

STANDARD PRE-CONTRACTUAL INFORMATION

DEBIT MASTERCARD PREMIUM

Chapter	Description
Owner	NATIONAL BANK OF GREECE S.A., Aiolou 86, 102 32 Athens under GEMI No 237901000 (email: http://www.nbg.gr)
Beneficiaries	Individuals who are holders of deposit accounts (current, sight, savings) that meet the conditions for verifying and confirming their identity and setting up their financial/ banking profile (Premium Banking customers).
Description of the product & term of validity	<ul style="list-style-type: none"> → Debit card → Issuance of the card presupposes that the individual has a deposit account (current, sight or savings). → The validity of the agreement is indefinite. The plastic body of the card is valid for 3 years and, provided that the Cardholder complies with the terms of the contract and meets the criteria of the Bank, the card is renewed periodically.
Use of the product/Transactions	<p>The card enables cardholders to carry out the following transactions:</p> <p>A. NBG i-Bank ATMs:</p> <ul style="list-style-type: none"> • Cash withdrawals, cash deposits, account balance and activity (last 7 transactions), change of PIN, payment of DEH, public sector and other companies' bills, transfer of funds, etc. <p>B. DIAS ATMs:</p> <ul style="list-style-type: none"> • Cash withdrawals and account balance inquiry. <p>C. ATMs ABROAD displaying the MasterCard logo:</p> <ul style="list-style-type: none"> • Cash withdrawals, • Account balance query. <p>D. Purchases of goods and services at merchants displaying the Mastercard logo, in Greece and abroad.</p> <p>E. Purchases of goods and services via the internet, at participating authorized merchants in the Mastercard SecureCode™ service with the use of a personal SecureCode, as well as at non-certified online merchants. When purchasing goods via the internet at merchants certified by Mastercard Identity Check or Mastercard® SecureCode, the Cardholder is obliged to use the NBG Mastercard Identity Check service.</p> <p>F. Contactless transactions with merchants equipped with contactless EFT/POS terminals. Contactless transactions may be carried out with respect to any amount. For purchases of value up to €50 the Cardholder does not need to enter their PIN (the "PIN-free Contactless Transaction Limit")¹.</p> <p>G. Standing or non-standing orders for payment of periodic or individual obligations of the cardholder.</p>
Transaction limits	<p>A) Cash withdrawals</p> <ul style="list-style-type: none"> i. Daily withdrawal limit: from €10 to €10,000, default limit €1,500 ii. Daily withdrawal limit in Greece: from €10 to €10,000, default limit €1,500 iii. Daily withdrawal limit abroad: from €10 to €10,000, default limit €1,500 <p>B) Daily limit for purchases online and at POS terminals: from 0 to €20,000, default limit €3,000.</p> <p>C) Online purchases (online purchases, phone/mail orders) The limit cannot exceed the maximum daily limit for POS/online purchases.</p> <ul style="list-style-type: none"> i. Maximum daily limit for online purchases: from 0 to €20,000, default limit €3,000. ii. Daily limit for online purchases (in Greece): from 0 to €20,000, default limit €3,000. iii. Daily limit for online purchases (abroad): from 0 to €20,000, default limit €3,000. <p>Notes:</p> <ul style="list-style-type: none"> 1) Fund transfers between card-linked accounts held by the same cardholder are carried out irrespective of any limit. 2) Fund transfers to third-party accounts and fund transfers in EUR cannot exceed the selected daily withdrawal limit.
	<p>D) Maximum daily payment limit</p> <p>Maximum daily limit on payments to Organizations via i-bank ATMs: €2,500 (cannot be changed) With the exception of the payment of DEH bills, to which a maximum limit of €2,500 applies and which does not affect the maximum daily payment limit to Organizations. Payment of certified tax dues is performed without limit.</p> <p>E) PIN-free Contactless Transaction Limit: €50¹</p> <p>F) Total amount limit for PIN-free Contactless Transactions under €50: €150¹</p>
Interest rate	Not applicable. The cardholder pays and is debited with the relevant amount immediately.

Other charges	1.	One-off issue fee	€0
	2.	One-off reissue fee following loss/theft/damage/non-automated renewal of the card	€6
	3.	One-off renewal fee	€6
	4.	One-off issuance fee for a 2nd card	€6
	5.	Fee for immediate issuance and dispatch abroad	€15
	6.	PIN reissue	€0
	7.	Currency conversion charge for purchases in currency other than EUR	2% on the purchase amount, with a minimum of €1.00
	8.	Dispatch of monthly statement by mail ²	€0
	9.	Cash withdrawals in € from other banks' ATMs in Greece and abroad (DIAS-Mastercard) ³ Note: The withdrawal fee does not apply to withdrawals made at an ATM of a Bank other than the one where the debit account is held, for municipal units in which there is an ATM installed by only one Credit Institution.	as per the rates and charges applicable to Premium Banking customers €0
	10.	Transactions in currency other than € at ATMs or POS of other foreign banks:	
	10.1	Cash withdrawal charge for transactions in currency other than €	€4 per transaction
	10.2	Currency conversion charge for cash withdrawals in currency other than EUR	2% on the transaction amount, with a minimum of €1.00
	11.	Account balance inquiry at ATMs of other banks in Greece and abroad within the Euro area (DIAS-Mastercard):	€0
	12.	Account balance inquiry at ATMs of other banks at ATMs abroad outside the Euro area (Mastercard):	€0
	13.	Payment of bills & other dues	as per NBG's "Relevant Rates & Charges for other Basic Banking Transactions" for Premium Banking customers.
	14.	Money transfer in EUR	as per NBG's "Relevant Rates & Charges for other Basic Banking Transactions" for Premium Banking customers.
	15.	Printout of account statement (mini statement) activity for the last 7 transactions at NBG ATMs	€0
	16.	Concierge service	€0
Information to cardholders/beneficiaries	<p>1) For transactions carried out with Debit MasterCard Premium, receipts are printed by ATMs or EFT/POS, when this is technically possible. All transactions made with Debit MasterCard Premium can also be viewed on the Internet Banking service (for registered users only) and under the respective card-linked account activity (in the account booklet for savings accounts, in the quarterly statements for current and sight accounts). In addition, the Cardholder is entitled to receive by mail, upon request to the Bank, a card statement on a monthly basis. If the statement is sent by mail, the Cardholder shall be charged with the corresponding fee, as set out in the Bank's Rates & Charges ².</p> <p>2) For any information or dispute that may arise from the use of the card, Cardholders can call NBG's Contact Center on a 24/7 basis, at +302104848484 (the cost of the call depends on the pricing policy of your phone network provider for national calls).</p> <p>3) The above information can also be viewed via the NBG website www.nbg.gr.</p>		

Other information	<p>1) With respect to the terms and conditions for effecting payment transactions, the framework contract regarding payment services, which is governed by L. 4537/2018 (Government Gazette A' 84/15.5.2018), shall additionally apply and prevail.</p> <p>2) The Card is and shall remain the property of the Bank and the Cardholder is only the person entitled to use the Card.</p> <p>3) The Cardholder shall keep the Card as well as the device (tablet or mobile phone) and the PIN thereof in case the card has been digitalized, in a safe place and shall prevent the PIN provided to him by the Bank from being leaked to anyone else. In the event of loss, theft, misappropriation of the Card or the device that carries the digitalized Card or unauthorized use of the card, please call immediately, 24/7, at +30 210 4848484, or visit any NBG branch. As regards the Cardholder's obligations and liability, the provisions of the framework agreement for payment services shall apply.</p> <p>4) If the Cardholder carries out a transaction in foreign exchange, this will be subject to charges. The charges applying from time to time are stated in the Bank's Rates & Charges, available to the Cardholder at all times in line with the respective regulatory provisions, and are posted in all NBG Branches and on the Bank's website www.nbg.gr. If the transaction is in foreign currency, the relevant amount is blocked at the time of the transaction, plus 4% for any difference that may occur upon currency conversion, which will be released in all or in part when the transaction is cleared and the corresponding amount is debited to the Cardholder's account. The respective account will be debited with the EUR equivalent of the amount withdrawn, calculated on the basis of the rate announced by MasterCard International for the date and time of transaction processing and settlement. As regards transactions in EEA currency, the Cardholder can find information on cross-border charges and exchange rates at https://microsites.nbg.gr/fxrates. As regards other transactions in foreign currency, the Cardholder can find information on the currency conversion rates used from time to time by such organization on its webpage https://www.mastercard.us/en-us/consumers/get-support/convert-currency.html which also provides a currency conversion calculator. Given that exchange rates constantly fluctuate, the rate applicable at the time that the relevant transaction is processed and cleared may be different from the rate applicable at the time that such transaction is actually performed.</p> <p>5) Cardholders may subscribe to the Concierge Service that is provided exclusively by Mastercard, through which they can receive information, and book hotels, restaurants, tickets for performances, vacation packages, car rentals etc. Detailed information regarding the Terms and Conditions and the Privacy Policy of the Concierge Service is available via https://www.concierge-mc.com/en/termsandconditions.html, as such texts are drafted and amended from time to time solely by Mastercard and Quintessentially (UK) Limited.</p>
Handling of complaints	<p>For any dispute or contention of the Cardholder against the Bank regarding his/her card, he/she should contact the relevant staff of their local branch or NBG's Sector for Client Conduct:</p> <ul style="list-style-type: none"> - By filling out the relevant electronic form for comments, suggestions or complaints, available on the Bank's website: www.nbg.gr - By sending an e-mail to customer.service@nbg.gr, - By sending a letter or the relevant form available at all NBG Branches: <ul style="list-style-type: none"> o by post to: National Bank of Greece S.A., Sector for Client Conduct. Omirou 30 10672 Athens, or o by fax : +30 210 3347740 <p>Detailed and up-to-date information regarding the complaint procedure and the contact details of the Customer Complaints Department is available on the Bank's website: www.nbg.gr. The filing of complaints is not subject to a charge.</p> <p>Furthermore, for any dispute or contention, the Cardholder can use the special out-of-court redress procedures by contacting alternative resolution bodies, such as the Greek Financial Ombudsman, Massalias 1, 106 80 Athens, tel. 10440 (local call rates) /+302103376700 (international calls), website: www.hobis.gr, Hellenic Consumers' Ombudsman, Leoforos Alexandras 144, GR 114 71 Athens, tel: +30 2106460862, website: www.synigoroskatanaloti.gr. More details on referring a complaint to alternative dispute resolution bodies are available on the Bank's website, at www.nbg.gr.</p>
<p>¹ The contactless transaction limits (both per transaction and cumulatively) may be modified by decision of the Bank depending on the conditions each time prevailing, though always in line with the applicable regulatory framework. Cardholders shall be notified accordingly by the Bank in a due and timely manner.</p> <p>²The service is temporarily unavailable.</p> <p>³ The pricing applies when the withdrawal transaction is not charged with Acquiring Direct Access Fee (DAF).</p>	

I, the undersigned declare that I have taken knowledge of the present standard pre-contractual information.

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DATE

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THE DECLARANT

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FULL NAME