



YOUR RIGHTS IN A FEW WORDS

EU rules make your electronic payments cheaper, easier, and safer. Here's how:

- You can make payments throughout Europe (the EU, Iceland, Norway, and Liechtenstein) with the same ease and security as in your home country.
- No merchant can charge you extra fees if you pay with a card issued in the EU.
- The rules cover all types of electronic payments (transfers, direct debits, card payments, etc.).
- Everyone legally residing in Europe is entitled to a bank account for making electronic payments (“payment account”).



DO YOU WANT MORE INFORMATION?

These rights are set out in the revised Payment Services Directive (PSD2), the Payment Accounts Directive, and other EU legislation,

which aims to make the payments we make safer and more convenient.

You can find more information about your rights here:



<https://europa.eu/!VM49Nw>





ELECTRONIC PAYMENTS

ACCESSIBLE TO ALL

- Every consumer legally residing in the EU is entitled to at least a basic payment account (i.e., one that allows you to have a debit card, withdraw cash, deposit funds in escrow, and make and receive payments) free of charge or at a reasonable cost.



PAYMENTS IN €: SAME COST AS LOCAL

With a single euro account, you can make all your payments anywhere in Europe.

- Cross-border euro payments will cost you the same as domestic euro payments.....
- and, from December 15, 2019, they will cost you the same as domestic payments in your national currency.
- Withdrawing euro cash outside your bank's ATM network should cost you the same in another Member State as in your own country.



MORE SECURITY,

GREATER PROTECTION

- Starting in September 2019, your electronic payments will be more secure thanks to enhanced customer authentication, which will be carried out using a combination of different authentication factors, such as a PIN code and your fingerprint.

For more information, please contact your payment service provider.

- Your liability in the event of an unauthorized payment—for example, if your credit card is stolen—is limited to a maximum of €50 (except in cases of gross negligence). You are not liable for any unauthorized payment that occurs after you have notified your bank, nor for an online payment if your bank or payment service provider does not use strong customer authentication.
- When the final amount of a card payment is not known in advance (for example, car rental or hotel expenses), the merchant can only block the agreed-upon charge to your card with your consent.
- In the case of direct debits (if, for example, you have authorized a company to collect payments from your account), you have eight weeks to claim a refund of any amount unduly charged. This import must be refunded to you within ten business days.



FAIR PRICING

You have the right to know what charges, if any, are applied to the payments you make.

- As a general rule, merchants cannot charge you more than the advertised price (surcharge), either in stores or online, if you use a debit or credit card. In certain circumstances (for example, with certain cards), a surcharge may still be applied, but it must reflect the true cost to the merchant of

- that payment method. If you believe you have been charged unjustified surcharges, for example when booking a flight or paying for a hotel reservation, please visit the website linked on the next page for more information about your rights.

NEW SERVICES

- Thanks to current technology, you can now choose to use new and innovative financial services offered by authorized banks and other regulated payment service providers other than your own bank.
- This allows you, for example, to manage your personal finances or make online purchases without a credit or debit card. Like banks, these new payment service providers are subject to authorization and supervision and must handle your data securely.
- EU rules ensure the smooth operation of your electronic payments. However, if a problem arises, your bank or other payment service provider must respond to complaints within fifteen working days. If you disagree with the response, you can refer the matter to the relevant national authority.
- You can find more information here:



- <https://europa.eu/!fJ39bc>