

**METHODOLOGY ON DETERMINING THE AMOUNTS AND CHANGES OF FEES IN THE  
OPERATIONS WITH CONSUMERS**

## **1. GENERAL PROVISIONS**

Methodology on determining the amounts and changes of fees in the operations with consumers (hereinafter: Methodology) shall apply to domestic and foreign natural persons.

The fees in the operations of natural persons are prescribed in the Decision on fees in retail operations (hereinafter: Decision). Pursuant to the provisions of the Decision, the Bank contracts, calculates and charges fees for services that it provides in its operations, unless otherwise determined by a special decision of the Bank or by the agreement concluded by the Bank.

The objective of the Methodology is to determine the rules, the method of payment, the dynamics of the collection, the terms and conditions and all the other factors that affect the collection of the fees from consumers.

## **2. THE PAYMENT METHOD AND THE FEE AMOUNT**

Depending on the type of the service, the method of the payment of a particular fee is executed in the following ways:

- by the payment of the calculated fee amount to the Bank's account by the customer (the collection in cash),
- by debiting the calculated fee amount from the approved funds to the customer (non cash collection),
- by charging the customer's account for the amount of calculated fee (non cash collection).

The fees for particular services of the Bank are charged when providing a service according to the Decision applicable as at the day of the service.

The fee amount may be expressed as:

- a percentage of the amount of the service, agreement or transaction that may be, but not obligatory, the defined minimum and maximum amount of the fee expressed in the absolute amount
- the absolute amount

For all the fees stated in the Decision with the minimum and maximum amount, if the calculated fee amount is lower than the minimum or higher than the maximum, the stated minimum, i.e. maximum amount shall be charged.

## **3. THE METHOD OF THE FEE CALCULATION**

The calculation basis may be:

- the number of executed services and/or transactions in the calculation period or
- the amount of the transaction for calculating the fee in a percentage of the transaction amount

The fee amount is increased by the VAT for the tariff items with a specified VAT calculation.

The quarter means the calendar quarter, with the calculation period beginning on 1 January, 1 April, 1 July and 1 October every year.

The quarter refers to the calendar quarter for the accounting period of three months, starting from any day in a month or quarter.

The Bank, as a rule, calculates the fee before the transaction is executed, at the time of executing the transaction and at the end of the accounting period for the period before.

One-time fees are calculated, as a rule, in advance, before the service is executed, i.e. simultaneously with the execution of the Bank's service (an example of a one-time fee is the fee for executing the payment transaction order).

Periodic, repeated fees are calculated as a rule at the end of the accounting period (most often at the end of the month) for the services performed in that period, unless otherwise agreed (an example of the periodic repeated fee is the account management fee, monthly card membership fee ...).

#### **4. METHOD FOR CALCULATING FEES FOR PARTICULAR TYPES OF SERVICES**

##### **4.1. Fees for the operations related to the transaction accounts**

The fee for conducting a multi currency transaction account (current or giro account), the fee for managing packages are charged and collected on the last day of a month, by direct debiting the transaction account. The condition for the fee for multivalute current account to be calculated is the account turnover of 90 days from the day the fee is calculated. The account turnover in terms of this rule is considered to be any transaction per account other than the fees and interests charged on that account. If there is no money on the transaction account to collect the fee in the local currency but there is coverage in foreign currency, the Bank is authorized to make the collection from the foreign currency funds, along with the conversion applying the middle exchange rate from the Bank's exchange rate applicable as at the day of the collection.

The fee for the use of the transaction account by the authorized person is calculated and charged on the last day of a month by direct debiting the transaction account, if there was a contracted authorized person for the account on that day. The condition that the fee is to be charged is the existence of the transactions under the account of the last 90 days from the date when the fee is calculated. The account turnover in the sense of this rule is considered to be any transaction under the account other than fees and interest rates calculated on that account. If there are no sufficient funds for the collection of fees in domestic currency on the transaction account, but there is the coverage in foreign currency, the Bank is authorized to be settled from foreign currency funds, along with the conversion being executed by applying the middle exchange rate from the Bank's exchange rate list applicable as at the date of the collection of the fees.

The fee for current account will also be charged in the month of closing, but in proportion to the number of days in the month which User/Authorised person used the account, subject to the above-described rules defining the conditions when charges are charged.

For the use of the package, the User pays a single monthly fee in accordance with the Decision of fees, irrespective of whether or not the User uses the Package of all or only certain products and services or benefits and transactions independently of the transaction on the current account, a single monthly fee for the use of the Package .

The package fee is also charged in the month of closing the package, but in proportion to the number of days the User/Authorised person used the package in the month of closure.

If there are no available funds on the transaction account of the customer, sufficient to settle the fee, the transaction account will not be debited, but the uncollected due fee amount will be recorded to the account as due receivable and will be collected upon the inflow to the account (except when the account is blocked for FINA's enforced collection process). The fee on the blocked transaction account will be able to be collected only after the transaction account is unblocked.

The account closure fee is collected only in case of closing the account that is open for 6 months and shorter at the time of closing the account. If the account is opened for longer than 6 months, the fee for the closing the account is not charged.

#### **4.2. Fee for permanent payment orders**

The fee for contracting permanent order is calculated and collected immediately upon contracting a single permanent order.

The payment order fee executed by a permanent order is calculated and collected in HRK per implemented transaction. If the client does not have any available funds on the transaction account for the collection of the fee, the transaction for which the standing order is issued will not be executed.

#### **4.3. Fee for direct debiting**

The fee for direct debiting is calculated and collected in HRK per implemented transaction. If the client does not have any available funds on the transaction account for the collection of the fee, the order will not be executed.

The fee for instructing, modifying and cancelling special conditions, fees for obtaining a copy of the consent is charged one time per business event.

#### **4.4. Fees in the card operations**

The fee for issuing debit cards is calculated and collected for each particular user.

The fees for the transactions executed on ATMs and POS terminals by using the Bank's debit and credit cards are calculated for the executed transaction and charged by direct debiting of the transaction account (in case of a debit card transaction - immediately upon booking of the transaction) or a credit card account (for credit card transactions - on a due date, once a month).

The monthly credit card fee is calculated at the end of the collection period for the credit card account and is collected by direct debiting of the account on the due date of the account.

A credit card registration fee is calculated when opening the credit card account and is collected by direct debiting the credit card account by the client (if no permanent order on the transaction account is contracted) or by direct debiting the transaction account as at the credit card account maturity date (if a standing order is agreed upon).

Other card transaction fees are calculated for the executed transaction / upon the client's order and collected by direct debiting the account for which a particular fee is calculated, or by payment in cash.

If the customer does not have any available funds on the transaction account as at the due date for the collection of the fee, the transaction account will be debited by the fee amount and will be in the unauthorized overdraft until the settlement of the debts.

If the customer does not have sufficient funds on the transaction account as at the due date for the payment of the fees related to transactions and obligations on the credit card (if the direct debiting of the transaction account is contracted to settle the card obligations) or if no payment is made directly to the credit card account on the due date, the credit card account will be brought to an unauthorized overdraft, the debt will be credited as a due and the limit for further consumption will not be released for the amount of the due debt.

Cash withdrawal fee is calculated directly on the transaction and charged directly with the current account, the amount of the fee depends on the number of installments.

#### **4.5. Online Banking Fees**

The online service entry fee (e-Kent and m-Kent) is calculated for each user of the service and collected when contracting the service in cash or debiting the transaction account.

The use of online services is calculated for each user of the service and collected on a monthly basis, by debiting the account indicated on the Fee Application. The fee for using the online banking services are calculated and collected on the last day of a month for that previous month, by direct debiting the transaction account. If there are no sufficient funds for the collection of fees in domestic currency on the transaction account, but there is the coverage in foreign currency, the Bank is authorized to be settled from foreign currency funds, along with the conversion being executed by applying the middle exchange rate from the Bank's exchange rate list applicable as at the date of the collection of the fees.

The fee for using on-line banking is also charged in the month of closing the service, but in proportion to the number of days the User used it in the closing month.

If the client does not have funds available on the transaction account fee sufficient to settle the fee, the transaction account will not be charged, but the unsettled due fee amount will be recorded to the account as an due receivables and will be collected upon the account inflow (except in case when the account has been blocked for FINA's enforced collection procedure). Fees per blocked transaction account will be able to be collected only after the transaction account is unblocked.

Other fees are calculated upon an implemented transaction and are collected by the transaction from the account or cash payment (when applicable).

#### **4.6. Cash payment transaction fees**

The fees for cash payment transactions are calculated and charged in HRK per executed transaction. When urgently executing an order, a regular fee for cash payment transaction is charged with an additional fee for urgent execution in accordance with the Decision on fees in the operations with consumers.

The Bank executes urgent cash payments only in the currency of HRK. Urgent execution of the order in the currency of HRK shall be charged for the urgent payment in accordance with the Decision on fees for consumers.

#### **4.7. Credit Transfers Fees**

Credit transfers fee in HRK is calculated and charged in HRK per implemented transaction on the credit of the current account. If a client does not have any available funds in HRK currency on the transaction account to collect the fee, the transaction will not be executed.

The fee for national and cross-border credit transfers in EUR is calculated and charged at the expense of the transaction account in HRK. If the client has no available funds in HRK currency on the transaction account to collect the fee, the transaction will not be executed.

The fee for national and cross-border credit transfers in foreign currency other than EUR and the fee for international credit transfers is charged by cash payment or at the expense of the transaction account in HRK or at the expense of the transaction account in foreign currency. If there are no sufficient funds for the collection of fees in domestic currency on the transaction account, but there is the coverage in foreign currency, the Bank is authorized to be settled from foreign currency funds, along with the conversion being executed by applying the middle exchange rate from the Bank's exchange rate list applicable as at the date of the collection of the fees.

Urgent execution of the order in the currency of EUR and in currencies other than EUR shall be subject to an immediate remuneration in accordance with the Decision of fees for consumers. Upon the execution of an urgent order, the client must provide funds on the current account for the transaction, a regular credit transfer fee and a fee for urgent execution.

#### **4.8. Loan operations fees**

The loan processing fee is calculated and charged immediately, by the collection when disbursing the placement, one-time, by withdrawing from the disbursed loan amount that is also the basis for the calculation of the fee.

The fees for other loan operations services (changes on loans, confirmations, statements, etc.) are calculated and collected on a one-time basis in advance or upon the execution of the transaction.

#### **4.9. Fees for renting safe deposit boxes**

The fee for renting safe deposit boxes is collected for the entire rental period, one time in cash, immediately before the beginning of the safe deposit box agreement and at the time of signing the agreement at the latest. In case of early termination of the safe deposit rental agreement the fee is charged at the agreed price, but proportionally to the number of used months, the month used is considered each beginning month (example: a safe rental contracted to 6 months at the price of HRK 1,000.00, the customer wants to terminate the contract after five months, the price per month is in this case  $166,66 \text{ HRK} * 5 \text{ months} = 833,30 \text{ HRK}$ ).

When signing the agreement, a deposit fee is also charged that serves to the Bank to settle the costs of making a duplicate key (in case the customer loses his/her). The amount of the paid in deposit is returned to the customer upon the expiration of the agreement if, during the term of the agreement, the deposit is not used to make the key duplicate.

## **5. FINAL PROVISIONS**

In addition to the fees under this Decision, the Bank may also calculate and collect the FINA, CNB, Money Market fees from the costumers as well as the fees by other entities, depending on the actual activity and its realization.

In addition to the fees and particular services, the Bank may also calculate the actual costs as follows:

- postage and telecommunications costs
- costs charged by other banks at home and abroad
- taxes and similar paid by the Bank
- other costs that are not specified and are stipulated in the Agreement between the Bank and the service user.

The fees are subject to change and they are calculated and collected according to the applicable Decision on fees in the operations with the consumers.

For the duration of the contractual relationship, the Bank shall not charge the fee to the costumer that was not included in Decision on fees in retail operations at the time of the conclusion of the agreement.

This Methodology is an addition to the applicable Decision on fees in retail operations and is effective from 1 March 2019.