

## Payment Product and Service Offer

This document gives you an overview of the banking products and services offered by Keytrade Bank. For the costs of these banking products and services, please refer to the updated version of the tariffs available at [www.keytradebank.be](http://www.keytradebank.be).

### Content

1. Current account.....	2
• What is a current account?.....	2
• Limits.....	2
• Interest: credit/debit.....	2
• Cost .....	2
2. Transfers .....	2
• What is a transfer? .....	2
• What is a SEPA transfer ?.....	2
• What is an international transfer? .....	2
• Execution times.....	2
• Costs .....	3
3. Standing orders.....	3
• What is a standing order?.....	3
4. Direct debits.....	3
• What is a direct debit?.....	3
• What is a European direct debit? .....	3
• Right of refund and rectification.....	3
5. Account statements.....	3
• What is a statement? .....	3
• Frequency .....	4
• Costs .....	4
6. Exchange rates.....	4
7. Payment cards.....	4
I. Debit cards .....	4
• What is a debit card? .....	4
• Payment services requiring use of the PIN: .....	4
• Contactless payment services: .....	4
• Security of online payments: 3D Secure .....	5
• Costs .....	5
• Debit card usage costs .....	5
II. Credit cards.....	5
• What is a credit card? .....	5
• Payment services requiring use of the PIN: .....	5
• Contactless payment services: .....	5
• Security of online payments: 3D Secure .....	6
• Costs .....	6
• Credit card usage costs .....	6
8. Mobile payments.....	6
• The Keytrade Bank Mobile App .....	6
• Apple Pay .....	6
9. How do I access Keytrade Bank payment services ? .....	6

## ★ 1. Current account

### • What is a current account?

A current account, legally referred to as a payment account, is a banking product with the special feature of being «current», which means you can use the available balance immediately without delay and in accordance with your requirements. It records all debit transactions and credit transactions.

Any debit transaction on this account is executed as long as there are sufficient funds available. The current account is part of the basic banking service.

### • Limits

The usage limits for the current account are those applicable to transfers (see point 2) and payment cards (see point 7). You must maintain a credit balance on your current account at all times, barring specific express agreement between parties.

### • Interest: credit/debit

You can find the interest rates applicable to the current account in the "Interest rates" brochure, available at [www.keytradebank.be](http://www.keytradebank.be).

### • Cost

The current account with Keytrade Bank is entirely free.

Moreover, you will receive five cents for each domestic transaction carried out on the Keytrade Bank current account (see applicable terms and conditions at [www.keytradebank.be](http://www.keytradebank.be): <https://www.keytradebank.be/en/conditions-5-cents-per-transaction>).

## ★ 2. Transfers

### • What is a transfer?

A transfer is a transfer of money from a current account (payment account of the payer to be debited) to another current account (payment account of the payee to be credited), based on an instruction given by the payer. The transfer can be made between two current accounts within the same bank or two different banks, whether Belgian or foreign.

Only electronic transfers can be made at Keytrade Bank. We do not accept paper transfers.

### • What is a SEPA transfer ?

The SEPA Credit Transfer is a means of transferring funds in euros both in Belgium and all countries which are part of the SEPA (Please take a look at the full list at <https://www.europeanpaymentscouncil.eu/document-library/other/epc-list-sepa-scheme-countries>). It takes place under the same terms and conditions as national transfers.

The conditions of a SEPA transfer are as follows:

- payment in EURO
- amount: maximum EUR 150,000 per transaction
- inclusion of the payee's IBAN
- between 2 countries which are part of the SEPA

If the SEPA transfer is instant, it is processed immediately (24/7). The money is debited from the payment account of the payer and credited to the payment account of the payee in just a few seconds. The maximum amount that you can transfer via an instant transfer is €5,000 per day. You can set your own transaction limit at any time via the Mobile App or the Transaction Site. The daily limit of €5,000 remains applicable in any case and cannot be modified.

When executing a (standard or instant) SEPA transfer, the payer receives information stating whether the payee's name and IBAN match. For more information on instant transfers and the «Verification of payee» service, please take a look at the FAQs at the following link: <https://www.keytradebank.be/en/support>

### • What is an international transfer?

Transfers in foreign currencies and transfers outside the SEPA are treated as international transfers.

### • Execution times

Standard SEPA transfers are executed within one business day (D+1). Instant SEPA transfers are executed immediately (in just a few seconds).

- **Costs**

There are no fees for sending an (instant or standard) electronic SEPA transfer. For international transfers, see the "Tariffs" brochure (available at [www.keytradebank.be](http://www.keytradebank.be)).

## ★ 3. Standing orders

- **What is a standing order?**

A standing order is a recurring automatic transfer ensuring the payment of fixed amounts at a date and frequency that you have determined as long as there are sufficient funds in the current account when it is executed. This solution is ideal for recurrent payments like rent.

## ★ 4. Direct debits

- **What is a direct debit?**

A direct debit is an automatic charge which debits sums periodically from your current account on a set date for a bill which does not necessarily have a fixed amount, such as electricity, water, gas or telephone bills. Thanks to the direct debit your bills are paid on time. For this purpose, you must provide your creditor with a direct debit authorisation and your bank details.

- **What is a European direct debit?**

The European direct debit (SEPA Direct Debit or SDD) is one of three products, alongside the European transfer and card payment, developed as part of the introduction of the SEPA.

It allows automatic collection of both your national and international expenses in the SEPA (the full list of these countries is available at the following address: <https://www.europeanpaymentscouncil.eu/document-library/other/epc-list-sepa-scheme-countries>).

This payment system applies to transactions in euros carried out between accounts located in SEPA countries. It allows a creditor, at its own initiatives, to collect amounts for bills owed by its clients (debtors), provided the debtor has delivered a signed mandate to the creditor in the correct and due form.

A payment via European direct debit is executed from midnight on the due date. If there are insufficient funds on your current account, the payment via European direct debit is then refused. We suggest that you contact your provider to find out how you should execute the refused payment.

You have a right of refusal and blocking. On the Keytrade Bank Transaction Site, you can check, several business days before the payment date, that a European direct debit will be collected from your account. Until midnight of the business day prior to the agreed date for debiting the funds, you may refuse just this future debit by clicking on the button provided for this purpose in respect of the direct debit in question. You can also block a European direct debt in several ways:

- in terms of the mandate: you no longer authorise any payment in connection with a specific mandate;
- in terms of the amount: you do not authorise any payment beyond the limit that you have defined in connection with a specific mandate;
- in terms of the account: you no longer authorise any payment for a specific current account;
- in terms of the creditor: you no longer authorise any payment in connection all the mandates that you have given this supplier.

Please note: The Client may only revoke the mandate by means of a notification to the beneficiary creditor.

- **Right of refund and rectification**

For 8 weeks after execution of a payment via European direct debit, you may request refund on the Keytrade Bank Transaction Site. In the case of a payment via European direct debit based on a non-existent or invalid mandate, you have the option of requesting rectification for up to 13 months after execution. To this end, please send a signed rectification request to Keytrade Bank, Back office department.

## ★ 5. Account statements

- **What is a statement?**

The statement is a document that summarises the debit and credit transactions completed on the account in the previous statement. They are available to you digitally on the Transactional Site.

- **Frequency**

Monthly electronic statements are available on the Transaction Site.

- **Costs**

Electronic statements are free.

## ★ 6. Exchange rates

The exchange rate applicable to transfers in a non-euro European Economic Area («EEA») currency to an EEA country on the current account and to transactions with a payment card can be found in the document "Exchange Rates" (available at [www.keytradebank.be](http://www.keytradebank.be)).

## ★ 7. Payment cards

### I. Debit cards

- **What is a debit card?**

A debit card is a payment card by means of which the Cardholder can carry out all standard banking transactions on the current account for which he or she is holder or authorised representative, i.e. cash withdrawals, payment transactions at payment terminals and online payments.

Use of the Keytrade Bank debit card is disabled by default outside (geographic) Europe. You can activate the debit card for use outside Europe via the Transaction Site or the Mobile App.

For more information about the Keytrade Bank debit card, see the Special Terms and Conditions for the debit card and FAQs at [www.keytradebank.be](http://www.keytradebank.be).

- **Payment services requiring use of the PIN:**

- Carrying out, using ATMs in Belgium with the Bancontact/Visa logo, all transactions offered by these devices (withdrawals, checking account, changing PIN).
- Payment for purchases in shops equipped with a payment terminal that accepts Bancontact/Visa debit cards.
- Carrying out all transactions allowed by ATMs abroad with the Visa logo.
- Payment for purchases on online sites that accept payments with Bancontact/Visa debit cards.

#### Usage limits:

Withdrawals at ATMs in Belgium are limited as follows:

- Maximum amount per card, per day (0.00 to 24.00): €510
- Maximum amount per card, per 7-day period: €1,260

Keytrade Bank applies the same limits for withdrawals from ATMs abroad.

Please note that, both in Belgium and abroad, lower limits may be set by ATM owners.

Payments using payment terminals and online payments are limited to €2,510 per card, per 7-day period.

These limits cannot be changed.

After a card transaction, there may be a delay so that the balance posted on the Transaction Site or on the Mobile App can be updated.

Please note: the limits are different for a card allocated to a minor:

- ATM withdrawals: maximum amount per withdrawal: €125, maximum amount per 7-day period: €250.
- Payments using a payment terminal and online payments: €125 maximum per card, per 24-hour period.
- The total of payments and cash withdrawals carried out, per 7-day period, may not exceed €250 per account.

- **Contactless payment services:**

All debit cards come with contactless functionality, meaning that payments can be made at compatible payment terminals. To do this, the card must be held close to the payment terminal in order to complete the transaction. Compatible cards and terminals feature a special icon. You can activate this functionality via the Transaction Site or the Mobile App.

## Payment Product and Service Offer - 5

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### Usage limits:

For payments of less than EUR 50, the transaction can be completed without entering the PIN. Clients can disable this functionality via the Transaction Site or the Mobile App.

For payments of EUR 50 or more, the transaction can be completed contactless but the PIN will still have to be entered on the payment terminal to validate the transaction.

When the maximum total of 5 consecutive transactions reaches or exceeds EUR 150 or after 5 consecutive transactions for a total amount of less than EUR 150, the PIN will be requested on the payment terminal, even if the transaction amount is less than EUR 50.

These amounts may be lowered or raised by the bank, temporarily or permanently, for all clients, depending on the circumstances.

- **Security of online payments: 3D Secure**

3D Secure protects your card against theft or fraud whenever you make a purchase online. Thanks to this additional level of security, you can pay online completely securely by confirming your identity using your e-commerce code and your Softkey or Hardkey.

- **Costs**

The debit card is completely free.

- **Debit card usage costs**

You can find the usage costs applicable to bank cards, both in and outside the eurozone, in the "Tariffs" brochure available at [www.keytradebank.be](http://www.keytradebank.be)

## II. Credit cards

- **What is a credit card?**

A credit card is a Payment Instrument that allows the Cardholder to withdraw cash, make payments at payment terminals and make online purchases by deferred debit from his or her current account for which he or she is holder or authorised representative. Charges associated with the credit card are debited once a month:

By default, Keytrade Bank's Visa credit card can be used in Belgium and Europe. You can find more information in the Mobile App or on the Transaction Website where you can modify the settings of the card.

For more information about the Keytrade Bank credit card, see the Special Terms and Conditions for the credit card and FAQs at [www.keytradebank.be](http://www.keytradebank.be)

- **Payment services requiring use of the PIN:**

- Withdrawing cash from ATMs with the Visa logo in Belgium and abroad.
- Payment for purchases in shops equipped with a payment terminal that accepts Visa credit cards.
- Payment for purchases on online sites that accept payments with Visa credit cards.

The credit card's PIN can be changed via the Transaction Site or the Mobile App.

### Usage limits

The limit will be defined when the card is issued, based on your profile. Possible limits are :

Classic : from €1,250 to €2,000 / month

Gold : from €3,000 to €5,000 / month

Platinum : from €6,000 to €10,000 / month

You can reduce the defined limit when your card is issued yourself at any time via the Mobile App or the Transaction Site.

If you would like to increase the credit limit of your credit card beyond the defined limits, you must send a request by email to [credit@keytradebank.com](mailto:credit@keytradebank.com). See FAQs at [www.keytradebank.be](http://www.keytradebank.be)

The total cash withdrawals made within a 4-day period may not exceed €620, subject to the limit set by the ATM owner.

- **Contactless payment services:**

All credit cards come with contactless functionality, meaning that payments can be made at compatible terminals. To do this, the card must be held close to the payment terminal in order to complete the transaction. Compatible cards and terminals feature a special icon. This function is activated per default and can be deactivated in the Mobile App or the Transaction Site.

## Payment Product and Service Offer - 6

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### Usage limits:

For payments of less than EUR 50, the transaction can be completed without entering the PIN.

For payments of EUR 50 or more, the transaction can be completed contactless but the PIN will still have to be entered on the payment terminal to validate the transaction. Some terminals may apply other lower limits.

When the maximum total of 5 consecutive transactions reaches or exceeds EUR 150 or after 5 consecutive transactions for a total amount of less than EUR 150, the PIN will be requested on the payment terminal, even if the transaction amount is less than EUR 50.

These amounts may be lowered or raised by the bank, temporarily or permanently, for all clients, depending on the circumstances.

- **Security of online payments: 3D Secure**

3D Secure protects your card against theft or fraud whenever you make a purchase online. Thanks to this additional level of security, you can pay online completely securely by confirming your identity using your e-commerce code and your Softkey or Hardkey.

- **Costs**

You can find the usage costs applicable to VISA credit cards and the services relating to these cards in the Fee Information Document available at [www.keytradebank.be](http://www.keytradebank.be).

- **Credit card usage costs**

You can find the usage costs applicable to bank cards both in and outside the eurozone in the Fee Information Document, available at [www.keytradebank.be](http://www.keytradebank.be).

## ★ 8. Mobile payments

- **The Keytrade Bank Mobile App**

You can use your smartphone to pay with the Keytrade Bank Mobile App. Just scan a QR code, click and confirm your payment using your SoftKey or HardKey.

The Mobile App can be downloaded free of charge from the Google Play Store and from the Apple App Store, and can be used on Android and iPhone smartphones and Android and iPad tablets. Always use the latest version available.

- **Apple Pay**

Apple Pay is a payment method available on iPhone and iPad.

Now available with your Keytrade Bank debit or credit card on your iPhone, Apple Watch, iPad, and Mac.

Simply download the free Apple Wallet app from the Apple App Store and add your payment card (debit or credit).

You can find more information at [www.keytradebank.com](http://www.keytradebank.com)

## ★ 9. How do I access Keytrade Bank payment services ?

The client has the opportunity to access the one or more Keytrade Bank payment services using the Bank's Transaction Site and/or by using various Devices by, as appropriate, downloading a specific application (see Section 8 Mobile payments) and accepting specific terms and conditions.