

Glossary

List of the most representative services linked to a payment account

This document contains and explains the meaning of the standard terms used in respect to your Current Account. This follows to the implementation within the EU Territory of the Directive 2014/92/EU on Payment Accounts and it is intended to make sure all banks use similar language consistently, so that customers can compare information on fees between different providers.

General services linked to a payment account	
Maintaining the account	The account provider operates the account for use by the consumer.
Payments (cardless)	
Credit Transfer	The account provider transfers money, on the instruction of the customer, from the customer's account to another account. <i>A relevant payment account service within the meaning of §2 (6) ZKG is given if a transfer is made in euros within the EEA States.</i>
Incoming credit transfer	The customer receives the amount of a payment credited to their account, that was not paid in by them over the counter or using a teller machine operated by their payment service provider.
Standing order	The account provider makes regular transfers, on the instruction of the customer, of a fixed amount of money from the customer's account to another account.
Direct Debit	The account provider makes regular transfers, on the instruction of the customer, of a fixed amount of money from the customer's account to another account. <i>A relevant payment account service within the meaning of §2 (6) ZKG is given if a transfer is made in euros within the EEA States.</i>
Legitimate refusal to accept a direct debit	The fee is due if the payment service provider legitimately does not redeem a direct debit in euros from EEA states
Legitimate refusal to execute a transfer order	The fee is due if the payment service provider legitimately refuses to execute a credit transfer order in EEA states
Card and money in cash	
Providing a debit card	The account provider provides a payment card linked to the customer's account. The amount of each transaction made using the card is taken directly and in full from the customer's account.
Providing a credit card	The account provider provides a payment card linked to the customer's payment account. The total amount of the transactions made using the card during an agreed period is taken either in full or in part from the customer's payment account on an agreed date. A credit agreement between the provider and the customer determines whether interest will be charged to the consumer for the borrowing.

Cash deposit	The customer pays in cash at the service counter or telling machine of the their payment service provider, which the account provider credits to the customer's account.
Cash Withdrawal	The customer takes cash out of the customer's account. <i>A relevant payment account service within the meaning of §2 (6) ZKG is given if the cash payment is made at a counter in euros.</i>
Cash withdrawal with the Debit card at ATMs	The customer withdraws cash in euro from his/her account using a debit card at an ATM within the EEA States.
Cash withdrawal with the Debit card at ATMs in foreign currency	The customer withdraws cash from his/her account with his debit card in foreign currency (not in euro) at foreign ATMs.
Cash withdrawal with the Credit Debit card at ATMs	The customer withdraws cash in euro from his/her account using a credit card at an ATM within the EEA States.
Cash withdrawal with the Credit card at ATMs in foreign currency	The customer withdraws cash from his/her account with his credit card in foreign currency (not in euro) at foreign ATMs.
Use of the debit card for payments in foreign currency	The Customer uses the debit card at terminals to pay for goods or services in foreign currency (not in Euro).
Use of the credit card for payments in foreign currency	The Customer uses the credit card at terminals to pay for goods or services in foreign currency (not in Euro).
Overdrafts and related services	
Arranged overdraft	The account provider and the customer agree in advance that the customer may borrow money when there is no money left in the account. The agreement determines a maximum amount that can be borrowed, and whether fees and interest will be charged to the consumer.*
Tolerated Overdraft	The customer exceeds his available balance/ arranged overdraft with a payment transaction. The disposition will still be executed and the customer's payment account will be debited accordingly.