



REPUBLIC OF ALBANIA  
THE BANK OF ALBANIA  
SUPERVISORY COUNCIL

DECISION  
Nr. 59, dated 21.12.2022

ON

**APPROVAL OF REGULATION  
“ON THE COMPARABILITY OF THE FEES RELATED TO PAYMENT  
ACCOUNTS AND PAYMENT ACCOUNTS SWITCHING SERVICE”<sup>1</sup>**

Pursuant to and for the application of article 12, letter “a”, and article 43, letter “c”, of law no. 8269, dated 23.12.1997, “On the Bank of Albania”, as amended; article 53, paragraph 4, article 55, paragraph 1, letter “e”, articles 124 and 126 of law no. 9662, dated 18.12.2006, “On Banks in the Republic of Albania”, as amended, as well as law no. 55/2020, dated 30.4.2020 “On payment services”; the Supervisory Council of the Bank of Albania, upon the proposal of the Supervision Department,

DECIDED:

1. To approve the Regulation “On the comparability of the fees related to payment accounts and payment accounts switching service”, according to the text attached to this decision. The regulation shall enter into force on 1 March 2023.
2. The Supervision Department shall be responsible for following the implementation of this Decision.
3. The Governor's Office and the Research Department shall be responsible for the publication of this Decision, in the Official Journal of the Republic of Albania and in the Official Bulletin of the Bank of Albania, respectively.

This decision shall enter into force 15 days after its publication in the Official Journal of the Republic of Albania.

**SECRETARY**

**CHAIRMAN**

**Elvis Çibuku**

**Gent Sejko**

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<sup>1</sup> *This Regulation transposes partly the Directive 2014/92/EU of the European Parliament and of the Council of 23 July 2014 "On the comparability of the fees related to payment account, payment account switching and access to payment accounts with basic features" CELEX number 32014L0092, Official Journal of European Union, Series L, No. 257, dated. 28.08.2014, pages 214–246.*

**REGULATION**  
**“ON THE COMPARABILITY OF THE FEES RELATED TO PAYMENT**  
**ACCOUNTS AND PAYMENT ACCOUNTS SWITCHING SERVICE”**

(Approved by decision no.59, dated 21.12.2022 and amended by decision no. 29, dated  
8.5.2024)

**CHAPTER I**  
**GENERAL**

**Article 1**  
**Object**

<sup>2</sup> The object of this regulation is:

- a) to determine the requirements on comparability and transparency of fees charged to consumers in their payment accounts, as well as the requirements concerning the switching of payment accounts between payment service providers;
- b) to determine the requirements on comparability and transparency of fees charged to consumers in their payment accounts with basic features, as well as the requirements concerning the switching of payment accounts with basic features between payment service providers; and
- c) to determine the methodology for calculation of reasonable fees charged for the services provided in the payment account with basic features.

**Article 2**  
**Subjects**

Subjects of this regulation are the payment services providers, as defined in law no. 55/2020 “On payment services”<sup>3</sup> and banks and branches of foreign banks, according to law no. 100/2023 “On payment account with basic features”.

**Article 3**  
**Legal basis**

<sup>4</sup> This regulation is issued on the basis and for the implementation of article 12, letter “a” and article 43, letter “c” of law no. 8269, dated 23.12.1997 “On the Bank of Albania”, as amended; article 53, paragraph 4, article 55, paragraph 1, letter “e”, articles 124 and 126 of law no. 9662, dated 18.12.2006, “On banks in the Republic of Albania”, as amended (hereinafter the law “On banks”); law no. 55/2020, dated 30.4.2020 “On payment services” (hereinafter the law “On payment services”) and article 8, paragraph 3, article 14 and article 22 of law no.

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<sup>2</sup> Amended by the decision no.29, dated 8.5.2024 of the Supervisory Council of the Bank of Albania.

<sup>3</sup> Added by the decision no.29, dated 8.5.2024 of the Supervisory Council of the Bank of Albania.

<sup>4</sup> Amended by the decision no.29, dated 8.5.2024 of the Supervisory Council of the Bank of Albania.

100/2023, dated 14.12.2023, “On payment account with basic features” (hereinafter the law “On payment account with basic features”).

#### **Article 4** **Definitions**

1. <sup>5</sup>The terms used in this regulation have the same meaning as the terms defined under article 4 of the law “On banks”, article 5 of the law “On payment services” and article 5 of the law “On payment account with basic features”.
2. Except as provided in paragraph 1 of this article, for the purposes of implementing this regulation, the following terms have this meaning:
  - a) “payment account” – shall have the same meaning as in the law “On payment services”;
  - a/1) <sup>6</sup> “payment account with basic features”- shall have the same meaning as in the law “On payment account with basic features”;
  - b) “durable medium” - is any means of communication that enables the consumer to store information personally addressed to that consumer, in such a way that enables the use of this information as a reference in the future, for a period of time adequate for the purposes of the information and which allows the unchanged reproduction of stored information;
  - c) “services linked to the payment account”- are all services related to the opening, operating and closing of a payment account, including payment services and payment transactions regarding transactions provided in letter “e”, article 4 of the law “On payment services” and credit relating to payment services as referred to in article 19, paragraph 4 of the law “On payment services”;
  - d) “receiving payment service provider”- is the payment service provider to which the information required to perform the switching of payments account is transferred;
  - e) “transferring service provider”- is the payment service provider from which the information required to perform the switching of payments account is transferred;
  - f) “credit relating to payment services” – means the maximum amount of funds that exceeds the positive balance in the consumer’s payment account and which a payment service provider makes available to a consumer on the form of overdraft on the basis of a contract with the specified amount and maximum maturity of 12 months;
  - g) “the switching service” - means transferring from the transferring payment service provider to the receiving payment service provider, either one of the following elements, with or without closing the payment account with the transferring payment service provider:
    - i. the information about all or some standing orders for credit transfers, recurring direct debits and recurring incoming credit transfers executed on a payment account,

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<sup>5</sup> Amended by the decision no.29, dated 8.5.2024 of the Supervisory Council of the Bank of Albania.

<sup>6</sup> Added by the decision no.29, dated 8.5.2024 of the Supervisory Council of the Bank of Albania.

- ii. some or all of the positive payment account balance from one payment account to the other;
- h) “consumer” – shall have the same meaning as defined in <sup>7</sup>paragraph 18 of article 5 of law “On payment services”.

## **Article 5**

### **General requirements**

1. Bank of Albania establishes and publishes in its official website, a list of at least 10 and not more than 20 most representative services related to a payment account, and which are subject to a fee. The list contains the terms and description for each of the services presented in it. The Bank of Albania shall notify the subjects of this regulation regarding the established and published list of most representative services related to a payment account.
2. Bank of Albania for the compilation of the list provided in paragraph 1 of this article, takes into account the services that:
  - a) are most often used by consumers in relation to their payment account;
  - b) generate the highest cost for consumers, both in general terms and per unit.
3. The Bank of Albania, every four years, after the publication of the list provided in paragraph 1 of this article, evaluates and, where appropriate, updates the list of the most representative services created in accordance with the provisions of paragraphs 1 and 2 of this article. The Bank of Albania shall notify the subjects of this regulation for every update of the list of most representative services related to a payment account.
4. Payment service providers shall report to the Bank of Albania on quarterly basis on the charges applied for the services included in the list provided in paragraph 1 of this article. These reports must be reported no later than 15 (fifteen) days after the end of the quarter, in accordance with the standardized format compiled by the Supervision Department.
5. Payment service providers in case of any change of fees or any new products on the market, before the reporting deadline defined in paragraph 4 of this article, shall immediately report to the Bank of Albania the new applicable charges.
6. Bank of Albania publishes a summary of comparable fees applied by the payment service providers for the services included in the list provided in paragraph 1 of this article.
7. Requirements set out in regulation no. 59, dated 29.08.2008 “On transparency for banking and financial products and services”, as amended, on the reporting and publication of interest rates on loans and deposits and commissions for banking and financial products

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<sup>7</sup> Amended by the decision no.29, dated 8.5.2024 of the Supervisory Council of the Bank of Albania.

and services, remain in force despite the requirements set forth in this regulation for the reporting and publication of fees for payment accounts.

## **CHAPTER II**

### **COMPARABILITY OF FEES AND COMMISSIONS CONNECTED WITH PAYMENT ACCOUNTS**

#### **Article 6**

##### **Fees information document and standardized terms for consumers**

1. Payment service providers, in good time before entering into a contract for a payment account with a consumer, shall make available to the consumer, on paper or on another durable medium, a document containing information on fees, including the standardised terms in the list of the most representative services related to a payment account provided in paragraph 1 of article 5 of this regulation and if these services are provided by the payment service provider, also the respective fees for each service. Payment service providers must document the signed document by the consumer and the date of signature.
2. Fees information document:
  - a) is a short and separate document;
  - b) is presented in a clear and easy-to-read way, using characters of a readable size;
  - c) is no less comprehensible if, after being originally prepared in colour, it is printed or photocopied in black and white;
  - d) is written at least in Albanian and, if expressly agreed between the consumer and the payment service provider, also in another language;
  - e) is accurate, not misleading and expressed in the currency of the payment account or, if agreed between the consumer and the payment service provider, also in another currency;
  - f) has the title “Fees information document” at the top of the first page;
  - g) includes a statement that contains fees for the most representative services related to the payment account.
3. Payment service providers shall make available to consumers the fees information document, defined in paragraph 2 of this article, in the format given in Annex 1 of this regulation.
4. In cases where payment service providers offer one or more services as part of a package of services linked to a payment account, the fees information document shall present the fees for the whole package, the services included in package and their quantity, as well as additional fees for each service that exceeds the quantity covered by the fees of the package.

5. In cases where a payment account is offered as part of a package, together with another product or service which is not linked to a payment account, the payment service providers inform the consumers whether it is possible to obtain the payment account separately and, if possible, provide separate information regarding the fees associated with each of the other products and services offered in that package that may be obtained separately.
6. Payment service providers shall make available to consumers a glossary of at least the standardized terms set out in the list of most representative services linked to a payment account, provided in paragraph 1 of article 5 of this regulation. Payment service providers must ensure that the glossary provided is in clear, understandable, and non-technical language and that it is not misleading.
7. Payment service providers make available to the consumers, at any time, the fees information document and the glossary. The document and the glossary will be presented in an easily accessible manner, including consumers who are not clients of payment service providers, in electronic form on their websites, where available and in the premises of payment service providers, accessible for consumers. The document and the glossary shall also be provided on paper or another durable medium, free of charge, upon request by a consumer.

## **Article 7**

### **Statement of fees**

1. Payment service providers provide the consumer, at least annually and free of charge, with a statement of all fees incurred and, where applicable, information on interest rates referred to in letters “c” and “d” of paragraph 3 of this article, for services linked to a payment account. Where applicable, payment service providers shall use the standardized terms set out in the list referred to in paragraph 1 of article 5 of this regulation.
2. Payment service providers inform the consumers about the statement of fees, according to the way agreed in the contract. The statement of fees shall be provided on paper, at the request of the consumer.
3. The statement of fees shall specify at least the following information:
  - a) fee per unit, charged for each service and the number of times the service was used during the relevant period, and if the services are combined in a package, the fee charged for the package as a whole, the number of times the package fee was charged during the relevant period and the additional fee charged for any service that exceeds the quantity covered by the package fee;
  - b) the total amount of fees incurred during the relevant period for each service, each package of services provided and services exceeding the quantity covered by the package fee;
  - c) the overdraft interest rate applied to the payment account and the total amount of interest charged relating to the overdraft during the relevant period, where applicable;

- d) the credit interest rate applied to the payment account and the total amount of interest earned during the relevant period, where applicable;
  - e) the total amount of fees charged for all services provided during the relevant period.
4. The statement of fees:
- a) is presented in a clear and easy-to-read way, using characters of a readable size;
  - b) is accurate, not misleading and expressed in the currency of the payment account or, if agreed by the consumer and the payment service provider, in another currency;
  - c) contains the title “Statement of fees” at the top of the first page; and
  - d) is written at least in Albanian or, if expressly agreed between the consumer and the payment service provider, in another language.
5. Payment service providers shall provide consumers with the statement of fees set out in paragraphs 3 and 4 of this article, in the format provided in Annex 2 attached to this regulation.

## **Article 8**

### **Information for consumers**

1. Payment service providers, in contractual and promotional information to consumers, use, where applicable, the standardized terms set out in the list referred to in paragraph 1 of article 5 of this regulation. Payment service providers may use brand names in the fees information document and in the statement of fees, provided that such brand names are used in addition to the standardized terms set out in the list provided in paragraph 1 of article 5 of this regulation, as a secondary designation of those services, presented in brackets or in smaller font size.
2. Payment service providers may use brand names to designate their services in their contractual and promotional information to consumers, provided that they clearly identify, where applicable, the corresponding standardised terms set out in the list provided in paragraph 1 of article 5 of this regulation.

## **CHAPTER III**

### **PAYMENT ACCOUNTS SWITCHING**

## **Article 9**

### **Provision of the switching service**

1. Payment service providers offer a switching service between payment accounts held in the same currency to any consumer who opens or holds a payment account with a payment service provider.

2. The payment accounting switching service is not offered if there is a blocking or seizure order in the payment account of the consumer, by institutions that has this right by law.

**Article 10**  
**Consumer's authorization to switch**

1. The receiving payment service provider shall perform the switching service upon receipt of the authorization from the consumer. In the case of two or more holders of the account, authorization shall be obtained from each of them.
2. The authorization shall be drawn up at least in Albanian language or in any other language, if agreed between the consumer and payment service provider.
3. The authorization shall allow the consumer:
  - a) to provide the transferring payment service provider the specific consent to perform each of the tasks referred to in article 11 of this regulation, and
  - b) to provide the receiving payment service provider the specific consent to perform each of the tasks referred to in article 13 of this regulation.
4. The authorization shall allow the consumer to specifically identify incoming credit transfers, standing orders for credit transfers and direct debit mandates that are to be switched.
5. The authorization shall also allow consumers to specify the date from which standing orders for credit transfers and direct debits are to be executed from the payment account opened or held with the receiving payment service provider. That date shall be at least six business days after the date on which the receiving payment service provider receives the documents transferred from the transferring payment service provider pursuant to article 12 of this regulation.
6. The authorization from the consumer should be in writing, on paper or another durable medium, and a copy of the signed authorization shall be provided to the consumer.

**Article 11**  
**The receiving payment service provider's request to the transferring payment service provider**

1. Within two business days from receipt of the authorization referred to in article 10 of this regulation, the receiving payment service provider shall request the transferring payment service provider to carry out the following tasks, if provided for in the consumer's authorization:



- a) transmit to the receiving payment service provider and, if specifically requested by the consumer, to the consumer, a list of the existing standing orders for credit transfers and available information on direct debit mandates that are being switched;
- b) transmit to the receiving payment service provider and to the consumer, the available information about recurring incoming credit transfers and direct debits initiated by the creditor and executed on the consumer's payment account in the previous 13 months;
- c) where the transferring payment service provider does not provide a system for automated redirection of the incoming credit transfers and direct debits to the payment account held by the consumer with the receiving payment service provider, stop accepting direct debits and incoming credit transfers with effect from the date specified in the authorization;
- d) cancel standing orders with effect from the date specified in the authorization;
- e) transfer any remaining positive balance to the payment account opened or held with the receiving payment service provider on the date specified by the consumer; and
- f) close the payment account held with the transferring payment service provider on the date specified by the consumer with the consumer presentation to the transferring payment service provider.

## **Article 12**

### **Obligations of the transferring payment service provider**

1. Upon receipt of a request from the receiving payment service provider, the transferring payment service provider shall carry out the following tasks, if provided for in the consumer's authorization:
  - a) send the receiving payment service provider the information referred to in letters "a" and "b" of article 11 of this regulation within 5 (five) business days;
  - b) where the transferring payment service provider does not provide a system for automated redirection of the incoming credit transfers and direct debits to the payment account held or opened by the consumer with the receiving payment service provider, stop accepting incoming credit transfers and direct debits on the payment account with effect from the date specified in the authorization. Payment service providers should inform the payer or the payee of the reason for not accepting the payment transaction;
  - c) cancel standing orders with effect from the date specified in the authorization;
  - d) transfer any remaining credit (positive) balance (outstanding) from the payment account, to the payment account opened or held with the receiving payment service provider on the date specified in the authorization;
  - e) without prejudice to the provision of the Law "On payment services" on termination of the contract, close the payment account on the date specified in the authorization, if the consumer has no outstanding obligations on that payment account and provided that the actions listed in letters "a", "b" and "d" of this article have been completed. The payment service provider shall immediately inform the consumer where such outstanding obligations prevent the consumer's payment account from being closed.

## **Article 13**

### **Other obligations of the receiving payment service provider**

1. Within 5 (five) business days of receipt of the information requested from the transferring payment service provider as referred to in article 11 of this regulation, and in accordance with the consumer's authorization, the receiving payment service provider shall carry out the following tasks, to the extent that the information provided by the transferring payment service provider and/or consumer enables the receiving payment service provider to do so:
  - a) set up the standing orders for credit transfers requested by the consumer and execute them with effect from the date specified in the authorization;
  - b) make any necessary preparations to accept direct debits and accept them with effect from the date specified in the authorization;
  - c) where relevant, inform consumers of their rights, pursuant to article 15, paragraph 5, letter "a" of regulation 50/2021 "On direct debit";
  - d) inform payers specified in the authorization and making recurring incoming credit transfers into the consumer's payment account, of the details of the consumer's payment account with the receiving payment service provider and transmit to the payers a copy of the consumer's authorization. If the receiving payment service provider does not have all the information it needs to inform the payers, it shall ask the consumer or the transferring payment service provider to provide the missing information;
  - e) inform payees specified in the authorization and using a direct debit to collect funds from the consumer's payment account, of the details of the consumer's payment account with the receiving payment service provider and the date from which direct debits are to be collected from that payment account and transmit to the payees a copy of the consumer's authorization. If the receiving payment service provider does not have all the information it needs to inform the payees, it shall ask the consumer or the transferring payment service provider to provide the missing information.
  
2. The consumer may choose to personally provide the information referred to in letters "d" and "e" of paragraph 1 of this article to the payers or payees, rather than provide relevant authorization in accordance with article 10 of this regulation to the receiving payment service provider to do so. In that case, the receiving payment service provider shall provide the consumer, within the time limit referred to in paragraph 1 of this article, with written notification, on paper or another durable medium, providing details of the payment account and the starting date specified in the authorization by the consumer.
  
3. Without prejudice of article 61, paragraph 2 of law "On payment services", the transferring payment service provider shall not block payment instruments before the date specified in the consumer's authorization.

**Article 14**  
**Charges connected with the switching service**

1. The transferring and receiving payment service provider, in switching service, shall ensure that consumers are able to access free of charge their personal information regarding existing standing orders for credit transfers and direct debits held by these payment service providers.
2. The transferring payment service provider provides the information requested by the receiving payment service provider pursuant to letter “a”, paragraph 1 of article 12 of this regulation, without charging the consumer or the receiving payment service provider.
3. The charges, if any, applied by the transferring payment service provider to the consumer for closing the payment account held with it, are determined in accordance with requirement provided in article 48, paragraphs 2 and 4 of the law “On payment services”.
4. The charges, if any, applied by the transferring or the receiving payment service provider to the consumer for any service referred to in articles 11 to 13 of this regulation, other than those referred to in paragraphs 1, 2 and 3 of this article, must be reasonable and in line with the actual costs of that payment service provider.

**Article 15**  
**Financial loss for consumers**

1. Any financial loss, including charges and interest, incurred by the consumer, and resulting directly from the non-compliance of a payment service provider involved in the switching process with its obligations under article 11 to 13 of this regulation must be refunded by that payment service provider without delay.
2. Liability under paragraph 1 of this article shall not apply in cases of abnormal and unforeseeable circumstances beyond the control of the payment service provider pleading for the application of those circumstances, the consequences of which would have been unavoidable despite all efforts to the contrary, or where a payment service provider is bound by other legal obligations according to Albanian legislation into force.

**Article 16**  
**Information about the switching service**

1. The payment service providers make available to consumers the following information about the switching service:
  - a) the roles of the transferring and receiving payment service provider for each step of the switching process,
  - b) the timeframe for completion of the respective steps;
  - c) the fees, if any, charged for the switching process;

- d) any information that the consumer will be asked to provide; and
  - e) the alternative dispute resolution procedures.
2. The information referred to in paragraph 1 of this article shall be made available free of charge and shall be provided to consumers on request:
- a) on paper or another durable medium at all premises of the payment service provider accessible to consumers,
  - b) available in electronic form on the website of payment service provider, at all times.

## **<sup>8</sup>CHAPTER IV REQUIREMENTS FOR PAYMENT ACCOUNT WITH BASIC FEATURES**

### **<sup>9</sup>Article 17 Comparability, transparency of the fees and switching service of payment accounts with basic features**

The requirements of chapter I, II and III of this regulation for the payment account, are applied in the same way by the banks, also for the payment account with basic features, in accordance with the requirements of article 14 of the law “On payment account with basic features”.

### **<sup>10</sup>Article 18 Methodology for calculation of reasonable fee for services provided in the payment account with basic features**

Banks, in calculating the reasonable fee for services provided in the payment account with basic features, as provided for in article 8, paragraph 3 of law “On payment account with basic features”, shall be based on the average level of fees applied for the same services provided through a payment account and in any case the reasonable fee does not exceed 50% of this average level.

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<sup>8</sup> Added Chapter IV by the decision no.29, dated 8.5.2024 of the Supervisory Council of the Bank of Albania.

<sup>9</sup> Added by the decision no.29, dated 8.5.2024 of the Supervisory Council of the Bank of Albania.

<sup>10</sup> Added by the decision no.29, dated 8.5.2024 of the Supervisory Council of the Bank of Albania.

**CHAPTER V<sup>11</sup>**  
**FINAL PROVISIONS**

**Article 19<sup>12</sup>**  
**Consumers' complaints<sup>13</sup>**

Payment service providers shall take the necessary measures to apply the requirements set out in article 93 of law “On payment services”, for resolving consumer’s complaints, <sup>14</sup>including complaints about payment account with basic features.

**Article 20<sup>15</sup>**  
**Supervisory and corrective measures**

In the event of non-compliance with the provisions of this regulation, the Bank of Albania shall apply supervisory and corrective measures set out in the law “On banks”, law “On payment services”, <sup>16</sup>law “On payment account with basic features” and other by-laws in pursuance thereof.

**Chairman of the Supervisory Board**

**Gent SEJKO**

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<sup>11</sup> Renumbered Chapter V by the decision no.29, dated 8.5.2024 of the Supervisory Council of the Bank of Albania.

<sup>12</sup> Renumbered by the decision no.29, dated 8.5.2024 of the Supervisory Council of the Bank of Albania.

<sup>13</sup> Amended the title of the article by the decision no.29, dated 8.5.2024 of the Supervisory Council of the Bank of Albania.

<sup>14</sup> Added by the decision no.29, dated 8.5.2024 of the Supervisory Council of the Bank of Albania.

<sup>15</sup> Renumbered by the decision no.29, dated 8.5.2024 of the Supervisory Council of the Bank of Albania.

<sup>16</sup> Added by the decision no.29, dated 8.5.2024 of the Supervisory Council of the Bank of Albania.



## FEES INFORMATION DOCUMENT

**Payment service provider:** \_\_\_\_\_

**Consumer name:** \_\_\_\_\_

**Date:** \_\_\_\_\_

- This document informs you about the fees for using the main services linked to the payment account. It will help you to compare these fees with those of other accounts.
- Fees may also apply for using services linked to the account which are not listed here. Full information is available in [specify names of the relevant pre-contractual and contractual documents].
- A glossary of the terms used in this document is available free of charge.

Service	Fee
<b>General account services</b>	
[main service]  Includes a <b>package of services</b> consisting of: Services beyond these quantities will be charged separately.	[•]
<b>Payments (excluding cards)</b>	
	[•]
<b>Cards and cash withdrawals</b>	
	[•]
<b>Overdrafts and related services</b>	
	[•]
<b>Other services</b>	
	[•]

Package of services	Fee
	[•]

	[•]
Services beyond these quantities will be charged separately.	

<b>Information on additional services</b>	
Information on fees for services exceeding the quantity of services covered by the package of services (excluding fees listed above)	
<b>Service</b>	<b>Fee</b>
[brand name]	[•]

<b>Comprehensive cost indicator</b>	[•]
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## EXPLANATORY NOTES FOR COMPLETING OF “THE FEES INFORMATION DOCUMENT”

### Section 1: General requirements

1. Payment service providers shall use the “Fees information document” template / format as set forth in this Annex and complete it in the manner set out in sections 2 to 13 of the notes.
2. Payment service providers shall not modify the template for the “Fees information document” in completing it, other than provided for in this Annex. In particular, payment service providers shall follow the order of information, headings and sub-headings laid down in the template/format.

The fees information document shall:

- a) be presented in A4 portrait format;
  - b) contain the title “Fees information document” at the top of the first page,
  - c) use font type “Times New Roman” or another font type similar to it and font size 11, with exceptions for the title “Fees information document”, which uses font size 16 in bold type; font size 14 in bold type for the headings, and font size 12 in bold for the sub-headings, unless an increase in the font size or use of “*Braille*” font type for visually impaired persons is either required under national law or agreed between the consumer and the payment service provider;
  - d) be produced in black and white, with exception of the logo of the payment service provider which may be presented in colour, as laid down in Section 2;
  - e) have its pages numbered.
3. A payment service provider shall provide a separate fees information document in respect of each of the payment accounts it offers to consumers.
  4. In cases where a payment service provider offers only one payment account to consumers that can be combined with different packages of services referred to in article 6, paragraph 4 of this regulation, the payment service provider may produce more than one fees information document in respect of that account, provided that each fees information document contains at least one package.

**Section 2:** Logo of the payment service provider

1. The logo of the payment service provider shall be of the size 2.5 cm x 2.5 cm and position at the top left-hand side of the table as shown in this Annex;
2. The logo may be displayed in colour or in black and white. Where printed in black and white the logo shall be clearly readable.

**Section 3:** Name of payment service provider

1. The name of payment service provider that provides the account shall be included in bold type and left aligned.

**Section 4:** Consumer name

1. The consumer name shall be included in bold type, left aligned and below the name of the payment service provider.

**Section 5:** Date

1. The date when the payment service provider last updated the fee information document shall be included, using the font prescribed in letter “d”, point 2 of section 1, located on the left and below the consumer’s name.

**Section 6:** Introductory statement

1. The text of the introductory statement specified in the template shall be reproduced in the fees information document, using line spacing 1.15, 0 *pt* before and 10 *pt* after the text.
2. Payment service providers shall replace the square brackets with the names of the relevant pre-contractual and contractual documents.

**Section 7:** “Services and Fees” table

1. Payment service providers shall list the services that are included in the final list of most representative services linked to a payment account referred to in article 5, paragraph 1 of this regulation, where the payment service provider offers such services, and their corresponding fees in the table on services and fees as follows:
  - a) the services shall be inserted in the column “Service”, left aligned, in bold type;
  - b) each service shall be listed only once and shall be displayed under the respective sub-heading shown in the table, such as the provision or the maintenance of the account, which are listed under sub-heading “General account services”;
  - c) the fees corresponding to the services shall be shown in the column “Fee”, right aligned;
  - d) where the fee is charged with regular frequency rather than on a per use basis, the frequency shall be indicated in the column “Fee”, left aligned, followed by the corresponding fee for that period, right aligned; the total annual fee shall be disclosed on the line directly underneath the frequency, in bold type, left aligned and using the wording “Total annual fee” with the corresponding fee right aligned;
  - e) the line spacing shall be single, 0 *pt* before and 0 *pt* after each service and fee.



2. Where none of the services offered by a payment services provider, which would correspond a sub-heading, are included in the final list of the most representative services linked to a payment account, the entire row related to that sub-heading shall be deleted, including the title of the sub-heading.
3. Where payment service providers do not offer one or more services from the final list of the most representative services referred to in article 5, paragraph 1, or where the service is not made available with the account, the phrase “service not available” shall be used.
4. Where separate fees are charged in one or more of the following ways, payment services providers shall provide, in the column “Fee” of that service and on a separate line, a description of each fee-charging instance, channel or condition (“types of fees”):
  - a) for different fee-charging instances of the provision of the same service, such as an initial set-up fee and subsequent execution fees for the same service;
  - b) for different channels through which the same service is requested, used, or provided, such as by phone, branch or online;
  - c) depending on whether a specific condition for the same service is met, such as adherence to a minimum or maximum threshold amount for credit transfers or cash withdrawals, the description shall be left aligned, and the fee shall be right aligned.
5. Where fees are charged dependent on a combination of several types of fees, such as fees that differ by channel and are then further separated depending on whether a threshold amount is met, payment service providers shall, in addition to applying point 4, right align the description of each additional type of fee.

**Section 8:** Presentation of packages of services charged as part of fees under the sub-heading “General account services”

1. Where a package of services linked to a payment account is charged as part of the fees under the sub-heading “General account services”, all services included in the package, regardless of whether they are included in the final list of most representative services linked to a payment account referred to in article 5, paragraph 1 of this regulation, shall be listed in the sub-heading of the table “General account services”, in the row on package of services.
2. Payment service providers shall include information on the additional fee for any service that exceeds the quantity covered by the package of services as set out in Section 10.
3. Where the number of all services covered by the package of services is not limited, payment service providers shall delete the statement at the bottom of the row “Services beyond these quantities will be charged separately”.
4. The entire row on package of services shall be deleted, where a package of services is not offered with the account and when the package of services is charged separately from any fees for general account services.

**Section 9:** Presentation of packages of services charged separately from fees under the sub-heading “General account services”

1. Where payment service providers offer a package of services linked to a payment account, and the package is charged separately from any fees under the sub-heading “General account services”, as referred to in the table of services and fees, payment service providers shall include the following information in the table on package of services:

- a) a list of all services included in the package, regardless of whether they are included in the final list of most representative services linked to a payment account referred to in article 5, paragraph 1;
  - b) the quantity of each service covered by the package fee, which may be either a number or an indication that the number of services is not limited;
  - c) the package fee, in the column “Fee”, right aligned.
2. Where the package is charged based on regular frequency, the frequency shall be displayed in the “Fee” column and left aligned, with the total annual fee displayed on the line directly underneath the frequency, in bold type and using the wording “Total annual fee”.
  3. Payment service providers shall include information on the additional fee for any service that exceeds the quantity covered by the package of services as set out in Section 10.
  4. Where the number of all services in the package is not limited, payment service providers shall delete the statement at the bottom of the table that reads “Services beyond these quantities will be charged separately”.
  5. Where more than one package falling under point 1 of this section is included in the fee information document, payment service providers shall provide the information under this Section for each package in a separate table, indicating the brand name of the package of services, where applicable.
  6. Payment service providers shall delete the entire table, where the package of services is not offered with the account, or where the package of services is charged as part of the fee for any general account services.

**Section 10:** Table on additional fees for services exceeding the quantity covered by packages of services linked to a payment account

1. Payment service providers shall include in this table information on additional fees for any service that exceeds the quantity covered by a package referred to in Section 8 and 9, if this information is not included in the table of services and fees, or where the corresponding fee for the service is different than shown in the table.
2. Where payment services providers offer more than one package and the additional fees referred to in point 1 of this section differ dependent on the package, payment service providers shall list the different fees separately for each package and use the brand name of the package, where applicable.
3. In completing this table, payment service providers shall follow the same presentation and structure as set out in this Annex, where applicable.
4. Where a fee information document does not include any information on packages of services, payment service providers shall delete the table referred to in point 1 of this section.

**Section 11:** Comprehensive cost indicator

1. Payment service providers shall display the comprehensive cost indicator summarising the overall annual cost of the payment account, in a separate table.

**Section 12:** Brand names

1. Where a brand name is used, the brand name shall follow directly after the name of the service, using the font prescribed in section 1, point 2, letter “d” and in square brackets.

### **Section 13:** Use of electronic means

1. Where the fee information document is provided by electronic means, payment service, with the condition that at the same time the consumer is provided with a copy of the fee information document in line with the template laid down in this Annex and completed as set out in sections 2 to 12, may modify the template in only the following ways:
  - a) by way of derogation from letter “d”, point 2, section 1, increase the font sizes, provided that the proportion of sizes as set out in Section 1, point 2 is retained;
  - b) where the dimensions of the electronic tools are such that using several tables and columns would make the fee information document difficult to read, use a single column or a single table if the order of information, headings and sub-headings are retained;
  - c) use electronic tools, provided that the title of the fee information document, introductory statements, headings, and sub-headings, are displayed prominently and the order of information is retained.

The use of the electronic tools referred to in letter “c” of point 1, shall not be intrusive that it could distract the consumer from the information in the fee information document.



## STATEMENT OF FEES

### [Payment service provider]

[ Payment service provider contact details]

### [Consumer name]

[ Contact details ]

Account	
Account identification number	
Period	From - To
Date	

- This document provides you with an overview of all the fees applied for the services linked to your payment account during the period shown above.
- It also informs you about any interest you may have paid or earned during this time.
- Information on individual transactions and account balance can be found on your account statements.

### Summary of fees and interest

<b>Total fees paid (total package of services fees and total fees paid)</b>	<b>[•]</b>
<b>Total interest paid</b>	<b>[•]</b>
<b>Total interest earned</b>	<b>[•]</b>
<b>Comprehensive cost indicator</b>	<b>[•]</b>

**Detailed statement of fees paid on the account**

Service		Fee		
Service	Number of times the service was used	Unit fee	Number of times the fee was charged	Total
<b>General account services</b>				
[•] Includes a <b>package of services</b> consisting of: Services beyond these quantities have been charged separately				[•]
<b>Payments (excluding cards)</b>				
				[•]
<b>Cards and cash</b>				
				[•]
<b>Overdrafts</b>				
				[•]
<b>Other services</b>				
				[•]
<b>Total fees paid</b>				[•]

**Details of the fees included in the package of services**

Package of services	Fee	Number of times the fee was charged
<b>“Package service”</b> [brand name, if applicable] Includes:	[•]	[•]
Services beyond these quantities have been charged separately.		

### Details of interest paid on the account

	Interest rate	Interest
		[•]
<b>Total interest paid</b>		[•]

### Details of interest earned on the account

	Interest rate	Interest
“Account name”		[•]
<b>Total interest earned</b>		[•]

### Additional information

[•]

## EXPLANATORY NOTES FOR COMPLETING OF “STATEMENT OF FEES” DOCUMENT

### Section 1: General requirements

1. Payment service providers shall use the template “Statement of fees” as laid down in this Annex and complete it as set out in the sections 2 to 18 of the explanatory notes.
2. Payment service providers shall not modify the template for the statement of fees in completing it other than provided for in this Annex. In particular, payment service providers shall follow the order of information, headings and sub-headings laid down in the template.
3. The statement of fees shall:
  - a) be presented in A4 portrait format;
  - b) contain the title “Statement of Fees” at the top of the first page, positioned in the center;
  - c) use font type “Times New Roman” or another font type similar to it and font size 11, with exceptions for the title “Statement of Fees”, which uses font size 16 in bold type; font size 14 in bold type for the headings, and font size 12 in bold for the sub-headings, unless an increase in the font size or use of “Braille” font type for visually impaired persons is either required under national law or agreed between the consumer and the payment service provider;
  - d) be produced in black and white, with exception of the logo of the payment service provider which may be presented in colour, as laid down in point 2 of this section;
  - e) have its pages numbered.

### Section 2: Logo of the payment service provider

1. The logo of the payment service provider shall be of the size 2.5 cm x 2.5 cm and position at the top left-hand side of the table as shown in this Annex;

2. The logo may be displayed in colour or in black and white. Where printed in black and white the logo shall be clearly readable.

**Section 3:** Name and contact details of the account provider

1. Payment service providers shall fill spaces between square brackets with the name of the account provider in bold type and left aligned.
2. Payment service providers shall replace spaces between square brackets with their contact details, such as the address, telephone number, e-mail address, fax number, web address and contact person/point that the payment account holder may use for future correspondence.

Those contact details shall be displayed left aligned.

**Section 4:** Name and contact details of the payment account holder

1. Payment service providers shall fill spaces between square brackets with the name of the payment account holder.

That name shall be displayed in bold type, left aligned.

2. Payment service providers shall fill spaces between square brackets with the address of the payment account holder.

That address shall be displayed left aligned and, with the exception of the first letter of each word, in lower cases.

**Section 5:** Account name and identification

1. Payment service providers shall display the name of the payment account.

That name shall be displayed in bold type, left aligned and directly after relevant words.

2. Payment service providers shall display details that identify the payment account, such as the Bank Identifier Code (BIC), the International Bank Account Number (IBAN), the national payment account number code (BBAN) and national sort code (NSC).

Those details shall be displayed left aligned.

**Section 6:** Calendar period

1. Payment service providers shall display in the row “period”, left aligned, the calendar period that is covered by the statement of fees.

**Section 7:** Date

1. Payment service providers shall display in the row “date”, left aligned, the calendar date when they provide the statement of fees.

**Section 8:** Introductory statement

1. The text of the introductory statement specified in the template shall be reproduced as such in the statement of fees, using line spacing 1.15, 0 *pt* before and 10 *pt* after the text.

**Section 9:** Summary of fees and interest

1. Payment service providers shall display in bold type and right aligned the total amounts of the fees and interests to be included in the four separate tables under the title “Summary of fees and interest”.
2. Where interest is not applicable to a specific account, payment service providers shall use the wording “interest not applicable”, in lower case, right aligned.
3. Where interest is applicable but, for the specific period, it amounts to zero, payment service providers shall indicate this by using “0” in the corresponding table.
4. Payment service providers shall display the comprehensive cost indicator summarising the overall annual cost of the payment account in a separate table.

**Section 10:** Detailed statement of fees paid on the account

1. Payment service providers shall list in the table headed “Detailed statement of fees paid on the account” all fees incurred in the relevant period for the corresponding services.

Fees for provision or maintenance of the account shall be listed under sub-heading “General account services”.

2. Payment service providers shall insert the services in the sub-column “Service”, left aligned, in bold type, using line spacing single, 0 *pt* before and 0 *pt* after each service.
3. Payment service providers shall display in the sub-column “Number of times the service was used” the number of times each service has been used during the relevant period of the statement of fees, right aligned, using the font prescribed in section 1, point 3, letter “d”.

Payment service providers shall leave the sub-column “Number of times the service was used” blank where a service has been used but the payment service provider did not charge a fee for that service.

4. Payment service providers shall display in the sub-column “Unit fee”, the unit fee structure and cost for each service used, right aligned.
5. Payment service providers shall display in the sub-column “Number of times the fee was charged” the number of times each service has been charged during the relevant period of the statement of fees, right aligned. Payment service providers shall indicate this in the corresponding sub-column by using the wording “fee not charged” where a service has been used but no fee has been charged.
6. Payment service providers shall display in the sub-column “Total”, the resulting total amount of fees paid for using that service during the relevant period, in bold.
7. Where a sub-heading does not contain any service, payment service providers shall delete that sub-heading. Payment service providers shall also delete the sub-heading when the payment account holder did not use any services beyond the quantities indicated in the package of services during the relevant period.



8. Payment service providers shall display the resulting total amount of fees paid by a payment account holder during the relevant period in the row “Total fees paid”, in bold.

**Section 11:** Presentation of types of fees

1. Where separate fees are charged in one or more of the following ways, payment services providers shall provide, in the table “Detailed statement of fees paid on the account” in the “Service” column of the respective service on a separate line, a description of each fee-charging instance, channel or condition (“types of fees”):
  - a) for different fee-charging instances of the provision of the same service, such as an initial set-up fee and subsequent execution fees for the same service;
  - b) for different channels through which the same service is requested, used or provided, such as by phone, branch or online;
  - c) depending on whether a specific condition for the same service is met, such as adherence to a minimum or maximum threshold amount for credit transfers or cash withdrawals.

The description shall be left aligned. The fees shall be displayed in the “Unit fee” column right aligned.

2. Where fees are charged dependent on a combination of several types of fees, such as fees that differ by channel and are then further separated depending on whether a threshold amount is met, payment service providers shall, in addition to applying section 10, point 5, right-align the description of each additional type of fee.
3. Where the fee has changed during the relevant period, payment service providers shall list the fees applied during each period, by adding new lines to the “Unit fee” column.

**Section 12:** Presentation of packages of services charged as part of fees under the sub-heading “General account services”

1. Where a package of services linked to a payment account is offered with the account and is charged as part of the fees under the sub-heading “General account service”, payment service providers shall include in the table “Detailed statement of fees paid on the account” in the row on “Package of services” the information on the services included in the package in the column “Service” and the number of the times the package was used in the column “Number of times the service was used”. In the columns under “Fee”, payment service providers shall display the fee charged for the package as a whole, and the number of times the package fee was charged during the relevant period respectively as set out in Section 11, point 1. The row shall be deleted, if the package of services is charged separately from the fee for general account services.
2. Any fee charged for any service exceeding the quantity covered by the package, shall be disclosed in the table listing services and fees as referred to in Section 1 to 11 of explanatory notes.
3. If the number of services in the package is not limited, or where the quantities of services covered by the package have not been exceeded, payment service providers shall delete the statement under the row “Services beyond these quantities have been charged separately”.

**Section 13:** Presentation of packages of services linked to a payment account charged separately from fees under the sub-heading “General account services”

1. Where a payment service provider offers a package of services linked to a payment account, together with the account, and that package is charged separately from any fees under the sub-heading “General account services” for general account services as referred to in the table listing services and fees, payment service providers shall include the following information in the table on package of services:
  - a) in the column on package of services, the brand name, if applicable, or the content of the package, by deleting the square brackets;
  - b) in the “Fee” column, the fee charged for the package as a whole for the period of the statement of fees, right aligned;
  - c) in the third column, the number of times the package fee was charged during the relevant period.

Any additional fee charged for any service exceeding the quantity covered by the package fee shall be disclosed in the table on service and fees as referred to in Section 10 and 11 of explanatory notes.

2. Where the package is charged with regular frequency, the frequency shall be displayed in the “Fee” column and left aligned, with the total annual cost displayed on the line directly underneath the frequency, in bold type and using the wording “Total annual cost”.
3. Where different packages incur different fees during the relevant period, the information listed in point 1 shall be provided for each package in a separate table.
4. Payment service providers shall delete the entire table, including the heading “Detail of the fees included in the package of services”, if a package of services is not provided with the account or if the package of services offered with the account is charged as part of the fee for any general account services.
5. Where the number of all services in the package is not limited, or where quantities of services covered by the package of services have not been exceeded, payment service providers shall delete the statement at the bottom of the table that reads “Services beyond these quantities have been charged separately”.

**Section 14:** Details of interest paid on the account

1. Payment service providers shall display in the table “Details of interest paid on the account” the interest paid by the payment account holder during the period covered by the statement of fees, where applicable.
2. Payment service providers shall display the interest rate in the column “Interest rate” and as a percentage applied on an annual basis. If the interest rate has changed during the relevant period, payment service providers shall list each interest rate that applied during each period on a separate line.
3. Payment service providers shall display in the column “Interest” the interest paid by a payment account holder, expressed in the currency of the account, in bold. If the interest rate has changed during the relevant period, payment service providers shall show the interest paid by the payment account holder separately for each of the relevant periods, each on a separate line.
4. Payment service providers shall display the resulting total amount of interest paid by the payment account holder during the relevant period, in bold, in row “Total interest paid”.
5. Where no interest is paid by a payment account holder because no interest is applicable to the account, payment service providers shall indicate it by words “interest not applicable”, in lower case, left aligned, in bold, in row “Total interest paid”.

**Section 15:** Details of interest earned on the account

1. Payment service providers shall display in the table “Details of interest earned on the account” the interest earned by the payment account holder during the period covered by the statement of fees, where applicable.
2. Payment service providers shall fill the field “Account name” with the name of the relevant account, in bold.
3. Payment service providers shall display the interest rate in the column “Interest rate” and as a percentage applied on an annual basis. If the interest rate changed during the relevant period, payment service providers shall list each interest rate that applied during each period on a separate line.
4. Payment service providers shall display in the column “Interest”, the interest earned by a payment account holder, expressed in the currency of the account, in bold. If the interest rate has changed during the period covered by the statement of fees, payment service providers shall show the interest earned by the payment account holder separately for each of the relevant periods, each on a separate line. Where interest rate is applicable but, for the specific period, it amounts to zero, payment service providers shall display “0” in the column “Interest”.
5. Where a particular account does not pay interest because no interest is applicable to the account, payment service providers shall indicate it by words “interest not applicable”, in lower case, left aligned, in the column “Interest”.
6. Payment service providers shall display in the row “Total interest earned” the resulting total amount of interest earned by the payment account holder during the period covered by the statement of fees, in bold.
7. Where a particular account does not pay interest because no interest is applicable to the account, payment service providers shall indicate it by words “interest not applicable”, in lower case, left aligned, in bold, in row “Total interest earned”.

**Section 16:** Additional information

1. Payment service providers shall display in the table “Additional information” any additional information that goes beyond the information covered under Section 2 to 15 and that is directly related to the services or fees paid or interest charged or earned, or interest rates applied, as referred to in article 7, paragraph 3 of this regulation during the period covered by the statement of fees. The additional information displayed in that table shall include information required by regulations in place.
2. In completing the table, payment service providers shall follow the presentation format as set out in this Annex, where applicable.
3. Payment service providers shall delete this table should they not provide information of the kind specified in point 1 of this Section.

**Section 17:** Brand names

1. Where a brand name is used, the brand name shall follow directly after the name of the service, using the standard font referred to in Section 1, point 3, letter “d” and in square brackets.

**Section 18:** Use of electronic means

1. Where the statement of fees is provided by electronic means, payment service providers may provided that at the same time the consumer is provided with a copy of the statement of fees in line with the template laid down in the Annex and completed as set out in Sections 2 to 17, modify the template in only the following ways:
  - a) by way of derogation from letter “d” of Section 1, point 3, increase the font sizes, provided that the proportion of sizes as set out in Section 1, point 3 is retained;
  - b) where the dimensions of the electronic tools are such that using several tables and columns would make the statement of fees difficult to read, use a single column or a single table if the order of information, headings and sub-headings are retained;
  - c) use electronic tools, such as the title of the statement of fees, headings and sub-headings, are displayed prominently and the order of information is retained.
2. The use of the electronic tools referred to in point 1, letter “c” shall not be intrusive that it could distract the consumer from the information in the statement of fees.