## YOUR RIGHTS: SUMMARY

Thanks to EU regulations, your electronic payments are becoming cheaper, simpler and more secure. And here is how:

* You can make payments throughout Europe (EU, Iceland, Norway and Liechtenstein) as easily and securely as in your home country.
* If you use a payment card issued in the EU, the merchant will no longer be able to charge you additional costs.
* Regulations cover all types of electronic payments (e.g. credit transfers, direct debits, card payments, etc.).
* Anyone legally residing in Europe has the right to open a bank account for the execution of electronic payments (“payment account”).

## WANT TO LEARN MORE?

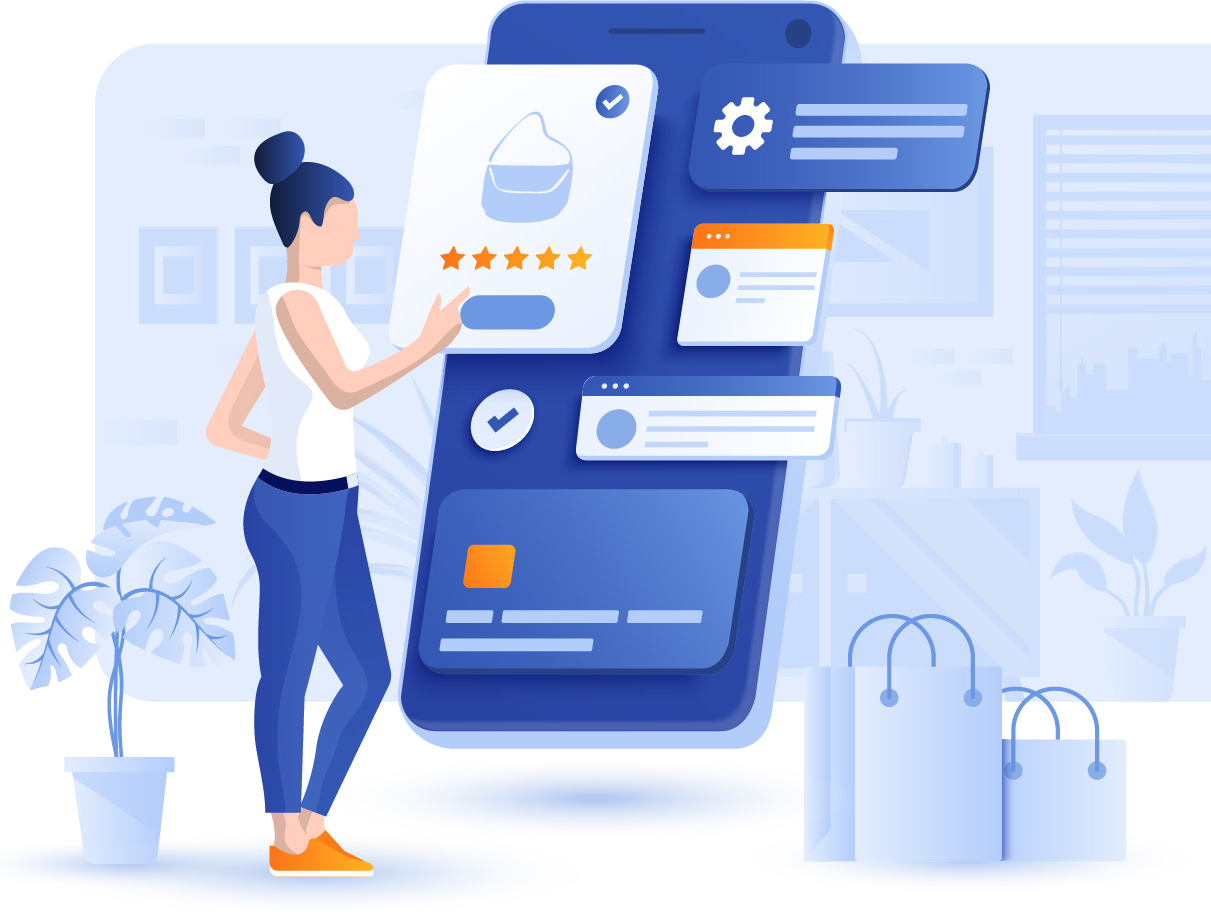
These rights derive from the revised EU Payment Services Directive (PSD2), Payment Accounts Directive and other EU regulations, which aim to make payments more secure and convenient.

Learn more about your rights:

***YOUR RIGHTS***

# FOR EXECUTION OF

*PAYMENTS IN EUROPE*



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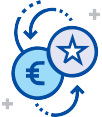
https://europa.eu/!Mf74yD

*Banking and finances*

## ELECTRONIC PAYMENTS AVAILABLE TO EVERYONE

* Every consumer legally residing in the EU is entitled to at least a basic payment account free of charge or for a reasonable fee (i.e. a debit card account that allows cash withdrawals, cash safekeeping, as well as execution and receipt of payments).

## PAYMENTS IN EUR – WITH EQUAL EXPENSES AS NATIONAL PAYMENTS



* One payment account in EUR allows you to make all payments across Europe.
* Cross-border payments in EUR will cost you the same as national payments in EUR...
* ... and from 15 December 2019, your cross-border payments in EUR will cost the same as national payments in your national currency.
* Withdrawing cash in EUR outside your bank’s ATM network should cost the same in another Member State as in your home state.

## GREATER SECURITY, BETTER PROTECTION

* From September 2019, your electronic payments will be more secure thanks to reliable customer authentication. Reliable authentication is based on a combination of different authentication factors, e.g. PIN and your fingerprint. For more information,

please contact your payment service provider.

* Your liability in the event of unauthorized payment (e.g. if your credit card is stolen) is limited to a maximum of EUR 50 (except in cases of gross negligence). You will not be liable for any unauthorized payments made after notifying your bank or for online payments if your payment service provider or bank does not apply trusted customer authentication.
* When the final amount of payment by payment card is not known in advance (e.g. car rental or hotel accommodation costs), the merchant can only reserve the agreed amount for which you have given your consent.
* When it comes to “direct debit” (e.g. you consent to a company to charge you directly from your account), you have 8 weeks to dispute the unduly charged amount. Refunds must be made within 10 business days.

## FAIR PRICES

* You have the right to know the amount of fees, if any, for your payments.
* As a rule, merchants, in stores and on the Internet, cannot charge you more than the published price (“additional fee”) when you pay with a consumer debit or credit card. Under certain circumstances (e.g. for specific cards), an additional fee may be charged, but it must

reflect the merchant’s actual costs associated with that payment method. If you feel that you have been unjustifiably charged, for example when booking a flight or paying for a hotel reservation, you can find out more about your rights at the website on the following page.

## NEW SERVICES

* + Thanks to modern technology, now you can use new, innovative financial services offered by authorized banks and other regulated payment service providers other than your bank. This means, for example, that you can keep track of your personal finances or shop online without a credit or debit card. Just like banks, these new payment service providers must be licensed and supervised and must handle your data securely.

EU regulations ensure the smooth execution of your electronic payments. However, if there is a problem, your bank or other payment service providers are required to respond to complaints within 15 business days. If you are still not satisfied, you can contact the competent national authority.

For more information:

https://europa.eu/!bc66mj