



Standard European Consumer Credit Information

1. Identity and contact details of the creditor/credit intermediary

Creditor Address	Multitude Bank p.l.c ST Business Centre, 120, The Strand, Gzira GZR 1027 Malta
E-mail address (*) Web address (*)	service.de@ferratumbank.com https://www.ferratum.de/kreditkarte
If applicable Credit Intermediary Address	

2. Description of the main features of the credit product

The type of credit	Consumer Credit Agreement as a revolving credit facility on a credit card
The total amount of credit <i>This means the ceiling or the total sums made available under the credit agreement</i>	The maximum credit limit is 1,500 EUR. The credit limit may be amended during the term of the card agreement.
The conditions governing the drawdown <i>This means how and when you will obtain the money</i>	To be granted Credit according to the Ferratum Credit Agreement you must first have a Current Account and then conclude the Credit Agreement and a Card Agreement with the Creditor. The Creditor will offset the respective loan amount against a corresponding claim of the Creditor under the Card Agreement to disburse the Credit through the Ferratum Mastercard. The claim for repayment of the Credit takes the place of Ferratum's claim under the Card Agreement.
The duration of the credit agreement	Indefinite.
Instalments and, where appropriate, the order in which the instalments will be allocated	The regular Minimum Payment Amount is either 20.00 EUR or 2.00% of the Credit (capital) balance shown on your Monthly Statement. This includes any interest and fees that have accumulated during the month. OR

	<p>The Minimum Payment Amount each month is made up of two parts:</p> <ol style="list-style-type: none"> Regular Minimum Payment Amount: The higher of 20.00 EUR or 2.00% of your Credit balance, plus all interest and fees from your Monthly Statement. Instalment Amount: The monthly amount you agreed to pay under any Instalment Plan with us for specific transactions. <p>Payments will be allocated in the following manner:</p> <p>In case of partial payments, the order of allotment shall be the following: (1) costs of legal recovery of any amounts due by you, (2) the Credit principal, non-interest fees and charges, including all costs related to the exchange of currency, the unpaid nominal interest in the following order: interest for all transactions other than purchase transactions and then interest for purchase transactions, , (3) default interest.</p>
<p>The total amount you will have to pay</p> <p><i>This means the amount of borrowed capital plus interest and possible costs related to your credit.</i></p>	<p>1,684.70 EUR based on an open Credit of 1,500 EUR and a yearly nominal interest rate of 22.00% amounting to 184.70 EUR, and on the following assumptions: The total amount of the Credit is drawn down immediately and in full. The Credit is provided for a period of one year starting from the date of the initial drawdown, and the final payment made clears the balance of capital, interest and other charges, if any; The Credit is repaid in equal monthly payments, commencing one month after the date of the initial drawdown. The interest and other fees shall be applied in accordance with the drawdowns and repayments of capital and as provided for in the card agreement.</p> <p>The above assumptions and calculations are being provided to enable you to compare offers with those of third parties and understand the extent of your obligations. The total amount payable specified above remains correct only if the assumptions explained above are respected. Therefore, the total amount payable will be different if you draw down a different amount and/or make repayment in a different way. For example, if you pay only the Minimum Payment Amount, the total amount repayable will be higher and total repayment period longer. The total amount payable by you depends on the total amount drawn on the credit and the duration of the repayment period.</p>
<p>If applicable, sureties required</p> <p>This is a description of the security to be provided by you in relation to the credit agreement.</p>	<p>Wage and salary transfer</p>

3. Costs of the credit

<p>The borrowing rate or, if applicable, different borrowing rates which apply to the credit agreement</p>	<p>Cash advances: 22.00% per annum charged on a daily basis on the balance of the cash advances outstanding from the date the cash advance is taken out until it is repaid.</p> <p>Purchases: You pay 0% interest on purchases credited to your Card Account if you repay them by the Due Date shown on the Monthly Statement on which the purchase is shown for the first time. If you do not pay by the Due Date, we charge interest of 22.00% per annum on purchases credited to the Credit Account until repaid in full.</p>
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	<p>Other transactions and amounts charged to your Card Account:</p> <p>22.00% per annum charged on a daily basis on the balance of the amount outstanding from the date of utilisation of the Credit to repayment date.</p> <ul style="list-style-type: none"> - fixed for the duration of the credit agreement. 						
Annual Percentage Rate of Charge (APR) <i>This is the total cost expressed as an annual percentage of the total amount of credit. The APR is there to help you compare different offers.</i>	<p>24.36% based on an open Credit of 1,500 EUR and a yearly nominal interest rate of 22.00% amounting to 184.70 EUR, and on the following assumptions: The total amount of the Credit is drawn down immediately and in full. The Credit is provided for a period of one year starting from the date of the initial drawdown, and the final payment made clears the balance of capital, interest and other charges, if any; The Credit is repaid in equal monthly payments, commencing one month after the date of the initial drawdown. The interest and other fees shall be applied in accordance with the drawdowns and repayments of capital and as provided for in the card agreement.</p> <p>The above assumptions and calculations are being provided to enable you to compare offers with those of third parties and understand the extent of your obligations.</p>						
Is it compulsory, in order to obtain the credit or to obtain it on the terms and conditions marketed, to take out <ul style="list-style-type: none"> - an insurance policy securing the credit, or - another ancillary service contract If the costs of these services are not known by the creditor they are not included in the APR.	<p>No</p> <p>Yes. You need to have a current account with the Creditor. There are no mandatory charges for the service.</p>						
Related Costs	None						
Maintaining one or more accounts is required for recording both payments transactions and drawdowns.	You are required to have a Credit Account for recording transactions made from your Credit. The Credit Account does not have an IBAN and is used for the purposes of recording the transactions made under your Credit Agreement and your Card Agreement with the Creditor.						
If applicable Amount of costs for using a specific means of payment (e.g. credit card)	N/A						
If applicable Any other costs deriving from the credit agreement	<p>Fee for Payment Deferment/Deferral</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;">up to 100 EUR</td> <td style="width: 30%;">15.00 EUR</td> </tr> <tr> <td>over 100 EUR up to 200 EUR</td> <td>20.00 EUR</td> </tr> <tr> <td>over 200 EUR up to 300 EUR</td> <td>25.00 EUR</td> </tr> </table>	up to 100 EUR	15.00 EUR	over 100 EUR up to 200 EUR	20.00 EUR	over 200 EUR up to 300 EUR	25.00 EUR
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over 100 EUR up to 200 EUR	20.00 EUR						
over 200 EUR up to 300 EUR	25.00 EUR						

	over 300 EUR	30.00 EUR
	Monthly Statement fee for statement sent by post	5.00 EUR
Conditions under which the above mentioned costs related to the credit agreement can be changed	<p>When you utilise a service listed in the List of Prices and Services the fees quoted therein at this point in time shall, unless otherwise agreed upon in this respect, apply. Any payment you make beyond the agreed fee for the principal service shall be subject to express agreement between you and the Creditor. Unless otherwise agreed upon, the fee for services not listed in List of Prices and Services shall be governed by the statutory provisions, insofar as such services are rendered on your behalf or in your presumed interest and are, judging by the circumstances, to be expected only in return for a fee. The Creditor shall not charge fees for a service that the Creditor is legally obliged to render free of charge or is obliged to render free of charge as a result of a contractual subsidiary duty, or that it performs in its own interest.</p> <p>In case of a cost increase and to maintain the equivalence ratio, once a quarter the Creditor can change the amount of the fees mentioned in the List of Prices and Services by disclosing the individual cost components and their weighting in the calculation of the overall price. Cost reductions are to be passed on to you in the same manner.</p>	
Costs in the case of late payments Missing Payment could have severe consequences for you (e.g. forced sale) and make obtaining credit more difficult	<p>You will be charged</p> <p>In the case of late payment, default interest is charged at the default interest rate set out in § 288 (1) 2 of the German Civil Code (BGB), 5% per annum over the basic interest rate, set by Deutsche Bundesbank on the 1st of January and 1st of July each year and will be changed according to changes of this reference rate. At the date of the Credit Agreement the default interest is 6.27% per annum. In individual cases, the Creditor may prove a higher loss, or you may prove a lower loss.</p> <p>You will also be charged a reminder letter fee of EUR 5 for each reminder letter sent. Reminder letters shall be sent as follows: at seven days past due date (DPD), 30 DPD, 45 DPD, 60 DPD and 75 DPD.</p> <p>Missing payments could also result in:</p> <ul style="list-style-type: none"> - The termination of the Credit Agreement - Registering you as a bad debtor in databases - payment of additional charges or penalties; - negative affect on your credit rating, making it more difficult or expensive for you to obtaining credit in future; - legal action being taken against you. <p>Furthermore, you will not be allowed to make further drawdowns while you are in default and your card agreement may be terminated.</p>	

4. Other important legal aspects

Right of Withdrawal <i>You have the right to withdraw from the credit agreement within a period of 14 running days.</i>	Yes
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Early Repayment <i>You have the right to repay the credit early at any time in full or partially.</i>	Yes
Consultation of a database <i>The creditor must inform you immediately and without charge of the result of a consultation of a database, if a credit application is rejected on the basis of such a consultation. This does not apply if the provision of such information is prohibited by European Community law or is contrary to objectives of public policy or public security.</i>	The Creditor consults internal and/or external databases for the purposes of assessing creditworthiness. If the customer's application is rejected based on information obtained from an external database, you shall be informed (without delay or charge) of this decision as well as the name and contact details for that agency.
Right to a draft agreement <i>You have the right, upon request, to obtain a copy of the draft credit agreement free of charge. This provision does not apply if the creditor is at the time of the request unwilling to proceed to the conclusion of the credit agreement with you.</i>	Yes, you are entitled to a draft agreement, unless your credit application has been rejected.
The period of time during which the creditor is bound by the pre-contractual information	This information is valid from DD.MM.YYYY to DD.MM.YYYY.

5. Additional information in the case of distance marketing of financial services

(a) concerning the creditor	
Registration	Malta Business Register, C 56251
The supervisory authority	Malta Financial Services Authority Triq I-Imdina, Zone 1, Centra Business District Birkirkara CBD 1010, Malta
(b) concerning the credit agreement	

<p>Exercise of the right of withdrawal</p> <p>You can revoke your contractual declaration within 14 days without giving reasons</p>	<p>Information on Revocation</p> <p>2. Right of Withdrawal from the Credit Agreement within 14 days</p> <p>Instruction of Revocation</p> <p>Section 1</p> <p>Right of withdrawal</p> <p>You can revoke your contractual declaration within 14 days without giving reasons.</p> <p>The period begins after the conclusion of the contract and after you have received all Mandatory Information listed below under Section 2. You have received all Mandatory Information if such information is contained in the counterpart of the application or the contractual document intended for you or in a copy of the application or the contractual document intended for you and such document has been provided to you. You can be informed subsequently on a permanent data medium of any mandatory information not included in the text of the contract; the withdrawal period is then one month. You must be informed again of the start of the revocation period with the additional mandatory information. The timely dispatch of the revocation notice is sufficient to comply with the revocation period if the declaration is made on a permanent data medium (e.g. letter, telefax, e-mail). The revocation is to be addressed to:</p> <p>Multitude Bank p.l.c., ST Business Centre, 120 The Strand, GZR 1027 Gzira, Malta; e-mail-address: service.de@ferratumbank.com.</p> <p>Special circumstances for other contracts</p> <ul style="list-style-type: none"> - If you revoke this Credit Agreement, you are no longer bound by the Card Agreement. - If you have a right of revocation with regard to the Card Agreement, you are no longer bound by the Credit Agreement upon effective revocation of the Card Agreement. The legal consequences of the revocation are governed by the provisions made in the Card Agreement and the Instruction of Revocation issued for this purpose. <p>Section 2 - Mandatory contractual information required for the start of the withdrawal period</p> <p>The mandatory information within the meaning of section 1 sentence 2 includes the following Information:</p> <ol style="list-style-type: none"> 1) the name and address of the lender and the borrower; 2) the type of loan; 3) the net loan amount; 4) the annual percentage rate of charge; 5) the total amount; <p>As regards points 4 and 5: the indication of the annual percentage rate of charge and the total amount must be stated, specifying the assumptions that are known at the time the contract is concluded and that are used in the calculation of the effective annual interest.</p> <ol style="list-style-type: none"> 6) the borrowing rate; <p>The indication of the borrowing rate must include the conditions and the period for its application and the way it is to be adjusted. Where the borrowing rate is dependent on an index or reference rate, these</p>
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must be indicated. If the credit agreement provides for several borrowing rates, the information must be given for all of them.

- 7) the duration of the contract;
- 8) the amount, the number and the due date of each instalment; If partial payments are planned, it must be stated in which order the outstanding claims of the lender for the different borrowing rates apply, through which partial payments are repaid.
- 9) the conditions of disbursement;
- 10) the default interest rate and the manner of its possible adjustment as well any delay costs incurred;
- 11) a warning about the consequences of missing payments;
- 12) the existence or non-existence of a right of withdrawal, the period and other circumstances for declaring withdrawal, and an indication of the borrower's obligation to repay a loan already disbursed and to pay interest; the amount of interest payable per day must be indicated;
- 13) the borrower's right to repay the loan early
- 14) the supervisory authority responsible for the lender;
- 15) the procedure to be followed for terminating the contract;
- 16) the indication that the borrower has access to an out-of-court complaint and redress procedure and the conditions for such access;
- 17) the name and address of the Credit intermediary involved
- 18) account maintenance fees charged in connection with the consumer Credit Agreement, as well as the conditions under which the fees may be adjusted if the lender requires the conclusion of an account maintenance agreement, and any other costs, in particular in connection with the disbursement or the use of a payment instrument with which both payment transactions and withdrawals may be made, as well as the conditions under which the costs may be adjusted;
- 19) all other contractual conditions.

Section 3 - Consequences of withdrawal

If the Credit has already been drawn down, the Borrower must repay it within 30 days at the latest and pay the agreed debit interest for the period between disbursement and repayment of the Credit. The period begins with the dispatch of the revocation declaration. For the period between disbursement and repayment, if the Credit is fully drawn down, an interest amount of EUR per day for purchase transactions and per day for other transactions is payable. This amount is reduced accordingly if the loan was only partially utilized.

Special circumstances for other contracts

- If the borrower has a right of revocation with regard to the Card Agreement, the lender's claims for payment of interest and costs from the rescission of the Credit Agreement against the borrower are excluded in the event of the effective revocation of the Card Agreement.
- If the borrower is no longer bound by the Card Agreement due to the revocation of this Credit Agreement, the services received by both parties must be returned to this extent.

	<ul style="list-style-type: none"> - If, as a result of the revocation of the Credit Agreement, the borrower is no longer bound by the further contract or is no longer bound by the Credit Agreement as a result of the revocation of the further contract, the following shall apply in addition: If the Credit has already accrued to the borrower's contractual partner under the Card Agreement when the revocation takes effect, the lender shall assume the rights and obligations of the contractual partner under the further contract in relation to the borrower with regard to the legal consequences of the revocation. <p>Objections to related contracts</p> <p>The borrower may refuse to repay the Credit insofar as objections would entitle him to refuse to perform his performance towards the contractual partner under the related contract. This does not apply if the financed consideration is less than EUR 200 or if the legal basis for the objection is based on an agreement concluded between the borrower and the other contractual partner after the conclusion of the Credit Agreement. If the borrower can demand cure from the other contractual partner, he can only refuse to repay the Credit if the cure has failed</p> <p>Upon revocation of this contract, you shall also no longer be bound by a contract related to this contract if the related contract concerns a service provided by us or a third party on the basis of an agreement between us and the third party.</p> <p>The law taken by the creditor as a basis for the establishment of relations with you before the conclusion of the credit contract</p> <p>German law</p>
Clause stipulating the governing law applicable to the credit agreement and/or the competent court	The Credit Agreement and the business relationship between you and Ferratum shall be governed by German law. Any mandatory protection granted under German law for the purpose of consumer protection shall apply to you. You may only bring proceedings against Ferratum in the Member State of the European Union where you are domiciled or in Malta. Ferratum may bring proceedings against you in the Member State of the European Union where you are domiciled. Both parties may bring a counter-claim in the court where the original claim is pending.
If applicable Language regime	Information and contractual terms will be supplied in German and/or English. With your consent, we intend to communicate in German during the duration of the card agreement. We may additionally provide you with communications in English.
(c) concerning redress	
Existence of and access to out-of-court complaint and redress mechanism	In case you have any complaints, you are entitled to file them directly with the Creditor, using the contact data provided above or on its Website. Complaints shall be settled by negotiations. You can file the complaint in writing (including email), specifying therein: (a) your name, surname, address of the place of residence and contact information; (b) date of submission of the complaint letter and (c) the nature of the conflict, your claim and substantiation thereof. You shall enclose copies of documents

certifying the transaction as well as other documents substantiating the complaint (if possible). An electronically submitted complaint shall not require a signature. The Creditor shall acknowledge receipt of the complaint within two (2) working days and provide a reply (either by email or post) to you within 15 business days from the day of receipt of the submission specifying that if you are not happy with the answer provided, you may submit a complaint to any of the following entities:

- a. For the settlement of disputes with the Creditor, you have the option of appealing to the conciliation board at the Deutsche Bundesbank in accordance with § 14 para. 1 no. 2 of the German Act on Injunctions (Unterlassungsklagengesetz). The language of the proceedings is German. The proceedings are free of charge for the borrowers; expenses (e.g. postage and telephone costs) are not reimbursed.

You are free to be represented by a lawyer or other persons authorised to provide legal services. However, the Financial Arbitration Board Ordinance does not provide for the reimbursement of lawyer's fees or the costs of other persons authorised to provide legal services.

The complaint must be submitted in text form (e.g. letter, fax, e-mail) to:

Deutschen Bundesbank – Schlichtungsstelle
Postfach 10 06 02, 60006 Frankfurt am Main
or Wilhelm-Epstein-Straße 14, 60431 Frankfurt am Main

Or e-mail: info@bundesbank.de.

Your application must clearly describe the dispute that is to be arbitrated and include a specific request. If needed, you should attach any additional documents that help explain the dispute, such as contracts, account statements, invoices, or correspondence. You must confirm the following:

- There have been no proceedings about the same dispute at a consumer arbitration board, and there are none currently pending.
- The dispute has not been resolved by a court with a judgment on the merits, and it is not currently before a court.
- The dispute has not been settled through a compromise or any other means.
- Your application for legal aid regarding the dispute has not been denied on the grounds that it did not show enough chance of success or appeared unreasonable.

The Deutsche Bundesbank provides a form for the conciliation application, which you can find at this link: <https://www.bundesbank.de/de/service/schlichtungsstelle/-/dokumente-613584>.

- b. you may file a complaint with the Federal Financial Supervisory Authority (Bundesanstalt für Finanzdienstleistungsaufsicht, BaFin) pursuant to § 4b of the Financial Services Supervision Act (Finanzdienstleistungsaufsichtsgesetz) on the grounds of alleged violations of provisions whose compliance is monitored by the BaFin.

The procedure is free of charge for you; expenses (e.g. postage and telephone costs) are not reimbursed.

You are free to be represented by another person. In this case, the right of representation must be proven by a corresponding power of attorney and a copy of the power of attorney must be enclosed with the complaint.

The complaint must be sent in text form (e.g. letter, fax, e-mail) to:

Bundesanstalt für Finanzdienstleistungsaufsicht
Graurheindorfer Strasse 108
53117 Bonn

Fax: + 49 228 4108-1550
E-mail: poststelle@bafin.de.

In addition, the complaint can also be submitted to BaFin via an online form, available at <https://www.bafin.buergerservice-bund.de/Formular/Banken>. BaFin has commissioned the consumer telephone in Rostock to receive complaints submitted with these forms for BaFin and then forward them to BaFin for processing.

The complaint must contain:

The name and address of the complainant and of you (unless they are the same person), the name and address of the bank, the type of business relationship and the account or your number. In addition, the matter of the complaint must be explained as precisely as possible. If necessary, copies of other documents required to understand the case (e.g. contracts, statements, insurance certificates and correspondence) must be attached to the complaint.

In case of doubt, the borrower can find out in advance from BaFin's free consumer telephone (0800/ 2 100 500; Monday to Friday from 8.00 a.m. to 6.00 p.m.) whether the BaFin can help with the specific complaint.

You can file a complaint through the Office of the Arbiter for Financial Services, located at N/S in Regional Road, Msida MSD 1920, Malta. You can contact them via their website at www.financialarbier.org.mt or by phone at +356 800 72366 or +356 21249245.

When you file a complaint with the Arbiter for Financial Services, you need to provide:

- Your personal details.
- The name of the Creditor.
- The product or service you are complaining about.
- The reasons for your complaint.
- The outcome you are seeking.
- The letter of complaint you sent to us, allowing 15 working days for them to reply.

	<ul style="list-style-type: none">• Any response from us and relevant documents related to your complaint.
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