

GET INFORMED!

Payment accounts

CURRENT ACCOUNT AND GIRO ACCOUNT

Generally, citizens open payment accounts in banks to use them for payments to and from accounts and to execute payment transactions. Payment accounts can be divided into transaction accounts which include current and giro accounts and other payment accounts, which include all accounts other than transaction accounts but which can also be used to execute payment transactions. Accounts may be single-currency and multi-currency accounts. Before opening a payment account make sure you get familiar with the basic characteristics of such a service. Most of the rights and obligations for the consumer and service provider are defined in a framework contract on the use of the payment account service. For additional information, you are advised to examine general operating conditions for retail accounts of individual service providers, and publicly available Tariff of service fees for information on fees.

NOTIFICATION OF CHANGES

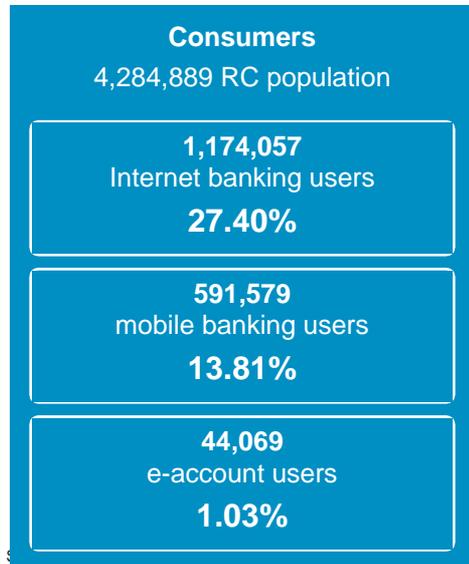
Commonly provided with payment account opening is some form of notification of changes and balance in the account. Timely notification of account changes and balance will facilitate our day-to-day financial planning and help us avoid unnecessary situations such as exceeding the overdraft facility.

Take care
of your account!



SERVICES SUPPLEMENTARY TO THE PAYMENT ACCOUNT

Statistics on the frequency of use of services supplementary to the payment account



Many supplemental services available on the market today can be negotiated together with a payment account as separate services or services sold in packages. Where services sold in packages are concerned, one has to make sure that the packages contain services that will actually be used or else negotiate services separately. Examples of such services include various forms of additional notification of account balance (SMS, e-mail), Internet banking, mobile banking, e-account service, home assistance service, etc. Before negotiating an individual service or a package of services, make sure you are informed about the rights and obligations arising from the use of any such service, the benefits such services may bring to you and the costs you are obligated to pay. Such information may be found in

additional brochures available with certain services, general operating conditions for a service or in direct communication with a credit institution's employees. Information on costs and fees may be found in the Tariff of service fees.

PAYMENT CARDS

Payment cards are payment instruments for cash withdrawals at ATMs, payment of goods and services at EFTPOS devices, payment of goods and services on the Internet, etc. In terms of maturity and settlement of expenses, cards may be divided into debit, credit and prepaid cards. Debit cards imply immediate debiting of the user's account

There are over **106,000 EFTPOS devices** operating in the RC.

The County of Istria has the largest number of ATMs to 100,000 population: **187.93**.

for an expense that has been made; prepaid cards imply advance payment, while credit cards imply a form of deferred payment of expenses.

DEBIT CARDS

Debit cards are generally issued when a transaction account is opened. They enable users to withdraw and deposit cash at ATMs, make payments at points of sale and purchases and payments on the Internet or mobile applications. Users of debit cards may make purchases up to the amount

available in their accounts, which also includes any amounts available under an overdraft facility. When executing transactions one has to consider security issues to reduce the risk of abuse. This means that you have to observe issuers' recommendations such as keeping your PIN (identification number) in a safe place, never keeping it together with the card. When purchasing on the Internet only disclose data in a safe environment, during payment at points of sale do not leave your card out of sight, etc.

Number of debit cards per person **1.54**.

CREDIT CARDS

Credit cards provide users with a form of deferred payment. The same security recommendations apply to credit cards as to debit cards. However, in view of many different credit card modalities, before getting a credit card, users are recommended to obtain information about the use of each individual credit card, the accompanying costs and fees

This means that you are familiar with credit card issue, use and cancellation as well as credit card modality:

- a card which enables payment in instalments
- a card which enables a deferred payment purchase, with the full amount falling due for payment at the same time
- a card which enables a deferred payment purchase, with a percentage of the amount falling due for payment.

Until end-2016, there were 1,806,399 credit cards were issued in the RC.

Once you know exactly what kind of credit card you are dealing with, before making a purchase you should also make sure to obtain information on:

- interval/intervals in which expenses are charged
- how you can settle expenses
- manner of calculation and amount of interest rate
- any other costs and fees.

OVERDRAFT FACILITY

Overdraft facility (negative balance) is a form of loan granted on current accounts. The amount of the facility is determined based on a client's income and is revised at intervals agreed in advance. In addition to the regular negotiated interest rate charged on the used overdraft facility in the period during which the facility is used, there is also a default interest which is charged if an account is overdrawn in excess of the overdraft facility. Under applicable regulations, there is an obligation of user notification of any change in the amount of overdraft facility or cancellation of the facility 30 days prior to the change, to enable users to adjust their future consumption to changed circumstances. There is also a possibility of repayment of the amount of the reduced or cancelled facility in 12 monthly instalments without additional costs.



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