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GLOSSARY

Transparency and Comparability of Banking Charges

In order to be transparent and to help the client to compare the main banking charges, the European directive 2014/92/UE requires payment service providers to use a standardised Terminology for the most representative services linked to a payment account.

10 representative services have been chosen for Luxembourg which terms and according definitions are listed here below:

- **Account Handling** The account provider operates the client account for use.
- **Providing a debit card** The account provider provides the client with a payment card linked to his account. The total amount of the transactions is taken in full from the customer's payment account on an agreed date.
- **Providing a credit card** The account provider provides the client with a payment card linked to the client's Payment account. On an agreed date the total amount of transactions used on the card is taken in full from the client's account.
- **Temporary overdraft** The account provider may allow the customer to borrow money where there is no more money left with an agreed rate.
- **Fund transfer** The account providers executes transactions on instruction of the client from the client's account to another another account.
- **Standing Order** The account provider executes on a regular basis transactions based on the instructions from the client from the client's account to another account.
- **Direct Debit** The client permits another person to instruct the account provider to transfer money from the client's account to the one of the recipient. The account provider vires the money to the recipient on a date agreed by the client and the recipient.
- **Cash Withdrawal** The client takes cash out of his account.
- **e-banking** The account provider makes an online access available to the customer.
- **Account Statement** The account provider makes an account statement available to the customer.

The fees related to these services are available in the document „Commission & Charges“ under [www.efgbank.lu/Our Solutions/ Pricing](http://www.efgbank.lu/OurSolutions/).