



GENERAL INFORMATION ABOUT BASIC PAYMENT ACCOUNTS

The information highlighted in bold is especially relevant.
The contents of this document are for information only.

RISK INDICATOR

1/6

This number highlights the product's risk, whereby **1/6** shows the lowest risk and **6/6** the highest risk.

This product is guaranteed by the Deposit Guarantee Fund of Credit Institutions with a limit of €100.000 per customer for money deposits or, in the case of nominal deposits in another currency, its equivalent after applying the relevant exchange rates.

PROCEDURE FOR OPENING AN ACCOUNT

To open this account the interested party must first submit the completed application for opening a basic payment account available at all branches of the Banca March network, providing the documentation accrediting his/her identity and declaring that s/he does not have any other payment accounts with other Spanish institutions that gives him/her access to the services associated with this basic account.

PRODUCT DESCRIPTION

The basic payment account is a current account in euros, with total liquidity, which does not earn interest and can be opened by any physical person who meets the following requirements:

- S/he is a legal resident of the European Union, even if they do not have a permanent address, is an asylum seeker, or do not have a residency permit but cannot be deported due to legal or factual reasons.
- S/he will be acting for purposes outside of his/her commercial, business, trade or professional activity.
- S/he does not have any other payment accounts in Spain in his/her name, whether basic or of any other kind, at any other Institution or payment services provider.

This account may never be opened by legal entities, regardless of their company structure.

No additional products or services must be purchased as a prerequisite for opening this payment account.

OPERATIONS ALLOWED

- Opening, using and closing the account.
- Deposits €: The account holder may make deposits in cash, via transfers, and by means of direct deposits of his/her salary, pension or unemployment benefit.
- Cash withdrawals €: At Banca March, S.A. branches by presenting the corresponding identification document, by transfer, or at cash machines located in Spain or in other European Union member states.
- Direct debits, recurring and non-recurring.
- Issuing and acquisition of debit cards and prepaid cards.
- Debit card payments.
- Home Banking service.

The conditions of use and applicable fees for these services are detailed in the particular conditions for each contract and in the pre-contractual information that clients receive well in advance of opening the account.

Several account holders are allowed to share an account, in which case all of them must meet the requirements and conditions established for contracting this product.

The account allows for authorised users who can use the funds in the account and carry out the permitted operations.

EXECUTING PAYMENT ORDERS

The unique account identifier (IBAN or CCC – current account number), as determined by applicable regulations at any time, must be correctly provided to execute a payment order.

The Customer shall be deemed to have granted its consent to a payment order when by signing the corresponding document, request or receipt either in writing or by electronic means via the remote banking service. Consent may be given by the Customer, through the beneficiary, or by the payment initiation service provider, as the case may be. In the absence of such consent, the payment transaction shall be deemed unauthorised.

The time of receipt of the payment order will be deemed to be that of its receipt by the Bank. If the date of reception is not a working day for the Bank, it shall be deemed to be received the following working day. The orders received on a working day after the time deadline established by the Bank for each of the services made

available shall be deemed to have been received the following working day.

Payment orders in euros for which both payment service suppliers are located in the European Union shall be paid into the beneficiary's service provider account no later than the end of the next working day after its receipt (or two working days in the case of payment transactions initiated on paper), and the payment into the account of said beneficiary shall take place in accordance with what has been agreed by the beneficiary indicated and his or her service supplier.

Depending on the means of payment or platform used by the Customer for processing payment orders, there may be limitations in the amount and number of transactions that may be executed in determined periods of time. For more information, see the contractual or pre-contractual documentation for the means of payment you wish to use, or contact your branch.

ACCOUNT FEES AND EXPENSES

Maintenance fee: €3 / month

Administration fee: €0

Fees and expenses are settled monthly

When there are more than 120 annual payment transactions in euros within the European Union consisting of payments made on direct debits and transfers, including payments made to execute recurring transfer orders, at the bank's branches and using the online services where applicable, the following rates shall apply:

Bills and periodical and non-periodical transfers:
€1 / bill

Periodical and non-periodical transfers at the bank:
0.55% (min. €7.5, max. €600)

Periodical and non-periodical transfers through online:
0.55% (min. €2, max. €6)

REMUNERATION

Nominal annual interest rate: 0%

A.P.R.: 0%

Settlement: Monthly

SERVICES ASSOCIATED WITH THE ACCOUNT

DEBIT CARDS: MC Debit Básica card with no issue or renewal fee.

The use of cards at cash machines will incur the following associated fees:

Own network: 0

Other national and international networks: the account will be deduced the fee charged to Banca March, S.A. by the owner of the cash machine, or as per the specific agreement with the Institution that owns the cash machine

Duplicates of debit cards: €6 per card



OVERDRAFTS

Overdraft cash withdrawals or withdrawals that leave a debit balance in the account are not permitted.

If a cash withdrawal is made for an amount that is higher than the credit balance available on the account at the time of the transaction, the Holder will expressly authorise the Bank to reject the order due to insufficient balance or to accept it partially, only for the amount covered by the account balance available. The following fees will apply:

Overdraft claim fee: €35

Overdraft fee: 0% (min. €20)

Borrowing interest rate: 0%

Notwithstanding, if there were an account overdraft, the Holder would be obliged to pay it off within no more than three days and would expressly authorise the Bank to charge the account with any fees and interest as set out in the Fees Information Document. Notification of overdrafts will be subject to a one-off fee of €35.00, if the notification is actually made and the situation is not corrected within the established term.

If there are several Account Holders who can each operate independently, all of them would be jointly and severally liable in the event of an the account overdraft, even if it had been caused by the acts of only one of them.

Though not permitted, any existing account overdraft (debit balance) will accrue the nominal annual interest rate published in the relevant Fees Information Document. The total interest amount will be calculated with said nominal interest rate in accordance with the following formula:

$$\frac{\text{Capital} \times \text{Nominal Interest} \times \text{Time expressed in calendar days}}{36,500}$$

DURATION, TERMINATION, CANCELLATION AND MODIFICATION OF THE CONTRACT

The term of the contract is indefinite.

The bank shall be able to terminate the contract and cancel the account with prior written notice to the account holder two months in advance, in the following cases:

- If no transaction has been carried out in the account for more than 24 consecutive months.
- If the client is not a legal resident of the European Union, except if s/he cannot be deported due to legal or factual reasons.
- If the client had subsequently opened an account in Spain that gives him/her access to the services listed in the sections above.

Immediate termination shall occur when:

Account overdrafts will be charged a once only fee of 0%, with a minimum of €20.00. In current account overdrafts or an overlimit on the credit account, the fee on the biggest overdrawn balance will be applied to the biggest balance recorded in the account in each settlement period.

No charge will be made when the overdraft or overlimit is the result of valuation. According to Article 20 of Law 16/2011 of 24 June on Consumer Credit Agreements, in the case of overdrafts in current accounts for consumers, the fee collected with interest may not give rise to an annual equivalent rate which is more than 2.5 times the legal interest rate of money. Any overdrafts in the account (debit balances) will be subject to the nominal annual interest rate.

For this purpose, a consumer account is considered to be any account whose holder is a natural person, and whose transactions are exclusively domestic, and not of a commercial or business nature. The nominal annual interest rate for an overdraft may never be more than 7.50% APR. The debit interest payable will be settled every month, regardless of the period agreed for settlement of credit interest.

For the costs of communicating and managing the collection of debit positions, by which customers are informed of the existence of an irregular position arising from a tacit current account overdraft, in order to correct the situation. For this purpose, the Bank will notify the irregularity by individual communications sent by post or email, depending on which means have been chosen by the customer for sending the communications; and where appropriate in person, if the customer happens to be in the branch on business.

- The account holder has deliberately used the account for illicit purposes.
- The information provided by the account holder is incorrect.
- The account holder has not provided the documentation or information required by the bank.

The customer may terminate the contract and cancel the basic payment account at any time, without prior notice. The Bank shall execute the termination order within a period not exceeding 24 hours from the date of the holder's request. At that time, all fees and commissions incurred up to that time shall be paid or debited to the account prior to termination. If there were several holders, all of them will need to sign. The Customer will not be charged for cancellation.

The bank may change the contract at any time, by notifying the customer no less than two months beforehand. If the Customer is not satisfied with the changes, he/she may decide to terminate the contract before the end of this period.

WITHDRAWAL FROM THE ACCOUNT AGREEMENT

The customer may withdraw from the contract within 14 calendar days after signing it. The Bank branch may be notified of the customer's withdrawal.

If the right of withdrawal is exercised, the Customer will have to pay, as soon as possible, for the financial service actually provided by the Bank in accordance with the contract up to the time of withdrawal. During this period, the customer may request that the bank implement the

contract in its entirety, in which case the customer's right of withdrawal is waived.

If the contract was entered into at the Customer's request by a means of communication that does not enable the Bank to provide the terms and conditions of the contract, the Bank shall send them to the Customer immediately after the conclusion of the contract.

FREE SCHEME FOR VULNERABLE INDIVIDUALS OR INDIVIDUALS AT RISK OF FINANCIAL EXCLUSION

There is a free scheme for basic payment accounts for vulnerable individuals or individuals at risk of financial exclusion available where the following circumstances occur:

a) Gross income, calculated annually and by family unit, does not exceed the following thresholds:

1. Twice the IPREM (the reference indicator for determining social benefits) in effect at the time of making the application, in the case of individuals who are not part of any family unit.
2. Two-and-a-half times the IPREM in the case of individuals who are part of any family unit with fewer than four members.
3. Three times the IPREM in the case of family units made up of four or more members or family units with large family status in accordance with the legislation currently in force.
4. Three times the IPREM in the case of family units that include an individual with a degree of incapacity equal to or greater than 33% recognised officially by a decision issued by the Institute of Social Services and the Elderly or by the competent body of the relevant autonomous community.

b) There is no direct or indirect ownership or any right in rem in immovable property, excluding the main residence, or actual ownership of commercial companies, by any of the members who make up the family unit.

The occurrence of these two circumstances in relation to all account holders and individuals authorised by the holder to act on his or her behalf, if any, must be confirmed by providing the information required by law.

The granting or refusal of free account status, as a result of being in a special situation of vulnerability or financial exclusion, will be communicated in writing, free of charge,

within 30 days of providing the relevant information.

The fee-free status of the basic payment account will be maintained for a period of two years counted from the date this status is granted. It may be extended for successive two year periods subject to updating the information that confirms the continuation of the situation of special vulnerability or risk of financial exclusion. In the absence of this confirmation or in the event the bank can demonstrate that the customer is no longer especially vulnerable or at risk of financial exclusion, the entitlement to fee-free status.

For the basic payment account will be lost. For persons who are especially vulnerable or at risk of social exclusion, the monthly maintenance fee will be zero euros, while the other fees will remain under identical terms to those described above.

Laws applicable: The laws of Spain. The contract is governed by Spanish law and, specifically, by Royal Decree-Law 19/2017 of 24 November on basic payment accounts, transfer of payment accounts and comparability of fees, Royal Decree 164/2019 of 22 March establishing a free scheme for basic payment accounts for the benefit of persons in vulnerable situations or at risk of financial exclusion, Directive 2014/92/EU of the European Parliament and of the Council, of 23 July 2014, by RD Law 19/2018 on payment services and other urgent measures in financial matters, by Order ECE/1263/2019 on transparency of the information conditions applicable to payment services and, in the event that the Customer is a Consumer, Bank of Spain Circular 5/2012 on transparency of banking services and responsibility in the granting of loans shall also apply.

Order ECE/1263/2019 on transparency of information conditions applicable to payment services does not apply if the Customer is not a Consumer or a Micro-enterprise.

Language Regime: The contract shall be executed in Spanish or, where appropriate, in any of the other languages of Spain that is the official language in the respective autonomous community in which the Bank provides its services through its branch network. The notifications must be sent in the language of the Contract.

LEGAL CLAIMS PROCEDURE

The parties submit to the provisions of the Civil

Procedure Act.

PROCEDURE OF OUT-OF-COURT DISPUTE RESOLUTION

Pursuant to current regulations and the Customer Defence Regulations of Banca March, S.A. and the entities belonging to its Group, in the event of a dispute with the Bank in connection with this account or any associated services, please note that you can send your claims or complaints to our Customer Service Department, with registered address at Avinguda Alexandre Rosselló, 8 – 07002 Palma de Mallorca – Balearic Islands (Spain), web: <http://www.bancamarch.es>, e-mail:

atencion_cliente@bancamarch.es. When applicable you can write to the Customer Ombudsman of our bank at C/ Raimundo Fernández Villaverde, 61, 8º dcha., 28003 Madrid, or to Apartado de Correos 14019 – 28080 Madrid, or via e-mail to oficina@defensorcliente.es; and at a later stage to the Claims Service of the Bank of Spain (Servicio de Reclamaciones del Banco de España) at C/ Alcalá, 48 - 28014 Madrid, or via its website <http://www.bde.es>.

RESPONSABILIDADES Y REQUISITOS NECESARIOS PARA LA DEVOLUCIÓN

1. Upon receipt of a payment instrument, the Customer shall take all reasonable steps to protect the personalised security features present in each case. The Customer must notify Banca March immediately of any loss, theft or misappropriation of the payment instrument, as well as any unauthorised use, as soon as it comes to the Customer's attention.

2. The Bank may block the account balance for objectively justified reasons related to the security of the payment instrument, or suspected unauthorised or fraudulent use of the payment instrument.

In such cases, the Bank shall, if possible, inform the Customer by telephone of the block before implementing it or, at the latest, immediately after; unless communicating such information jeopardises objectively justified security measures or is prohibited by other relevant provisions of EU or Spanish law.

The block will remain in place until the circumstances that led the Bank to make the decision to block the account have been clarified.

3. Unauthorised or incorrectly executed transactions. Customers who discover that any unauthorised or incorrectly executed payment transaction has taken place must notify it immediately to the Bank without unjustified delay in order to obtain a correction from the Bank within a maximum of thirteen months counting from the date of the debit or credit, unless the Bank had not given the Customer the information through any of the means made available by the Bank in the Contract.

In the event of unauthorised transactions, the Bank will reimburse to the Customer, if appropriate, the amount of the unauthorised transaction immediately, and, invariably, no later than the end of the working day following that in which the transaction has been detected or notified,

except if the Bank has reasonable grounds to suspect the existence of fraud and notifies the Bank of Spain of these suspicions in writing in the form and with the content determined by the latter.

The Customer shall be obliged to pay, up to a maximum of 50 euros, for any losses derived from the unauthorised payment transactions resulting from the use of a payment instrument that is lost, stolen or unlawfully appropriated by a third party, unless (i) it was impossible for the Customer to detect the loss, theft or unlawful appropriation of the payment instrument before a payment was made, except if the beneficiary party itself has acted fraudulently; or (ii) the loss is due to the action or lack of action by employees or any agent, branch or entity of a payment service supplier to which activities have been outsourced.

The Customer shall pay for all the losses derived from unauthorised payment transactions, and, as a result, the maximum of 50 euros shall not be applicable, if such losses are due to the Customer's fraudulent action or deliberate or seriously negligent breach of one or more obligations to keep payment instruments secure, notify their loss, theft or unlawful appropriation or notify unauthorised payment transactions.

4. Liability of the Bank for non-execution or defective execution of payment orders or delayed execution of a payment order.

In payment orders initiated by the payer: the Bank shall be liable to the Customer for the correct execution of the payment transactions ordered by the Customer, unless it is proven that the beneficiary's payment service provider received the amount of the payment transaction, in which case that provider shall be liable to the beneficiary.

If the Bank is liable under the foregoing, it shall immediately refund to the Customer the amount of the transaction and, where applicable, restore the balance of the payment account to the position it would have been in had the erroneous payment transaction not taken place. The value date of the credit to the Customer's account must not be later than the date of the debit of the amount.

If the Customer acts as beneficiary, the Bank shall immediately make the amount corresponding to the payment transaction available to the Customer and, if applicable, credit the corresponding amount to the Customer's account. The value date of the credit to the holder's payment account must not be later than the date of the debit of the amount.

Where a payment transaction is executed late, the beneficiary's payment service provider shall, at the request of the payer's payment service provider, ensure that the beneficiary's payment account is credited no later than the time at which it would have been credited had the transaction been executed correctly.

If the Customer appears as the payer of the payment transaction, the Bank shall, upon request and irrespective of the liability established, immediately attempt to trace the payment transaction and inform the payer of the outcome. The Bank shall not charge the payer any fees for this.

In payment orders initiated by the Customer as beneficiary: The Bank is responsible for sending the payment order to the payer's payment service provider correctly and promptly returning it to the payer's payment service provider. If the transmission of the payment order is delayed, the value date corresponding to the crediting of the amount to the Customer's payment account shall not be later than the value date that would have been assigned to the amount if the transaction had been successfully executed.

The Bank shall ensure that the amount of the payment transaction is made available to the beneficiary immediately after it has been credited to its own account. The value date corresponding to the crediting of the amount to the beneficiary's payment account shall not be later than the value date that would have been assigned to the amount had the transaction been properly executed.

If the Customer is the payer of a payment transaction that was not executed or was executed incorrectly for reasons for which the Bank is responsible, the Bank shall immediately refund to the payer the amount of the payment transaction that was not executed or was executed incorrectly, if applicable, and shall restore the payment account that was debited to the position it would have been in had the incorrect payment transaction not been executed. The value date of the credit to the holder's payment account must not be later than the date of the debit of the amount.

The Bank is responsible if it can be proved that it has received the amount of the payment transaction, even if the payment was made with a slight delay. In this case, the value date may not be later than the value date that would have been assigned to the amount if the transaction had been executed properly.

In any case, the Bank, as the payment service provider of the beneficiary Customer, shall, upon request of the beneficiary Customer, immediately attempt to trace the payment transaction and inform the beneficiary of the outcome. The Bank shall not charge the holder any fees for this.

The Bank shall be liable to the Customer for the costs incurred and the interest charged to the Customer as a result of non-execution or incorrect or late execution of the payment transaction.

RIGHT TO REIMBURSEMENT

In the case of direct debits and other payment transactions initiated by a beneficiary or through it, the Customer may ask the Bank to reimburse the total amount corresponding to the authorised payment transaction provided that (i) the direct debit order or authorisation of the charge to its account does not specify the precise amount of the payment transaction; and (ii) the amount of the transaction is more than that which the Customer reasonably expects, taking into account the Customer's previous expense patterns, the conditions of the Customer's contract with the beneficiary and the circumstances appropriate to the case. At the Bank's

request the Customer must provide documents and other information to certify compliance with these conditions. The maximum term for requesting the reimbursement will be 8 months, counting from the date of the debit of the funds in the account.

In any event, the parties agree that the Customer will not have the right to reimbursement if the latter has expressed his or her consent to the payment order directly to the Bank; in this case, the information relating to the future payment transaction will have been provided or made available to the Customer at least 4 weeks in advance of the planned date.

FURTHER INFORMATION

Banca March, S.A. is adhered to the Deposit Guarantee Fund as provided for in Royal Decree Law 16/2011, of 14 October through which the Credit Institution Deposit Guarantee Fund was established. Maximum guaranteed amount: €100,000 per customer.

Banca March, S.A. also adheres to the Common Principles for Bank Account Switching.

Banca March, S.A, with registered office at Av. Alexandre Rosselló 8, 07002 Palma de Mallorca, Balearic Islands, Spain. Registered in the Trade Registry of the Balearic Islands, page 16, volume 410, book 334, sheet PM- 644. Fiscal Identification (VAT) Number: A-07004021. Credit entity subject to the supervision of the Bank of Spain and registered in the special administrative register with number 0061.

This document is for informational purposes only and is offered, in accordance with Order EHA 2899/2011 of 28 October on transparency and client protection in banking service and in Circular 5/2012 of 27 June from the Bank of Spain, to credit institutions and payment service providers on transparency in banking and responsible lending. It is therefore intended for informational purposes only and is neither a legally binding offer nor does it commit the entity in any way, with the conditions agreed upon with the client taking precedence.

Banca March, S.A. adheres to the "Common principles for the transfer of bank accounts".

The contract shall be executed in Spanish or, where appropriate, in any of the other languages of Spain that is the official language in the respective autonomous community in which the Bank provides its services through its branch network. The notifications must be sent in the language of the Contract.

Any communication, notification, information or documentation related to this account shall be sent preferably through the online banking service, unless the Customer does not have use of the online banking service or expressly requests that they be sent by post, in which case the Bank shall charge the associated costs indicated in the Financial Terms and Conditions of the Contract.

At any point in the contractual relationship, the Holder(s) of the payment service may ask the Bank for a copy of the contract on paper or other hard-copy format.

In matters not covered explicitly herein, this contract shall be governed by the regulations relating to payment services and any other applicable prevailing legislation.

This document is issued for information purposes only, in accordance with the "Central Bank of Spain Circular 5/2012 of 27 June to credit institutions and payment service providers on the transparency of banking services and responsibility in the granting of loans", and therefore does not constitute a binding offer and does not commit the institution in any way, so that the conditions that may be agreed with the customer in the corresponding contract take precedence.

DATE AND SIGNATURE OF THE CUSTOMER/S:



Account provider name: **Banca March, S.A.**

Account name: **Cuenta de Pago Básica**

Date: 01/02/2021

- This document provides information on the fees charged for using the main services associated with the payment account and will help you compare the fees for other accounts.
- You will find all the information in the account opening agreement, card issuing agreement as well as in the pre-contractual information that will be provided to you before any individual payment service transaction is carried out.
- A glossary of the terms used in this document is available to you free of charge.

SERVICES	FEE	
General account services		
Account maintenance	Monthly maintenance *	€ 3,00
	Total annual fee	€ 36,00
Account administration	Administration per entry	Exempt
Payments (excluding cards)		
Transfers	Standard SEPA transfer in euros, online or at a branch, between the bank itself and another entity	Exempt
	Standard online/branch non-SEPA transfer (foreign currency)	Service not available
	Up to 120 annual payment transactions in euros within the EU to execute direct debits and transfers, including standing orders	Exempt
	More than 120 transactions: - Receipts and routine and non-routine transfers	€1,00/bill
	- SEPA in € - Routine and non-routine transfers to a branch	0,55% (min. €7,50 and max. €600,00)
	- SEPA in € - Routine and non-routine transfers via remote banking	0,55% (min. €2,00 and max. €6,00)
	- SEPA in € - online instant transfers	0,40% (min. €4,00 and max. €15,00)
Standing order	Does not incur any additional cost besides the transfer cost	
Cards and cash		
Debit card issue and maintenance MC Debit Básica	Issue	€ 0,00
	Annual maintenance	€ 0,00
	Total annual fee	€ 0,00



Cash withdrawal at ATM by debit card - MC Debit Básica	Banca March ATMs in Spain	0%
	Other ATMs in Spain	0%
	Other ATMs outside Spain	100% CTC ⁽¹⁾
	Transfers from _____ Home network	0,20% (min. €1,50)
	an ATM: _____ Other networks	0,50% (min. €2,40)
	Exchange rate (currency other than euros)	2,50%
Credit card issue and maintenance	Service not available	
Credit cash withdrawals with card at an ATM	Service not available	
Overdrafts and related services		
Tacit and/or express overdraft	Overdraft fee	Service not available
	Debtor interest rate ***	2,5 times the legal interest rate
	Reminder regarding debtor status	€ 35,00
Other services		
Negotiation and returned cheques (charged against other entities)	Service not available	
Return of cheques	Service not available	
Home Banking Service	Free service	
Alerts Service (SMS, email or similar)	Natural Person	Available and optional service with a cost of €3/month
	Legal Entity	Service not available

⁽¹⁾ Fee established by the ATM's owner

***This rate can never be higher than 7.50% APR and is only applicable to natural persons and consumer accounts.

A consumer account is considered to be any account whose holder is a natural person, and whose transactions are exclusively personal, rather than of a commercial or business nature.

If the transactions are professional or business-related it will be considered a non-consumer account, and a fixed interest rate of a nominal annual 27% will be applied. The debit interest payable will be settled every month, regardless of the period agreed for settlement of credit interest.

*For account holders who are considered to be vulnerable or at risk of financial exclusion for whom the bank has granted free basic payment account status, the maintenance fee will be zero euros and the other fees will remain under identical terms:

General account services		
Account maintenance	Monthly maintenance *	€ 0,00
	Total annual fee	€ 0,00
Account administration	Administration per entry	Exempt


Payment accounts: general conditions

Account maintenance	The bank manages the account so the customer can use it.
Debit card issue and maintenance	The bank provides a payment card linked to the customer's account. The amount of each of the transactions carried out using the card is charged directly and fully to the customer's account.
Credit card issue and maintenance	The bank provides a payment card linked to the customer's account. The total amount corresponding to the transactions carried out using the card over an agreed period of time is charged fully or partially to the customer's account on the date agreed. The credit agreement concluded between the bank and the customer establishes whether interest is applied to the amounts drawn down.
Agreed overdraft	The bank and the customer agree in advance that the customer may have funds available when there is no balance available in his or her account. The agreement establishes the maximum amount he or she may draw down and whether the customer will have to pay fees and interest.
Tacit overdraft	The bank makes funds available to the customer in excess of the balance available in his or her account. There is no previous agreement between the bank and the customer.
Transfer	Following the customer's instructions, the bank transfers funds from the customer's account to another account.
Standing order	Following the customer's instructions, the bank makes periodic transfers of a specified amount from the customer's account to another account.
Debit cash withdrawals with card at an ATM	The customer uses his or her card to withdraw cash from the account via another bank's ATM, and this is debited from the available account balance.
Credit cash withdrawals with card at an ATM	The customer uses his or her card to withdraw cash from an ATM of his or her bank or another bank, where the funds are covered by a credit line open to the customer and regardless of the balance available in the account.
Alerts service (SMS, e-mail or similar)	The bank sends information about movements in the customer's account via SMS, e-mail or another similar technology.
Cheque negotiation and clearing	The bank takes the necessary steps to obtain the payment of a check.
Returned cheques	The bank carries out actions brought about by another bank's failure to pay a check.