

# Payment Product and Service Offer<sup>1</sup>

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).

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### > 1. Current account

- What is a current account?

A current 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 (your cash withdrawals, payments, transfers and so on) and credit transactions (cash deposits and so on).

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 bank cards (see point 8). You must maintain a credit balance on your current account at all times, barring specific express agreement between parties. In particular, see the document entitled "Application form for an overdraft facility repayable within a maximum of three months", which you can find in our Document Center on the public website, if you wish to apply for an overdraft (<https://www.keytradebank.be>).

- 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) banking).

### > 2. Transfers

- What is a transfer?

A bank transfer is a transfer of money from a current account (account of the instructing party to be debited) to another bank account (payee account to be credited). The transfer can be made between two current accounts within the same bank or two different banks, whether Belgian or foreign

- What is a SEPA transfer<sup>2</sup> ?

The SEPA Credit Transfer is a means of transferring funds in euros both in Belgium and all countries which are part of the SEPA, i.e. the Member States of the European Union, plus Iceland, Liechtenstein, Norway, Switzerland, Monaco, Mayotte and Saint-Pierre-et-Miquelon. 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 500,000
- inclusion of the payee IBAN<sup>3</sup> and the payee bank BIC<sup>4</sup>
- the effect of including "shared costs" (between the instructing party and payee) on the transfer carried out is that the fees do not exceed those of a national transfer. Since 1 January 2011, the SEPA transfer has permanently replaced the national transfer specific to each country and cross-border transfers between SEPA countries.

Please note: for transfers in EUR to a SEPA zone country and transfers in EEA currencies (EU Member States + Iceland, Norway and Liechtenstein, "EEA") and non-euro transfers to a non-EEA country in non-EEA currencies to a non-EEA country, or in EUR to a non-EEA country, are considered international transfers and are therefore liable to the corresponding costs. To issue instructions for said transfers, the ad hoc screen available on the ad hoc page of the Keytrade Bank Transaction Site needs to be filled in.

- Completion times

Payments in euros without any foreign exchange transaction within the EEA are executed within one business day (D+1) (two business days for "paper" transfers).

- Costs

There are no fees for sending an electronic SEPA transfer in Belgium. For paper and international transfers (to a SEPA zone or EEA country or to a non-EEA zone country), 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 an automatic transfer ensuring the payment of fixed amounts at a date you have determined as long as there are sufficient funds in the current account. It is ideal for recurrent payments like rent.

### > 4. Direct debits

- What is a direct debit?

A direct debit is an automatic transfer 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.

<sup>2</sup> - SEPA stands for «Single Euro Payments Area».

<sup>3</sup> - The IBAN (International Bank Account Number) is an international bank account identification standard.

<sup>4</sup> - The BIC (Bank Identifier Code) is the international code allowing unique identification of each bank and/or head office. The BIC for Keytrade Bank is KEYTBEBB..

- What is a SEPA direct debit?

The SEPA direct debit (SDD or European direct debit) 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 accounts receivable in the EU Member States, as well as Iceland, Liechtenstein, Switzerland, Norway, Switzerland, Monaco, Mayotte, Saint-Pierre-et-Miquelon and San Marino.

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 customers (debtors), provided the debtor has delivered a signed mandate to the creditor in the correct and due form.

A SEPA Direct Debit payment is executed at 2.00 pm on the business day BEFORE the due date. If there are insufficient funds on your current account, the payment via SEPA Direct Debit is then refused. We suggest 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<sup>5</sup>, that a SEPA Direct Debit will be collected from your account. Until the day before, by 2.00 pm at the latest, 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 direct debt in several ways:

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

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

- Right of repayment

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

## > 5. Cash withdrawals

You can withdraw cash from your account via either your payment card (see point 8) or via withdrawal exclusively from our branch, at Boulevard du Souverain/Vorstlaan, 100, B-1170 Brussels.

It should be noted that in the event of in-branch withdrawal, the bank may require notice of three business days, and in any event, for any withdrawal of amounts of EUR 2,500 or more or its equivalent in foreign currency. Withdrawals are not possible at the branch for amounts of less than EUR 200

A foreign currency withdrawal in cash is only possible in CHF, USD and GBP.

## > 6. 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.

- Frequency

You can how often electronic statements are created: monthly, weekly or daily. Otherwise, they will be created monthly. Similarly, you can choose to receive your account statement by post each month or after each transaction.

- Costs

Electronic statements are free. When sending statements by post, a charge is applied, which can be found in the "Tariffs" brochure (available at [www.keytradebank.be](http://www.keytradebank.be)).

## > 7. Exchange rates

The exchange rates applicable to transactions on the current account in a non-euro EEA currency to an EEA Country can be found in the document "Payment Transactions Exchange Rates" (available at [www.keytradebank.be](http://www.keytradebank.be)).

## > 8. Payment cards

### 1. Debit cards (Bancontact, Maestro)

- 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.

Use of the debit card is disabled by default outside (geographic) Europe. The list of countries in which the card can be used is available at [www.keytradebank.be](http://www.keytradebank.be).

<sup>5</sup> - However, at the latest on the payment date – two days for the recurrent SDD or payment date – five days for the one-time SDDs.

### Services requiring use of the PIN:

- carrying out, using Bancontact ATMs, all transactions offered by these devices (withdrawals, checking account, changing PIN).
- payment for purchases in shops equipped with a Bancontact or Maestro payment terminal.
- carrying out all transactions allowed by ATMS located abroad and managed by MasterCard Europe.
- payment for purchases on online sites compatibles with Maestro and/or Bancontact

### Usage limits:

withdrawals at Bancontact and Maestro ATMs are limited as follows

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

Payments using Bancontact and Maestro payment terminals are limited to EUR 2,510 per card per 7-day period.

The total of payments and cash withdrawals carried out in the context of Bancontact and Maestro services, per 7-day period, may not exceed EUR 3,760 per account.

Please note that when you carry out Maestro transactions using your debit card (withdrawal, payment or online payment), the transaction authorisation takes into account the "technical" balance on your account: twice this amount is blocked until the next business day.

For example: You have EUR 1,000 in your current account. On Saturday, you make a purchase in a store for EUR 300 and you withdraw EUR 100 from an ATM. EUR 800 (EUR 400 x 2) will be blocked until Monday. In other words, you will only be able to spend EUR 200 using your debit card on Sunday or Monday. Subject to other transactions, this limit will no longer apply on Tuesday. This blocking of twice the amount only applies for Maestro transactions and not for Bancontact transactions.

After a card transaction, there may be a delay so that the balance posted on the transaction site or on the Keytrade Bank application can be updated. Please note: the limits are different for a card allocated to a minor:

- General weekly limit (7 successive days): EUR 250.
- ATM: maximum amount per withdrawal: EUR 125, maximum amount per week: EUR 250.
- Payment in a retailer's outlet: maximum of EUR 250 per card per 7 successive days.

### Contactless payment services using a card:

For cards with this functionality, contactless payments can be made on compatible Bancontact or Maestro 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.

### Usage limits:

For payments of less than EUR 25, the transaction can be completed without entering the PIN. Customers can disable this functionality on request.

For payments of EUR 25 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 total of consecutive transactions reaches or exceeds EUR 50, the PIN will be requested on the payment terminal, even if the transaction amount is less than EUR 25.

- 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 Keytrade ID code. You can create an e-commerce code on the Keytrade Bank Transaction Site.

- Costs

The debit card is completely free.

If the debit card is blocked by the Bank, costs may apply (see "Tariffs" brochure, available at [www.keytradebank.be](http://www.keytradebank.be)).

- 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 and make payment transactions by deferred debit. Charges associated with the credit card are debited once a month: To use the card, the Cardholder must enter his or her card in a terminal, reader or any other device made available by the retailer or banking institution and enter his or her PIN or sign a slip.

The Cardholder can also use his or her card to purchase goods and services sold via remote communication channels, such as by telephone, post, fax or online.

In this case, simply by providing the retailer with the number and expiry date of his or her card, the Cardholder agrees that this is a payment order given by the Cardholder to the Bank in favour of the retailer. For some payment orders, especially via the Internet, the Cardholder may also be required to provide the card verification code (hereinafter the "CVC"). For VISA cards, this is a 3-digit code on the reverse of the card on the signature strip, following the last 4 digits of the card number. For American Express cards, this is a 4-digit code on the reverse of the card.

### > 1. VISA (VISA Classic & VISA Gold)

- General

The VISA card code can be changed at some Bancontact ATMs. Most ATMs do not offer this option. For more information about the Keytrade Bank VISA card, see the Special Terms and Conditions at [www.keytradebank.be](http://www.keytradebank.be).

- Usage limits

Ceiling

- VISA Classic: EUR 1,250/month
- VISA Gold: EUR 5,000/month

The total of cash withdrawals made per 4-day period may not exceed EUR 620.

- 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 Keytrade ID code. You can create an e-commerce code on the Keytrade Bank Transaction Site.

- Costs

You can find the usage costs applicable to VISA cards and the services relating to these cards in the "Tariffs" brochure 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 "Tariffs" brochure, available at [www.keytradebank.be](http://www.keytradebank.be).

### > 2. American Express (Amex) Blue, Classic & Gold<sup>6</sup>

- Usage limits

There is no predefined ceiling on spending.

- Costs

You can find the usage costs applicable to AMEX cards and the services relating to these cards in the "Tariffs" brochure 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 "Tariffs" brochure available at [www.keytradebank.be](http://www.keytradebank.be).

## > 9. The Bancontact mobile application

The Bancontact Mobile application means you can simply pay for a purchase by scanning a QR code, or receive payments using your smartphone. You can find all useful information at [www.keytradebank.be/files/documentcenter/BCMC\\_How-to\\_fr.pdf](http://www.keytradebank.be/files/documentcenter/BCMC_How-to_fr.pdf).

## > 10. How do I access Keytrade Bank payment services ?

The Customer 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 and accepting specific terms and conditions.

### 10.1. Via your computer

Your computer should have a recent browser such as Microsoft Internet Explorer (version 7.0 or later) or Firefox (version 5.0 or later). Keytrade Bank only supports browsers that support JavaScript, and only supports operating systems that are actively managed by the software providers. We are absolutely unable to guarantee correct functioning or optimal security if you use dated or non-supported software.

Use recent anti-virus software, with regular updates. Ensure that your virus software makes updates daily and automatically. Use a firewall to prevent undesirable persons entering your computer via the Internet.

Use updated computer software (Windows Update for PC/Software Update for Mac) and check each week to see if there have been updates to strengthen the security level.

### 10.2. via your tablet

The Keytrade Bank iPad app can be downloaded free of charge from the Apple App Store and used on iPad tablets running iOS 7.0 or later. The Bancontact 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 iPad tablets (minimum version for Android: 4.0 and for iPad: iOS 8.0).

### 10.3. Via your mobile

- To access the mobile site: Your mobile must be a smartphone.
- The Keytrade Bank iPhone app can be downloaded free of charge from the Apple App Store and used on iPhone running iOS 9.0 or later.
- The Keytrade Bank Android app can be downloaded free of charge from the Google Play Store and used on Android phones running OS 4.4 or later.
- The Bancontact Mobile app can be downloaded free of charge from the Google Play Store and from the Apple App Store and can be used on your smartphone (minimum version for Android: 4.4 and for iPhone: iOS 9.0).

<sup>6</sup> - This payment service is provided exclusively by American Express. Please visit <http://www.americanexpress.be/fr/particuliers/service-clientele/numeros-de-telephone/locaux>

## > 11. Security devices

To access Keytrade Bank Payment Services via your computer, tablet or mobile, you will need:

- Your login (username)

This login name is unique and permanent. You use it each time you log in. In the same way, if you are the holder or authorised representative of various accounts – joint accounts, investment club accounts and so on – you will have access to all your accounts with this login.

- Your access password and confirmation code.

Your access password and login (username) are essential for connecting to the secure site. The confirmation code is needed to confirm your bank transfers and stock market transactions.

- Your Keytrade ID or text messages

The Keytrade ID is an electronic device that automatically generates unique codes in the form of One Time Passwords with a limited validity time.

You can get your One Time Password by text message. This code can only be used once. Generating a text message code is a paid service, which will appear on your mobile bill.

Alternatively, you can log in to the Transaction Site using your electronic identity card (eID) which requires a card reader.

Since 2016/2017, it has also been possible to log in to the Transaction Site using your logon (user name) and a SoftKey or HardKey:

- A HardKey

A HardKey is an electronic device that can be used to generate unique codes in the form of One Time Passwords with a limited validity time. Each of these static codes can only be used once to log in to our secured environments (web or application).

The HardKey also has a keypad which allows you to generate secure codes. These codes are unique and can be used to confirm payments, transactions and e-commerce transactions. The HardKey is protected by a 4-digit PIN known only to the user.

- A SoftKey

A SoftKey is secure software which can be integrated into the Keytrade application. It can be used to log in to our secure web environment by scanning the secure CrontoSign QR codes which are unique and personal to each customer. Payments, transactions and e-commerce transactions can be confirmed following the same procedure.

The SoftKey is protected by a 6-digit PIN known only to the user. This PIN can also be used to identify and validate payments and transactions on the Keytrade application. The SoftKey can be installed on more than one device (smartphones and tablets).