	free of charge
<b>21.12</b>	<b>D13.13.</b>	Account transfer fee	free of charge
<b>21.13</b>	<b>D13.14.</b>	Fee for desisting from account transfer service	50.00 HRK, one-off per request
<b>21.14</b>	<b>D13.15.</b>	Sending notification on inability to close an account due to unsettled liabilities, and after a placed account transfer request	free of charge
<b>21.15</b>	<b>D13.16.</b>	Sending notification on inability to execute requested actions due to unsettled liabilities 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
<b>22.1</b>	<b>D14.1.</b>	<b>Termination of non-purpose term savings deposit contract ahead of first maturity</b>	
22.1.1	D14.1.1.	Termination of non-purpose term savings deposit contract ahead of first maturity <ul style="list-style-type: none"> <li>• if re-depositing less than 50% of the amount or withdrawing total amount of terminated non-purpose term savings deposit</li> <li>• if re-depositing at least 50% of terminated non-purpose term savings deposit</li> </ul>	100.00 HRK 50.00 HRK
<b>22.2</b>	<b>D14.2.</b>	Termination of non-purpose term savings deposit contract, with an approved a vista interest	free of charge
<b>22.3</b>	<b>D14.3.</b>	Termination of special-purpose guarantee term deposit contract <i>(except for early termination of the guarantee deposit on the loan 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](http://www.rba.hr) and at the Bank retail outlets.

Number	Tariff item mark	Tariff item	Amount		
			<b>Retail Outlet Category</b>		
<b>23.1</b>	<b>D15.1.</b>	<b>Safe Deposit Box Category</b>	<b>I</b>	<b>II</b>	<b>III</b>
23.1.1	D15.1.1. D15.2.1. D15.3.1.	Sef A (10.000 cm3)	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 cm3)	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 cm3)	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 cm3)	HRK 2,100.00	HRK 1,700.00	HRK 1,250.00
<b>23.2</b>	<b>D15.4.</b>	Boxes for savings books	180.00 HRK (VAT included in the amount)		
<b>23.3</b>	<b>D15.5.</b>	<b>Lost key fee</b>			
23.3.1	D15.5.1.	Lost key fee for safe deposit box	125.00 HRK and actual cost (VAT		

			included in the amount)
23.3.2	D15.5.2.	Lost key fee for savings book boxes	125.00 HRK and actual cost (VAT included in the amount)
<b>23.4</b>	<b>D15.6.</b>	<b>Reminders to renters of safe deposit box/savings book box</b>	
23.4.1	D15.6.1.	Notice (renters of safe deposit box/savings book box)	free of charge
23.4.2	D15.6.2.	Reminder (renters of safe deposit box/savings book box)	free of charge
23.4.3	D15.6.3.	Reminder prior to lawsuit (renters of safe deposit box/savings book box)	free of charge

## 24. BANK INTERNAL DEPOTS

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

## RBA DIREKT SERVICES

### 1. ON-LINE BANKING (RBA internet banking)

Number	Tariff item mark	Tariff item	Amount
<b>1.1</b>	<b>F4.4.1.</b>	<b>On-line banking (RBA internet banking) service admission fee</b>	
1.1.1	F4.4.1.1.	Admission fee for arranging <i>On-line</i> banking (RBA internet banking) <i> Holders of the FlexiPLUS package, Premium package as well as of the MAIN ACCOUNT and the SPECIAL MAIN ACCOUNT packages are not charged the fee. In the promotional period to 30/06/2020 no entry fee will be charged when contracting the On-line banking (RBA internet banking) with the mToken authentication device. In the promotional period to 30/06/2020 no entry fee will be charged to main and additional users of personal and business RBA credit cards, RBA loan users, RBA term savings deposit users, RBA a vista savings account users neither RBA debit card users, who do not hold a current or an FCY account, or a HRK/FCY giro account.</i>	30.00 HRK one-off
1.1.2	F4.4.1.2.	Admission fee for arranging <i>On-line</i> banking (RBA internet banking) with an already existing tDIREKT service	free of charge
<b>1.2.</b>	<b>F4.4.2.</b>	<b>Service Fee</b>	
1.2.1	F4.4.2.1.	Service monthly fee for <i>On-line</i> banking (RBA internet banking)* <i>*In case of using to different devices, the fee is charged doubly, except to holders of the FlexiPLUS package, Premium package as well as holders of the MAIN ACCOUNT and the SPECIAL MAIN ACCOUNT packages. In the promotional period to 30/06/2020 no monthly fee will be charged to main and additional users of personal and business RBA credit cards, RBA loan users, RBA term savings deposit users, RBA a vista savings account users neither RBA debit card users,</i>	7.00 HRK

		<i>who do not hold a current or an FCY account, or a HRK/FCY giro account. In the promotional period to 30/06/2020 no fee will be charged for using mojaRBA mobile banking.</i>	
1.2.2	F4.4.2.2.	eRačun service usage fee	free of charge
<b>1.3</b>	<b>F4.4.3.</b>	<b>Issuance of receipt of executed payment</b>	
1.3.1	F4.4.3.1.	Issuance of receipt of executed payment – sending by mail	5.00 HRK/receipt
1.3.2	F4.4.3.2.	Issuance of receipt of executed payment – sending by fax	5.00 HRK/receipt
1.3.3	F4.4.3.3.	Issuance of receipt of executed payment – sending by post	5.00 HRK/receipt

## 2. ON-LINE BANKING (RBA mobile banking)

Number	Tariff item mark	Tariff item	Amount
<b>2.4</b>	<b>F4.3.5.</b>	<b>On-line banking (RBA mobile banking)*</b>	
2.4.1	F4.3.5.1.	Admission fee for arranging <i>On-line</i> banking (RBA mobile banking)	free of charge
2.4.2	F4.3.5.2.	Monthly fee for <i>On-line</i> banking (RBA mobile banking)	free of charge

\*a precondition for arrangement of the service *On-line* banking (RBA mobile banking) is a previous arrangement of *On-line* banking (RBA internet banking)

## 3. RBA mDIREKT (SMS banking)

Number	Tariff item mark	Tariff item	Amount
<b>3.1</b>	<b>F4.3.1.</b>	<b>mDIREKT Account balance</b>	
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, FlexiPREMIUM PLUS, PremiumGOLD and PremiumPLATINUM package holders do not pay the fee.</i>	5.00 HRK monthly per GSM number
<b>3.2</b>	<b>F4.3.4.</b>	<b>mDIREKT Credit cards</b>	
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, FlexiSTUDENT, FlexiGOLD, FlexiSPECIAL, FlexiSPECIAL PLUS, FlexiPREMIUM, FlexiPREMIUM PLUS, PremiumGOLD and PremiumPLATINUM 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
<b>4.1</b>	<b>F4.1.1.</b>	<b>Service admission fee</b>	
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 <i>On-line</i> banking (RBA internet banking)	free of charge
<b>4.2</b>	<b>F4.1.2.</b>	<b>Monthly fee for tDIREKT service*</b> <i>*In case of using to different devices double fee is charged.</i>	10.00 HRK
<b>4.3</b>	<b>F4.1.3.</b>	Issuance of receipt of executed payment – sending by mail	5.00 HRK/receipt

		<i>The service of certificate issuance is available only to the FWR Private Banking customers</i>	
--	--	---	--

## 5. SERVICE CANCELLATION

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

## 6. DEVICE FEES

Number	Tariff item mark	Tariff item	Amount
<b>6.1</b>	<b>F4.7.1.</b>	Issuance of additional or new device due to loss/theft or damage caused by user – takeover at RBA outlet	120.00 HRK one-off
<b>6.2</b>	<b>F4.7.2.</b>	Issuance of additional or new device due to loss/theft or damage caused by user – delivery to home address	150.00 HRK one-off
<b>6.3</b>	<b>F4.7.3.</b>	Issuance of mToken	free of charge
<b>6.4</b>	<b>F4.7.4.</b>	Reissuance of mToken due to loss of PIN or loss/theft of mobile phone or locking of mToken	free of charge
<b>6.5</b>	<b>F4.7.5.</b>	Replacement of device due to error or at the Bank's request	free of charge
<b>6.6</b>	<b>F4.7.6.</b>	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 30/06/2020 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
<b>7.1</b>	<b>F4.8.1.</b>	Admission fee for arranging eBroker service	free of charge
<b>7.2</b>	<b>F4.8.2.</b>	Monthly fee for eBroker service <i> Users of FlexiPLUS and Premium package do not pay the fee.</i>	10.00 HRK

## CARD TRANSACTION

### 1. ISSUANCE OF DEBIT CARDS

Number	Tariff item mark	Tariff item	Amount
<b>1.1</b>	<b>F2.1.</b>	<b>Debit card under current account</b>	
<b>1.1.1</b>	<b>F2.1.1.</b>	<b>Current account debit card issuance</b>	
1.1.1.1	F2.1.1.1.	Primary current account debit card issuance <i> Holders of the FlexiPLUS package, Premium 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 current account debit card issuance to a person authorized under the account <i> The FlexiIDEAL, FlexiLINK, FlexiSTART, FlexiFIT, FlexiGOLD, FlexiPREMIUM, FlexiPREMIUM PLUS, FlexiSPECIJAL, Flexi SPECIJAL PLUS, PremiumSILVER, PremiumGOLD and PremiumPLATINUM 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 current account debit card issuance	50.00 HRK one-off
<b>1.1.2</b>	<b>F2.1.1.4.</b>	Annual fee for current account debit cards	free of charge
<b>1.1.3</b>	<b>F2.1.1.5.</b>	Closing of current account debit card	free of charge
<b>1.1.4</b>	<b>F2.1.1.6.</b>	Instant issuing of current account debit card	20.00 HRK one-off

<b>1.2</b>	<b>F2.2.</b>	<b>Debit card under foreign currency account</b>	
<b>1.2.1</b>	<b>F2.2.1.</b>	<b>Issuance of debit card under foreign currency account</b>	
1.2.1.1	F2.2.1.1.	Main foreign currency account debit card issuance <i>The fee is not charged for the first issuance of the primary card to users of the FlexiSTART, FlexiFIT, FlexiPREMIUM PLUS, FlexiSPECIJAL, FlexiSPECIJAL PLUS, PremiumSILVER, PremiumGOLD and PremiumPLATINUM packages.</i>	25.00 HRK (for first issuance)
1.2.1.2	F2.2.1.2.	Additional foreign currency account card issuance to a person authorized under the account <i>Users FlexiSTART, FlexiFIT, FlexiPREMIUM PLUS, FlexiSPECIJAL, FlexiSPECIJAL PLUS, PremiumSILVER, PremiumGOLD and PremiumPLATINUM packages do not pay the issuance fee for additional proxy debit card.</i>	25.00 HRK (for first issuance)
1.2.1.3	F2.2.1.3.	Second main or second additional foreign currency account debit card issuance	50.00 HRK one-off

## 2. CASH WITHDRAWAL WITH DEBIT CARD

Number	Tariff item mark	Tariff item	Amount
<b>2.1</b>	<b>F2.1.</b>	<b>Debit card under current account</b>	
<b>2.1.1</b>	<b>F2.1.7.</b>	<b>Cash withdrawal with current account debit card:</b> (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.	Cash withdrawal with current account debit card at the Bank's ATMs	free of charge
2.1.1.2	F2.1.7.2.	Cash withdrawal with current account debit card at other banks' ATMs within the country	1.50%, min 25.00 HRK
2.1.1.3	F2.1.7.3.	Cash withdrawal with current account debit card at ATMs abroad	1.50%, min 25.00 HRK
2.1.1.4	F2.1.7.4.	Cash withdrawal with current account debit card at other banks' EFT POS in the country and Croatian Post	not applicable
2.1.1.5	F2.1.7.5.	Cash withdrawal with current account debit card at EFT POS abroad	1.50%, min 25.00 HRK
2.1.1.6	F2.1.7.6.	Cash withdrawal with current account debit card at the Bank's EFT POS	1.50%, min 25.00 HRK
<b>2.2</b>	<b>F2.2.</b>	<b>Debit card under foreign currency account</b>	
<b>2.2.1</b>	<b>F2.2.7.</b>	<b>Cash withdrawals with foreign currency account debit card:</b> (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)	
2.2.1.1	F2.2.7.1.	Cash withdrawals with foreign currency account debit card at the Bank's ATMs	
2.2.1.1	F2.2.7.1.1.	Cash withdrawals with foreign currency account debit card at the Bank's ATMs - EUR card in EUR	free of charge
2.2.1.2	F2.2.7.1.2.	Cash withdrawals with foreign currency account debit card at the Bank's ATMs - USD card in USD	free of charge
2.2.1.3	F2.2.7.2.	Cash withdrawals with foreign currency account debit card at other banks' ATMs within the country	
2.2.1.4	F2.2.7.2.1.	Cash withdrawals with foreign currency account debit card at other banks' ATMs within the country - EUR card in EUR	1.50%, min 3.30 EUR
2.2.1.5	F2.2.7.2.2.	Cash withdrawals with foreign currency account debit card at other banks' ATMs within the country - USD card in USD	1.50%, min 3.80 USD
2.2.1.6	F2.2.7.3.	Cash withdrawals with foreign currency account debit card at ATMs abroad	
2.2.1.7	F2.2.7.3.1.	Cash withdrawals with foreign currency account debit card at ATMs abroad - EUR card in EUR	1.50%, min 3.30 EUR



2.2.1.8	F2.2.7.3.2.	Cash withdrawals with foreign currency account debit card at ATMs abroad - USD card in USD	1.50%, min 3.80 USD
2.2.1.9	F2.2.7.4.	Cash withdrawals with foreign currency account debit card at the Banks EFT POS	
2.2.1.10	F2.2.7.4.1.	Cash withdrawals with foreign currency account debit card at the Banks EFT POS - EUR card in EUR	not applicable
2.2.1.11	F2.2.7.4.2.	Cash withdrawals with foreign currency account debit card at the Banks EFT POS - USD card in USD	not applicable
2.2.1.12	F2.2.7.5.	Cash withdrawals with foreign currency account debit card at other banks' EFT POS in the country and Croatian Post	
2.2.1.13	F2.2.7.5.1.	Cash withdrawals with foreign currency account debit card at other banks' EFT POS in the country and Croatian Post - EUR card in EUR	1.50%, min 3.30 EUR
2.2.1.14	F2.2.7.5.2.	Cash withdrawals with foreign currency account debit card at other banks' EFT POS in the country and Croatian Post - USD card in USD	1.50%, min 3.80 USD
2.2.1.15	F2.2.7.6.	Cash withdrawals with foreign currency account debit card at EFT POS abroad	
2.2.1.16	F2.2.7.6.1.	Cash withdrawals with foreign currency account debit card at EFT POS abroad - EUR card in EUR	1.50%, min 3.30 EUR
2.2.1.17	F2.2.7.6.2.	Cash withdrawals with foreign currency account debit card at EFT POS abroad - USD card in USD	1.50%, min 3.80 USD

### 3. PAYMENT WITH DEBIT CARDS

Number	Tariff item mark	Tariff item	Amount
<b>3.1</b>	<b>F2.1.</b>	<b>Debit card under current account</b>	
3.1.1	F2.1.8.	Payment with current account debit card at EFT POS in the country and abroad	free of charge
3.1.2	F2.1.9.	Payment with current account debit card at the Bank's EFT POS	free of charge
<b>3.2</b>	<b>F2.2.</b>	<b>Debit card under foreign currency account</b>	
<b>3.2.1</b>	<b>F2.2.8.</b>	<b>Payment with foreign currency account debit card at EFT POS</b>	
3.2.1.1	F2.2.8.1.	Payment with foreign currency account debit card at EFT POS in the country and abroad	
3.2.1.2	F2.2.8.1.1.	Payment with foreign currency account debit card at EFT POS in the country and abroad - EUR card in EUR	free of charge
3.2.1.3	F2.2.8.1.2.	Payment with foreign currency account debit card at EFT POS in the country and abroad - USD card in USD	free of charge
3.2.1.4	F2.2.8.2.	Payment with foreign currency account debit card at the Bank's EFT POS	
3.2.1.6	F2.2.8.2.1.	Payment with foreign currency account debit card at the Bank's EFT POS - EUR card in EUR	free of charge
3.2.1.7	F2.2.8.2.2.	Payment with foreign currency account debit card at the Bank's EFT POS - USD card in USD	free of charge

### 4. OTHER FEES FOR DEBIT CARDS

Number	Tariff item mark	Tariff item	Amount
<b>4.1</b>	<b>F2.1.</b>	<b>Debit card under current account</b>	
<b>4.1.1</b>	<b>F2.1.2.</b>	<b>Current account debit card replacement</b>	
4.1.1.1	F2.1.2.1.	Current account debit card replacement/issuance in case of loss/theft	50.00 HRK
4.1.1.2	F2.1.2.2.	Current account debit card replacement/issuance due to damage or first and/or last name change	50.00 HRK
4.1.1.3	F2.1.2.3.	Current account debit card replacement due to error or at the Bank's request	free of charge
<b>4.1.2</b>	<b>F2.1.3.</b>	<b>Current account debit card PIN issuance</b>	
4.1.2.1	F2.1.3.1.	Current account debit card first PIN issuance	free of charge
4.1.2.2	F2.1.3.2.	Current account debit card PIN reissue	20.00 HRK

<b>4.1.3</b>	<b>F2.1.4.</b>	Resending the undelivered current account debit card to the client's address within 60 days' period	25.00 HRK
<b>4.1.4</b>	<b>F2.1.5.</b>	Expenses due to unjustifiably disputed current account debit card transaction	20.00% of the amount of the complaint, min 20.00 EUR in kuna equivalent
<b>4.1.5</b>	<b>F2.1.6.</b>	<b>Cash deposit</b>	
4.1.5.1	F2.1.6.1.	Cash deposit at the Bank's ATMs	free of charge
<b>4.1.6</b>	<b>F2.1.10.</b>	<b>Other fees - current account debit card</b>	
4.1.6.1	F2.1.10.1.	Current account debit card PIN change at the Bank's ATM	15.00 HRK
<b>4.1.7</b>	<b>F2.1.11.</b>	<b>RBA mCard</b>	
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 current account debit card included in mobile application RBA mCard	free of charge
<b>4.2</b>	<b>F2.2.</b>	<b>Debit card under foreign currency account</b>	
<b>4.2.1</b>	<b>F2.2.2.</b>	<b>Foreign currency account debit card replacement</b>	
4.2.1.1	F2.2.2.1.	Foreign currency account debit card replacement/issuance in case of loss/theft	50.00 HRK
4.2.1.2	F2.2.2.2.	Foreign currency account debit card replacement/issuance due to damage or first and/or last name change	50.00 HRK
4.2.1.3	F2.2.2.3.	Foreign currency account debit card replacement due to error or at the Bank's request	free of charge
<b>4.2.2</b>	<b>F2.2.3.</b>	Foreign currency account debit card PIN reissue	20.00 HRK
<b>4.2.3</b>	<b>F2.2.4.</b>	Resending the undelivered foreign currency account debit card to the client's address within 60 days' period	25.00 HRK
<b>4.2.4</b>	<b>F2.2.5.</b>	Expenses due to unjustifiably disputed foreign currency account debit card transaction	20.00% of the amount of the complaint, min 20.00 EUR in kuna equivalent
<b>4.2.5</b>	<b>F2.2.6.</b>	<b>Cash down-payments</b>	
4.2.5.1	F2.2.6.1.	Cash down-payments at the Bank's ATMs	free of charge
<b>4.2.6</b>	<b>F2.2.9.</b>	<b>Other fees - foreign currency account debit card</b>	
4.2.6.1	F2.2.9.1	Foreign currency account debit card PIN change at the Bank's ATM	15.00 HRK
4.2.6.2	F2.2.9.2.	Foreign currency account debit 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 made with foreign currency account debit card at an ATM	free of charge
4.2.6.4	F2.2.9.4.	Sending a slip copy for foreign currency account debit card transaction 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 for foreign currency account debit card transaction from a sales venue to an address abroad upon holders' complaint	free of charge
4.2.6.6	F2.2.9.6.	Using foreign currency account debit card for installment payment	free of charge
4.2.6.7	F2.2.9.7.	Delivery of foreign currency account debit card retained at an ATM in the country	free of charge
4.2.6.8	F2.2.9.8.	Delivery of foreign currency account debit 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
<b>4.2.7</b>	<b>F2.2.10.</b>	<b>RBA mCard</b>	
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 foreign currency account debit card included in mobile application RBA mCard	free of charge
---------	------------	--	----------------

<b>5. ISSUANCE OF CREDIT CARD (Personal credit cards – MasterCard i Visa)</b>			
Number	Tariff item mark	Tariff item	Amount
<b>5.1</b>	<b>F2.3.1.</b>	<b>Issuance of credit card - registration and membership fees</b>	
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 Platinum card holder)	free of charge
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> , <i>FlexiSTUDENT</i> , <i>FlexiSPECIJAL</i> and <i>PremiumGOLD</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). With <i>FlexiSTUDENT</i> package only Mastercard and Visa Classic credit card can be 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> , <i>FlexiSPECIJAL</i> and <i>PremiumGOLD</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> , <i>FlexiSPECIJAL PLUS</i> and <i>PremiumPLATINUM</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	9.00 HRK monthly

		additional Visa Platinum credit card user in the month in which they have service contracted)	
<b>5.1.9</b>	<b>F2.3.1.9.</b>	Regular credit card issuance – first issuance (primary and additional card holder)	free of charge
5.1.9.1	F2.3.1.10.	Regular credit card issuance - reissuance (primary card holder)	free of charge
5.1.9.2	F2.3.1.11.	Regular credit card issuance – reissuance (additional card holder)	free of charge

## 6. CASH WITHDRAWAL WITH CREDIT CARD

Number	Tariff item mark	Tariff item	Amount
<b>6.1</b>	<b>F2.3.2.</b>	<b>Cash withdrawals with credit card:</b>	
6.1.1	F2.3.2.1.	Cash withdrawals with credit card at the Bank's ATM	2.90% + 20.00 HRK
6.1.1.1	F2.3.2.1.1.	Cash withdrawals with credit card at the Bank's EFT POS	not applicable
6.1.2	F2.3.2.2.	Cash withdrawals with credit card at other banks' ATMs within the country	2.90% + 20.00 HRK
6.1.3	F2.3.2.3.	Cash withdrawals with credit card at other banks' ATMs abroad	2.90% + 20.00 HRK
6.1.4	F2.3.2.4.	Cash withdrawals with credit card at other banks' EFT POS and imprinter within the country	2.90% + 20.00 HRK
6.1.5	F2.3.2.5.	Cash withdrawals with credit card at EFT POS and imprinters abroad	2.90% + 20.00 HRK

## 7. PAYMENT WITH CREDIT CARD

Number	Tariff item mark	Tariff item	Amount
<b>7.1</b>	<b>F2.3.3.</b>	<b>Non-cash transaction with credit card</b>	
7.1.1	F2.3.3.1.	Credit card payment at EFT POS in the country	free of charge
7.1.2	F2.3.3.2.	Credit card payment at EFT POS abroad	free of charge
7.1.3	F2.3.3.3.	Credit card 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 credit card 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
<b>8.1</b>	<b>F2.3.4.</b>	<b>Information via a credit card statement on charges incurred by means of card usage and payments</b>	free of charge
<b>8.2</b>	<b>F2.3.5.</b>	<b>One-time fees – credit cards</b>	
<b>8.2.1</b>	<b>F2.3.5.1.</b>	<b>Notices and reminders – credit cards</b>	
8.2.1.1	F2.3.5.1.1.	Notice on unsettled credit card debt	free of charge
8.2.1.2	F2.3.5.1.2.	First reminder of unsettled credit card debt	free of charge
8.2.1.3	F2.3.5.1.3.	Second reminder of unsettled credit 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.	Credit card reminder prior to a lawsuit	free of charge
8.2.1.6	F2.3.5.1.6.	Credit card 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
<b>8.2.2</b>	<b>F2.3.5.2.</b>	<b>Other fees – credit cards</b>	
8.2.2.1	F2.3.5.2.1.	Credit card replacement in case of loss/theft	50.00 HRK
8.2.2.2	F2.3.5.2.2.	Credit card replacement due to damage or first and/or last name change	50.00 HRK
8.2.2.3	F2.3.5.2.3.	Credit card replacement due to error or at the Bank's request	free of charge
<b>8.2.3</b>	<b>F2.3.5.2.4.</b>	<b>PIN issuance – credit cards</b>	
8.2.3.1	F2.3.5.2.4.1.	First credit card PIN issuance	free of charge

8.2.3.2	F2.3.5.2.4.2.	Credit card PIN reissue	20.00 HRK
8.2.4	F2.3.5.2.5.	Resending the undelivered credit 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 credit 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 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 credit card limit	free of charge
8.2.10	F2.3.5.3.1.	Urgent credit card/PIN issuance at the client's request – delivery in the country	free of charge
8.2.11	F2.3.5.3.2.	Urgent credit 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.	Credit card PIN change at the Bank's ATM	15.00 HRK
8.2.14	F2.3.5.3.5.	Credit card PIN change at other banks' ATMs in the country and abroad	not applicable
8.2.15	F2.3.5.3.6.	Fee for the 3rd and every following consecutively unapproved credit card authorization at an ATM	free of charge
8.2.16	F2.3.5.3.7.	Credit card seizure at a sales venue	free of charge
8.2.17	F2.3.5.3.8.	Sending a slip copy for credit card transaction 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 for credit card transaction from a sales venue to an address abroad upon holders complaint	free of charge
8.2.19	F2.3.5.4.0.	Credit card maturity date change	free of charge
8.2.20	F2.3.5.4.1.	Fee for credit card expenses specification at request	free of charge
<b>8.2.21</b>	<b>F2.3.5.4.2.</b>	<b>Using Credit Cards in Installment Purchase</b>	
8.2.21.1	F2.3.5.4.2.1.	Dividing credit card purchase amounts into installments at the POS device of RBA contractual partners	
8.2.21.1.1	F2.3.5.4.2.1.1.	Dividing credit card purchase amounts into installments at the POS device of RBA contractual partners – from 2 to 12 installments	free of charge
8.2.21.1.2	F2.3.5.4.2.1.2.	Dividing credit card purchase amounts into installments at the POS device of RBA contractual partners – from 13 to 24 installments	free of charge
8.2.21.2	F2.3.5.4.2.2.	Dividing credit card purchase amounts into installments by contacting the Call Centre	
8.2.21.2.1	F2.3.5.4.2.2.1.	Dividing credit card purchase amounts into installments by contacting the Call Centre – from 2 to 12 installments	20.00 HRK
8.2.21.2.2	F2.3.5.4.2.2.2.	Dividing credit card purchase amounts into installments by contacting the Call Centre – from 13 to 24 installments	20.00 HRK
8.2.21.3	F2.3.5.4.2.3.	Dividing credit card purchase amounts into installments using the <i>On-line</i> banking (RBA mobile banking)	
8.2.21.3.1	F2.3.5.4.2.3.1.	Dividing credit card purchase amounts into installments using the On-line banking (RBA internet banking) – from 2 to 12 installments	15.00 HRK

8.2.21.3.2	F2.3.5.4.2.3.2.	Dividing credit card purchase amounts into installments using the On-line banking (RBA internet banking) – from 13 to 24 installments	15.00 HRK
8.2.21.4	F2.3.5.4.2.4.	Dividing credit card purchase amounts into installments using the <i>On-line</i> banking (RBA mobile banking)	
8.2.21.4.1	F2.3.5.4.2.4.1.	Dividing credit card purchase amounts into installments using the On-line banking (RBA mobile banking)– from 2 to 12 installments	not applicable
8.2.21.4.2	F2.3.5.4.2.4.2.	Dividing credit card purchase amounts into installments using the On-line banking (RBA mobile banking) – from 13 to 24 installments	not applicable
8.2.21.5	F2.3.5.4.2.5.	Dividing credit card purchase amounts into installments using the sms mDIREKT Credit Cards	
8.2.21.5.1	F2.3.5.4.2.5.1.	Dividing credit card purchase amounts into installments using the sms mDIREKT Credit Cards – from 2 to 12 installments	not applicable
8.2.21.5.2	F2.3.5.4.2.5.2.	Dividing credit card purchase amounts into installments using the sms mDIREKT Credit Cards – from 13 to 24 installments	not applicable
8.2.21.6	F2.3.5.4.2.6.	Early repayment of credit card installment purchase or changing the number of installments	20.00 HRK
8.2.22	F2.3.5.4.3.	Delivery of credit card retained at an ATM in the country	free of charge
8.2.23	F2.3.5.4.4.	Delivery of credit card retained at an ATM abroad	free of charge
8.2.24	F2.3.5.4.5.	Compensation to finder of a credit 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, FlexiSPECIJAL PLUS and PremiumPLATINUM 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	400.00 HRK annually

		(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.	
<b>8.3</b>	<b>F2.3.5.5.</b>	<b>RBA mCard</b>	
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 credit card included in mobile application RBA mCard	free of charge
<b>8.4.</b>	<b>F2.3.5.6.</b>	<b>Micro loan on credit card</b>	
8.4.1.	F2.3.5.6.1.	Contracting micro loan on credit card by contacting the Call Centre	free of charge
8.4.2.	F2.3.5.6.2.	Contracting micro loan on credit card in RBA branch	free of charge
8.4.3.	F2.3.5.6.3.	Contracting micro loan on credit card using the <i>On-line</i> banking (RBA internet banking)	not applicable
8.4.4.	F2.3.5.6.4.	Contracting micro loan on credit card using the <i>On-line</i> banking (RBA mobile banking)	not applicable
8.4.5.	F2.3.5.6.5.	Early final repayment of micro loan on credit card	free of charge
8.4.6.	F2.3.5.6.6.	Changing the number of micro loan on credit card annuities	not applicable

## 9. ZLATNA RBICA REWARDS PROGRAM

Number	Tariff item mark	Tariff item	Amount
<b>9.1</b>	<b>F.2.4.1.</b>	Entry fee for Zlatna RBICA rewards program	no entry fee
<b>9.2</b>	<b>F.2.4.2.</b>	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 (RBA internet and 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* shall not be charged in the month for which the fee is due to be charged if frame loan have been used.
- *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.

#### *Monthly fee for maintenance of Premium packages (PremiumSILVER, PremiumGOLD and PremiumPLATINUM)*

The Premium 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 current account package management fee is calculated for the entire month, regardless of the date of contracting the respective package.

Account balance, amount of agreed loans without co-debtors in the Bank or RSS and the number of product groups are determined on the 25th day in the billing month. Accounting period for the purpose of determining regular income in current and/or foreign currency account at the Bank and the sum of transactions with debit or credit cards on EFT POS devices or on WEB- is from the 26th day in a month which precedes the billing month up until the 25th day in the billing month. The conversion of the counter-value of different currencies into the currency is based on the application of the middle rate of exchange quoted by the CNB on the calculation day (25th of the month).

#### *The fee for proxy using the account*

Use fee for Kuna Giro Account, Foreign Currency Account, Foreign Currency Giro Account by a proxy is charged at the beginning of the month for the previous month for the accounts in which such proxy is active on the last day of the fee collection period.

Proxy Account Use Fee is charged if the overall fee amount is available in the account for fee settlement, regardless of whether there was movement in the respective account or not.

#### *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](http://www.rba.hr), RBA business network and RBA INFO phone 072 62 62 62.*

**Applicable as of 06<sup>th</sup> April, 2020**