

Pursuant to Article 5, paragraph (9) of the Act on the Comparability of Fees Related to Payment Accounts, Payment Account Switching and Access to Basic Accounts (Official Gazette 70/2017) and Article 43, paragraph (2), item (9) of the Act on the Croatian National Bank (Official Gazette 75/2008 and 54/2013), the Governor of the Croatian National Bank hereby issues the

Decision on the most representative services linked to a payment account

I GENERAL PROVISIONS

Article 1

(1) This Decision establishes the list of the terms and definitions of the most representative services linked to the consumer's payment account.

(2) This Decision shall apply to all payment service providers that provide consumers the service of opening and operating payment accounts.

Article 2

The terms used in this Decision shall have the following meaning:

1. 'consumer' means any natural person who is acting for purposes other than his trade, business or profession;
2. 'the most representative services linked to a payment account' means the services most commonly used by consumers, that generate the highest cost for consumers, both overall as well as per unit, and which are subject to a fee, offered by at least one payment service provider referred to in Article 1, paragraph (2) of this Decision;
3. 'payment account' means an account held by the payment service provider in the name of one or more consumers, through which consumers are able at least to place funds, withdraw cash and execute and receive payment transactions, including credit transfers, to and from another party;
4. 'services linked to the payment account' means all services related to the opening, operating and closing of a payment account, including payment services and agreed and tacit overdrafts.

II LIST OF THE MOST REPRESENTATIVE SERVICES LINKED TO A PAYMENT ACCOUNT

Article 3

(1) The list of the most representative services linked to a payment account contains the terms and definitions of the following services:

	Term	Definition
1	Maintaining the account	The account provider operates the account for use by the customer.
2	Online banking	The account provider allows the customer to use the services linked to the payment account via the Internet or a mobile application.
3	Credit transfer – <i>national in kuna</i>	The account provider transfers money, on the instruction of the customer, from the customer's account to another account, in kuna.
4	Credit transfer – <i>national in euro</i>	The account provider transfers money, on the instruction of the customer, from the customer's account to another account, in euro.
5	Credit transfer – <i>abroad in euro</i>	The account provider transfers money, on the instruction of the customer, from the customer's account to another account, outside the Republic of Croatia in euro.
6	Credit transfer – <i>abroad in a currency other than the euro</i>	The account provider transfers money, on the instruction of the customer, from the customer's account to another account, outside the Republic of Croatia in a currency other than the euro.
7	Inflows from abroad	The account provider receives money by credit transfer from abroad to the customer's account in the Republic of Croatia.
8	Standing order	The account provider makes regular transfers, on the instruction of the customer, of a fixed amount of money from the customer's account to another account.
9	Direct debit	The customer permits someone else (recipient) to instruct the account provider to transfer money from the customer's account to that recipient. The account provider then transfers money to the recipient on a date or dates agreed by the customer and the recipient. The amount may vary.
10	Providing a credit card	The account provider provides a payment card linked to the customer's payment account. The total amount of the transactions made using the card during an agreed period is taken either in full or in part from the customer's payment account on an agreed date. A credit agreement between the provider and the customer determines whether interest will be charged to the customer for the borrowing.
11	Cash withdrawal – <i>using a debit card at the ATM</i>	The customer takes cash out of the customer's account, at an ATM in the Republic of Croatia and abroad, using a debit card.

12	Cash withdrawal – <i>using a credit card at the ATM</i>	The customer takes cash, at an ATM in the Republic of Croatia and abroad, using a credit card.
13	Overdraft	The account provider and the customer agree in advance that the customer may borrow money when there is no money left in the account. The agreement determines a maximum amount that can be borrowed, and whether fees and interest will be charged to the customer.

(2) Payment service providers referred to in Article 1, paragraph (2) of this Decision shall use the terms and definitions established in the list of the most representative services set out in paragraph (1) of this Article in accordance with the law governing the comparability of fees, payment account switching and access to basic account in:

1. the fee information document and glossary
2. the statement of fees
3. information for consumers (pre-contractual and marketing information to consumers and in contracts entered into with consumers) and
4. the delivery of data to the Croatian National Bank on fees for the most representative services.

III TRANSITIONAL AND FINAL PROVISIONS

Article 4

This Decision shall enter into force on the eighth day after the day of its publication in the Official Gazette.

No.: 141-020/05-18/BV
Zagreb, 4 May 2018

Croatian National Bank
Governor
Boris Vujčić