

Payment Accounts Service Fee Guide

Version 2.0



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Services	Definition	Fee
Maintaining the account	The account provider operates the account for use by the customer.	See Service Fee
Unarranged Overdraft	The customer borrows money when there is no money left in the account (or when the customer has gone past their arranged overdraft limit) and this has not been agreed with the account provider in advance.	Reference rate + 8% p.a.
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 customer.	Reference rate + 2.5% p.a. & setup fee of EUR 1,000
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.	No setup cost
Direct Debit	The customer permits someone else (recipient) to instruct the account provider to transfer money from the customer's account to the recipient. The account provider then transfers money to the recipient on a date or dates agreed by the customer and the recipient. The amount may vary.	Service not provided
Refusing a payment due to lack of funds	The account provider refuses a payment from the customer's account because there is not enough money in it (or it would take the customer past their arranged overdraft limit).	No fee
Allowing a payment despite lack of funds	The account provider allows a payment to be made from the customer's account although there is not enough money in it (or it would take the customer past their arranged overdraft limit).	No fee
Sending money within Gibraltar	The account provider transfers money, on the instruction of the customer, from the customer's account to another account in Gibraltar.	EUR 25 if instructed online, otherwise EUR 75
Sending money outside Gibraltar	The account provider transfers money, on the instruction of the customer, from the customer's account to another account outside Gibraltar.	EUR 25 if instructed online, otherwise EUR 75
Receiving money from outside Gibraltar	Money is sent to the customer's account from an account outside Gibraltar.	No fee
Cash withdrawal in Pound Sterling in Gibraltar	The customer takes cash out of the customer's account in Pound Sterling at a cash machine, bank or Post Office in Gibraltar.	1%
Cash withdrawal in foreign currency outside Gibraltar	The customer withdraws cash out of the customer's account in a foreign currency at a cash machine or, where available, at a bank outside Gibraltar.	Service not provided
Cash withdrawal in a foreign currency inside Gibraltar	The customer withdraws cash out of the customer's account in a foreign currency at a cash machine or, where available, at a bank inside Gibraltar.	1%
Debit card payment in Pound Sterling	The customer uses a debit card to make a payment in Pound Sterling. This can be in a shop, online or over the phone.	Service not provided
Debit card payment in a foreign currency	The customer uses a debit card to make a payment in a foreign currency. This can be in a shop, online or over the phone.	Service not provided
Cancelling a cheque	The customer asks the account provider to cancel a cheque that the customer has written.	Service not provided
Chargeback processing services	The customer asks the account provider to reverse a transaction.	No fee