## **() otpbanka** d.d.

## Excerpt from the Decision on Pricing - domestic payments

(Applicable from: 18 April 2016)

Type of service	Calculation basis	Fee charged by OTP	Fee charged by FINA
OPERATIONS DEALING WITH THE ACCOUNT REGISTRY			
Account opening	account	50,00 HRK	
Mediation upon account opening	account		61,00 HRK
Account keeping (monthly)*	account	20,00 HRK	
Founding deposit record	deposit	10,00 HRK	12,20 HRK
Closing of account	account	150,00 HRK	
Opening and change to the line of credit	credit		
Approval/ prolongation of overdraft on corp. cust. account			
- for 1 to 3 months	amount	0,80%-1,00%	-
		min. HRK 500	
- for 3 to 6 months	amount	1,00%-1,20%	-
		min. HRK 500	
-for 6 to 12 months	amount	1,20%-1,50%	-
		min. HRK 500	
Changes to the bank account registry	account	45,00 HRK	
	Account opening    Mediation upon account opening    Account keeping (monthly)*    Founding deposit record    Closing of account    Opening and change to the line of credit    Approval/ prolongation of overdraft on corp. cust. account    - for 1 to 3 months    - for 3 to 6 months    -for 6 to 12 months	OPERATIONS DEALING WITH THE ACCOUNT REGISTRYAccount openingaccountMediation upon account openingaccountAccount keeping (monthly)*accountFounding deposit recorddepositClosing of accountaccountOpening and change to the line of creditcreditApproval/ prolongation of overdraft on corp. cust. accountamount- for 1 to 3 monthsamount- for 3 to 6 monthsamount-for 6 to 12 monthsamountChanges to the bank account registryaccount	OPERATIONS DEALING WITH THE ACCOUNT REGISTRY      Account opening    account    50,00 HRK      Mediation upon account opening    account    20,00 HRK      Account keeping (monthly)*    account    20,00 HRK      Founding deposit record    deposit    10,00 HRK      Closing of account    account    150,00 HRK      Opening and change to the line of credit    credit      Approval/ prolongation of overdraft on corp. cust. account    - for 1 to 3 months    0,80%-1,00% min. HRK 500      - for 3 to 6 months    amount    1,00%-1,20% min. HRK 500    - for 6 to 12 months    amount    1,20%-1,50% min. HRK 500      Changes to the bank account registry    account    45,00 HRK    45,00 HRK

\* charged only for accounts on which transactions were performed during the given month \*\* including a change to the signatory cards

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ltem	Type of service	Calculation basis	Fee charged by OTP	Fee charged by FINA
2.	CASH PROCESSING			
2.1.	Deposits			
2.1.1.	Deposits made by customers	amount	0,22%	0,32%
2.1.2.	Deposits made for customers after collection	amount		0,25%
2.2.	Withdrawals	amount	0,21%	0,32%
2.2.1.	Authorization of withdrawals	order		1,00
2.3.	Deposits via day and night deposits safe	amount	0,19%	0,32%
2.4.	Deposits to accounts held with other banks	amount	1,00%	
2.5.	Operations in relation to the Law on Prevention of Money Laundering	order	14,00 HRK	
2.6.	Processing of cheques from retailers	cheque	2,00 HRK	

fee not charged to the authorized exchange office in case when its turnover is carried out through an account

Item	Type of service	Calculation basis	Fee charged by OTP	Fee charged by FINA
3.	PROCESSING OF CASH AND CASHLESS ORDERS			
3.1.	Processing of internal orders			
3.1.1.	Orders on paper			
3.1.1.1.	- submitted before value date	order	3,80 HRK	4,00 HRK
3.1.1.2.	- submitted on the value date		,	
3.1.1.2.1.	- cashless orders*	order	4,20 HRK	4,80 HRK
3.1.1.2.2.	- cash payment orders	order	4,20 HRK	4,80 HRK
3.1.1.2.3.	- cash withdrawal orders	order	4,20 HRK	4,80 HRK
3.1.1.2.4.	- cash payment orders via day and night safe	order	4,20 HRK	4,80 HRK
3.1.2.	Orders on magnetic media		·	
3.1.2.1.	- submitted before value date	order	2,70 HRK	3,20 HRK
3.1.2.2.	- submitted on the value date	order	2,90 HRK	3,40 HRK
3.1.3.	Orders on the electronic media		,	,
3.1.3.1.	- submitted before value date	order	0,60 HRK	1,90 HRK
3.1.3.2.	- submitted on the value date	order	0,80 HRK	2,00 HRK
3.1.4.	internal -standing orders submitted on the value date	order	2,50 HRK	,
3.1.5.	Standing orders for loans, overdrafts on giro account, Visa Business cards	order	2,50 HRK	
3.1.6.	Standing order for collection of due liabilities – Corporate clients**	order	,	
3.1.7.	Internal standing order – order for transfer of funds***			
3.2.	Processing of external orders			
3.2.1.	Orders on paper			
3.2.1.1.	- submitted before value date	order	4.20 HRK	4,80 HRK
3.2.1.2.	- submitted on the value date	order	5.00 HRK	5.50 HRK
3.2.1.3.	- SWIFT transfer – Real time gross settlement system	order	20,00 HRK	- /
3.2.2.	Orders on magnetic media		,	
3.2.2.1.	- submitted before value date	order	3.10 HRK	3.50 HRK
3.2.2.2.	- submitted on the value date	order	3.50 HRK	4.00 HRK
3.2.3.	Orders on electronic media	order	2,70 HRK	1
3.2.4.	External standing orders submitted on the value date		_,	
3.2.5.	external standing order – order for transfer of funds****			
3.2.3.1.	- submitted before value date	order	1,20 HRK	2,40 HRK
3.2.3.2.	- submitted on the value date	order	1.35 HRK	2.90 HRK
3.2.3.3.	Received from other participants via NCS /messages: C13; T32; T33/	elec.order /message	0,75 HRK	7
3.3.	Exchange with other systems			
3.3.1.	- sending of orders	order		0,50 HRK
3.3.2.	- receiving of orders	order		0,50 HRK
3.8.	Withdrawal of orders	0.001		0,0011111
3.8.1.	- effecting of a request for withdrawal of orders	order	5.00 HRK	
3.8.2.	- withdrawal of orders without coverage by the Bank	order	5.00 HRK	
	charged for orders for collection of due liabilities from MSE clients	0.00.	2,00	

\*A fee is also charged for orders for collection of due liabilities from MSE clients

## \*\*A fee is charged in case the total amount collected based on order created in an accounting period for settling of the entire debt exceeds HRK 100,00 \*\*\* Apart from the one mentioned above, a fee is charged for each transfer of funds, as laid down in point 3.1.1.2.1. \*\*\*\*Apart from the one mentioned above, a fee is charged for each transfer of funds, as laid down in point 3.2.1.2.

4.  REPORTING    4.1.  Reporting to customers on payments carried out to and from their accounts (statement) and non-effected orders (protocol)    4.1.1.  - on paper media  item/started page  0,40 HRK item  3,00 HRK started page    4.1.1.  - on paper media sent by mail  started page  0,40 HRK  started page    4.1.2.  Other types of statements  -  -  -    4.1.2.1  - as a file (mag. media or computer communication)  item  0,15 HRK    4.1.2.2.  FINA – disc, tape, CD  item  0,23 HRK    4.1.2.3.  INFO FINA – sending via modem  item  0,23 HRK    4.1.2.4.  FINA e-service (TXT or XML format)  item  0,23 HRK    4.1.2.6.  FINA WEB-service (TXT or XML format)  item  0,23 HRK    4.1.2.7.  FINA WEB-service (TXT or XML format)  item  0,34 HRK    4.1.3.  Exchange of data for customers' account statements – FINA  item  0,17 HRK    4.2.1  Account keeping (monthly)  account  55,00 HRK    4.2.2.  Phone service – bankotel / Info FINA SERVIS  -  -    4.2.1.  Spoken information  account	ltem	Type of service	Calculation basis	Fee charged by OTP	Fee charged by FINA
4.1.    Reporting to customers on payments carried out on and from their accounts    3.00 HRK term    3.00 HRK      4.1.1.    - on paper media carried protocol)    term    0.40 HRK term    statistical gage    0.40 HRK      4.1.2.    Other types of carried statements.    term    0.15 HRK    estated gage    0.40 HRK      4.1.2.    Other types of carried statements.    term    0.23 HRK    4.12.1.	4.	REPORTING	50010		
4.1.1.    -on paper media    tem/started    0,40 HR tem    3,00 HR started page      4.1.2.    Other types of startenents    -    -    -    -      4.1.2.    Other types of startenents    - <td></td> <td>Reporting to customers on payments carried out to and from their accounts</td> <td></td> <td></td> <td></td>		Reporting to customers on payments carried out to and from their accounts			
4.1.1.1    on pager media sent by mail    started page    0.40 HFK      4.1.2    Other types of startements	4.1.1.			0,40 HRK item	
4.1.2.    Other types of statements    0.15 HRK      4.1.2.1.    -as a file (mag., media or computer communication)    item    0.23 HRK      4.1.2.3.    NPC FINA - sensity, tape, CD    item    0.23 HRK      4.1.2.4.    FINA - sensity of CPG mail    item    0.23 HRK      4.1.2.5.    FINA - sensity of CPG mail    item    0.23 HRK      4.1.2.6.    FINA - disk, tormation    item    0.23 HRK      4.1.2.6.    FINA - disk, tormation    item    0.23 HRK      4.1.2.7.    FINA WEB-service (FOrmation    item    0.23 HRK      4.1.2.7.    FINA WEB-service (FOrmation    item    0.23 HRK      4.1.8.    Encomange of disk for coadomers incount tatements – FINA    item    0.23 HRK      4.2.1.    Another sent information    account    27,0 HR      4.2.1.    Another sent information    account    27,0 HR      4.2.2.    - as a return call    mobile    mobile    68,00 HR      4.2.2.1.    - or eacount of the customer    account    12,0 HRK      4.2.2.1.    - or eaconout of the customer	4.1.1.1.	-on paper media sent by mail		0.40 HRK	started page
41.2.1.    -as a file (mag, media or computer communication)    item    0.15 HRK      41.2.2.    FIAA - diss, tape, CD    item    0.23 HRK      41.2.4.    FINA - escrice (TX TO XML format)    item    0.23 HRK      41.2.4.    FINA - escrice (TX TO XML format)    item    0.23 HRK      41.2.5.    FINA - escrice (TX TO XML format)    item    0.23 HRK      41.2.6.    FINA - escrice (TX TO XML format)    item    0.23 HRK      41.2.7.    FINA WEB-service (TX or XML format)    item    0.23 HRK      41.2.8.    FINA VEB-service (TX or XML format)    item    0.23 HRK      41.2.8.    FINA WEB-service (TX or XML format)    item    0.71 HRK      41.2.8.    FINA WEB-service (TX or XML format)    item    0.71 HRK      42.2    Finang information on statement of accounts (monthy)    account    55.00 HR      42.2.1.    - at the same line    mobile    phone    108.00 HR      42.2.1.    - at entrum call    mobile    108.00 HR    41.00 HR      42.2.1.    - at entrum service    mobile    108.00 HR    <			otartoù pugo	0,1011111	
4.12.2.    FINA - disc, tape, CD    item    0.23 HRK      4.12.3.    INFO FINA - service (TAT or XML format)    item    0.23 HRK      4.12.4.    FINA - service (TAT or XML format)    item    0.23 HRK      4.12.5.    FINA - service (TAT or XML format)    item    0.23 HRK      4.12.6.    FINA WEB-service (TAT or XML format)    item    0.23 HRK      4.12.7.    FINA WEB-service (TAT or XML format)    item    0.23 HRK      4.12.7.    FINA WEB-service (PTO format)    item    0.23 HRK      4.13.    Accurate of data for castomer's account statements – FINA    item    0.23 HRK      4.14.1.    Spotes information    account    27,00 HR      4.2.1.    - automation    account    mobile    41,00 HR      4.2.2.    - as a return call    mobile    mobile    41,00 HR      4.2.2.    - automatic    mobile    mobile    41,00 HR      4.2.2.1.    - for each neat account of the statement (monthy)    42.2.1.    -    41,00 HR      4.3.1.    - for each neat account of the castomer    account	4.1.2.1.		item	0,15 HRK	
41.2.4.    FINA e-service [TXT or XML format)    item    0.23 HRK      41.2.5.    FINA WEB-service [TXT or XML format)    item    0.23 HRK      41.2.6.    FINA WEB-service [CPF format]    item    0.23 HRK      41.2.7.    FINA WEB-service [CPF format]    item    0.23 HRK      41.2.8.    Exchange of data for customers' account statements – FINA    item    0.23 HRK      41.2.4.    Phone service – bardweller Info FINA SERVIS    account    2.700 HR      42.1.1.    Specken information    account    2.700 HR      42.2.1.    At the same line    mobile    41.00 HR      42.2.1.    - as a return call    mobile    41.00 HR      42.2.1.    - as a return call    mobile    68.00 HR      42.2.1.    - as a return call    mobile    108.00 HR      42.2.1.    - as a return call    mobile    108.00 HR      42.2.1.    - as a count ablance from    account    27.00 HR      43.1.    Hore sch next account of the customer    account    27.00 HR      43.1.    Hore sch next account of the customer <td>4.1.2.2.</td> <td>FINA – disc, tape, CD</td> <td>item</td> <td></td> <td>0,23 HRK</td>	4.1.2.2.	FINA – disc, tape, CD	item		0,23 HRK
41.2.6.    FINA eservice (PDF format)    item    0.23 HRK      41.2.6.    FINA WEB-service (TX' or XML format)    item    0.23 HRK      41.3.1.    Exchange of data for customer's account statements – FINA    item    0.23 HRK      41.3.1.    Exchange of data for customer's account statements – FINA    item    0.23 HRK      41.3.1.    Exchange of data for customer's account statements – FINA    item    0.23 HRK      42.1.    Account keeping (monthi)    account    25,00 HRK      42.1.1.    Spoken information    account    27,00 HRK      42.2.7    - as a return call    mobile    41,00 HRK      42.2.2.    - as a return call    phone    108,00 HR      42.2.3.    - automatic    phone    108,00 HR      43.1.1.    Message on account biacatomer    account    27,00 HRK      43.2.1.    - for each next account of the customer    account    27,00 HRK      43.2.1.    - for each next account of the customer    account    27,00 HRK      43.2.1.    - for each next account of the customer    account    27,00 HRK			item		
41.2.6.    FINA WEB-service (TXT or XML format)    item    0.23 HRK      41.2.7.    FINA WEB-service (DPF format)    item    0.43 HRK      41.3.    Exchange of data for customers account statements – FINA    item    0.17 HRK      42.1.    Account keeping (monthly)    account    25,00 HRK      42.1.1.    Specken information on statement of accounts (monthly)    account    27,00 HRK      42.2.1.    - as a return call    mobile    64,00 HRK      42.2.1.    - as a return call    mobile    66,00 HRK      42.2.1.    - as a return call    mobile    68,00 HRK      42.2.3.    - automatic    mobile    68,00 HRK      42.3.1.    - for each naxt account balance from the statement (monthly)    3.3.3.3.3.3.3.3.3.3.3.3.3.3.3.3.3.3.3.					
41.2.7.    FINA WEB-service (PDF format)    item    0.34 HBK      41.3.    Exchange of data for customers account statements – FINA    item    0.17 HBK      42.1.    Account Resping (monthly)    account    55,00 HBK      42.1.    Account Resping (monthly)    account    25,00 HBK      42.1.    - at the same time    mobile    41,00 HBK      42.2.    - as a return call    mobile    68,00 HBK      42.2.1.    - at the same time    phone    108,00 HBK      42.2.2.    - as a return call    mobile    68,00 HBK      42.2.3.    - attomatic    phone    108,00 HBK      42.2.4.    - as a return call    mobile    108,00 HBK      42.2.1.    - for one bocount oblascie form the statement (monthly)    account    27,00 HBK      42.1.1.    - for one bocount oblascie form the statement (monthly)    account    27,00 HBK      42.1.1.    - for one bocount oblascie form the statement (monthly)    account    13,50 HBK      42.1.1.    - on depositivithdravel    account    13,50 HBK      42.1.1.    -					,
4.1.3.    Exchange of data for customers' account statements – FINA    item    0,17 HKK      4.2.    Phone service – barkotel / Info FINA SERVIS    account    55,00 HR      4.2.1.    Specken information    account    27,00 HR      4.2.2.1.    Faxing information on statement of accounts (monthly)    mobile    41,00 HR      4.2.2.    - as a return call    mobile    68,00 HR      4.2.2.    - as a return call    mobile    68,00 HR      4.2.2.    - as a return call    mobile    68,00 HR      4.2.3.    - automatic    mobile    108,00 HR      4.3.1.    - for eaccount of the customer    account    27,00 HR      4.3.1.    - for eaccount of the customer    account    108,00 HR      4.3.1.    - for eact for the customer    account    108,00 HR      4.3.2.    - for eact for exit of the customer    account    108,00 HR      4.3.1.    - for eact for exit of the customer    account    108,00 HR      4.3.1.    - on deposit/withdrawal    message    1,10 HRK      4.3.2.    - on deposit/with					
42.    Phone service – barkcief / Info FINA SERVIS    500 HRk      42.1    Account keeping (monthly)    account    2500 HRk      42.2    Faing information on statement of accounts (monthly)    mobile    41,00 HRk      42.2.1    - at the same time    mobile    41,00 HRk      42.2.2    - as a return call    mobile    66,00 HRk      42.2.2.    - as a return call    mobile    108,00 HR      42.2.3.    - automatic    mobile    108,00 HR      42.2.4.    - as a return call    mobile    108,00 HR      42.2.3.    - automatic    phone    108,00 HR      42.3.1.    - for one account balance from the statement (monthly)    42.3.1.    - for oreach next account of the customer    account    13.50 HRK      43.2.4.    - for each next account of the customer    account    13.50 HRK    43.2.2.    - on currently available funds    message    1,10 HRK      43.2.4.    - on currently available funds    message    1,10 HRK    43.2.2.    - on currently available funds    message    1,10 HRK      45.1.4.    Using of a					
42.1.    Account keeping (monthy)    account    55.00 HRk      42.1.1    Speken information on statement of accounts (monthy)    mobile    27.00 HRk      42.2.1    - at the same time    mobile    41.00 HRk      42.2.2    - as a return call    mobile    68.00 HRk      42.2.3    - as a return call    mobile    68.00 HRk      42.2.4    - as a return call    mobile    108,00 HR      42.2.3    - automatic    mobile    108,00 HR      42.1.1    - for each next account balance from the statement (monthy)    42.2    43.1    - for each next account of the customer    account    12.7.00 HRk      43.1.1    - for each next account of the customer    account    13.5.00 HR      43.2.1    - or endercount and the customer    account    13.0.1 HRK      43.2.1    - or endercount and the customer    account    13.0.0 HRk      43.2.1    - or endercount and the customer    account    10.0 HRK      43.2.1    - on deposit/withdrawal    message    1.1.0 HRK      43.2.1    - on deposit/withdrawal    message			llem		0,17 HKK
42.1.1.    Spoken information    27.00 HRk      42.2.    Fairing information on statement of accounts (monthy)    mobile    41,00 HRk      42.2.1.    - at the same time    mobile    phone    41,00 HRk      42.2.2.    - as a return call    mobile    phone    66,00 HRk      42.2.3.    - automatic    mobile    108,00 HR    108,00 HR      43.1.    - for one account balance from the statement (monthy)			account		55.00 HRK
42.2    Faxing information on statement of accounts (monthly)    mobile    41.00 HRk      42.2.1.    - as a return call    mobile    68.00 HRk      42.2.2.    - as a return call    mobile    68.00 HRk      42.2.3.    - automatic    mobile    108.00 HR      4.3.    Info FINA SMS service    mobile    108.00 HR      4.3.1.    Message on account balance from the statement (monthly)    3.1    7.00 HRk      4.3.1.    - for one account of the customer    account    17.00 HRk      4.3.2.    - for eact account of the customer    account    17.00 HRk      4.3.2.    - on deposit/withdrawal    message    1.1.01 HRk      4.3.2.    - on deposit/withdrawal    message    1.1.01 HRK      4.3.1.    - on deposit/withdrawal    message    1.1.01 HRK      4.3.1.    - bidding (monthly)    4.5    4.5      4.3.1.    - bidding (monthly)    4.5    4.5      4.3.1.    - bidding (monthly)    4.5    4.5      4.5.1.1    - bidding (monthly)    4.5					
42.2.1.  - at the same time  mobile  41,00 HRk    phone  mobile  68,00 HRk    phone  mobile  68,00 HRk    42.2.3.  - automatic  mobile  108,00 HR    43.1.  Message on account balance from the statement (monthly)  43.1.1.  -for one account of the customer  account  27,00 HR    43.1.1.  - for one account of the customer  account  13.20 HR    43.1.1.  - for each next account  13.20 HR  43.20 HR    43.2.1.  - on depositivith/drawal  message  1,10 HRK    43.1.  - Internet banking services eLEMENT@ / ON LINE SERVICE  51.1.  Using of a token - eLEMENT@ Card  card  30.00 HRK    45.1.1.  Using of a token - eLEMENT@ Light  token  30.00 HRK  45.3.0 URK    45.1.3.  Surg of a token - eLEMENT@ Light  token  30.00 HRK  45.3.0 URK    45.3.1.  Using of a token -			account		21,0011111
42.2.2.  - as a return call  mobile phone  68,00 HR    42.2.3.  - automatic  mobile phone  108,00 HR    4.3.  Info FINA SMS service  108,00 HR    4.3.1.  Message on account balance from the statement (monthly)  account  27,00 HR    4.3.1.  - for each next account of the customer  account  13,50 HR    4.3.2.  - for each next account  13,50 HR  43,52.    4.3.2.  - on currently available funds  message  1,10 HRK    4.3.2.1.  - on currently available funds  message  1,10 HRK    4.3.2.1.  - on deposit/with/drawal  message  1,10 HRK    4.3.2.1.  - on deposit/with/drawal  message  1,10 HRK    4.3.1.  Holding (Internet barking services eLEMENT@ // ON LINE SERVICE  message  1,10 HRK    4.5.1.  Using of a token  - eLEMENT@ (Light onon-residents (one-off)  token  30,00 HRK    4.5.1.4.  Using of a token - eLEMENT@ Light onon-residents (one-off)  token  30,00 HRK    4.5.1.4.  Using of a token - eLEMENT@ Light onon-residents (one-off)  token  30,00 HRK    4.5.1.5.  Using of a to			mobile		41,00 HRK
phone    mobile    phone      42.2.3.    - automatic    mobile    108,00 HR      43.1    Info FINA SMS service    108,00 HR      43.1.1    - for one account of the customer    account    27,00 HR      43.1.1    - for one account of the customer    account    13,60 HR      43.1.2    - for each next account of the customer    account    13,60 HR      43.2.1    - on deposit/withdrawil    message    1,10 HRK      43.2.2    - on currently available funds    message    1,10 HRK      43.2.1    - on deposit/withdrawil    message    1,10 HRK      43.2.2    - on currently available funds    message    1,10 HRK      45.1    Using of a token = eLEMENT@ Light    token 30,000 HRK    45.14      45.1.			phone		
4.2.2.3.  - automatic  mobile phone  108,00 HR phone    4.3.  Info FINA SMS service  27,00 HR¥    4.3.1.  - for one account balance from the statement (monthly)  account  27,00 HR¥    4.3.1.  - for one account of the customer  account  13,50 HR¥    4.3.1.  - for each next account of the customer  account  13,50 HR¥    4.3.2.  Assage on change to the account  message  1,10 HRK    4.3.2.  - on depositivithdrawal  message  1,10 HRK    4.3.1.  - Internet banking services eLEMENT@ / ON LINE SERVICE  1.01 HRK  45.1.1    4.5.1.1  Using of a token - eLEMENT@ Light  token  30,00 HRK    4.5.1.3  Using of a token - eLEMENT@ Light  token  30,00 HRK    4.5.2  Keeping (monthly)  token  30,00 HRK    4.5.3.  Survey of adva account  145,00 HR    4.5.1.4  Using of RL USB stick <td>4.2.2.2.</td> <td>- as a return call</td> <td></td> <td></td> <td>68,00 HRK</td>	4.2.2.2.	- as a return call			68,00 HRK
a.  Info FINA SMS service    43.1.  Message on account balance from the statement (monthly)    43.1.  - for one account of the customer  account  27,00 HR    43.1.  - for each next account of the customer  account  3.50 HR    43.2.  - for each next account of the account					
4.3.  Info FINA SMS service    4.3.1.  Message on account balance from the statement (monthly)    4.3.1.1.  - for each next account of the customer  account  27,00 HR    4.3.1.1.  - for each next account of the customer  account  13,50 HR    4.3.2.  - for each next account of the customer  account  13,50 HR    4.3.2.  - on deposit/with/frawal  message  1,10 HRK    4.3.2.1.  - on deposit/with/frawal  message  1,10 HRK    4.3.1.  Holding genuties and the secount  message  1,10 HRK    4.5.1.  Using of LeMENT@ card  card  30,00 HRK    4.5.1.1.  Using of ta token - eLEMENT@ Light  token  30,00 HRK    4.5.1.4.  Using of a token - eLEMENT@ Light  token  30,00 HRK    4.5.2.  Keeping (monthly)  account  145,00 HR    4.5.3.  Direct (ON-LINE) account data access  account	4.2.2.3.	- automatic			108,00 HRK
43.1.  Message on account balance from the statement (monthly)  27,00 HRK    43.1.1.  - for one account of the customer  account  27,00 HRK    43.2.  - for one account of the customer  account  13,50 HRK    43.2.  - for one account of the account	10	Info FINIA SMS convice	pnone		
43.1.1.  - for one account of the customer  account  27,00 HR    43.1.2.  - for each next account of the customer  account  13.50 HR    43.2.  Message on change to the account					
13.12.  - for each next account of the customer  account  13.50 HRK    13.2.1.  - on deposit/withdrawal  message  1,10 HRK    13.2.2.  - on currently available funds  message  1,10 HRK    13.2.2.  - on currently available funds  message  1,10 HRK    13.2.1.  - on currently available funds  message  1,10 HRK    13.2.1.  - on currently available funds  message  1,10 HRK    14.4.  Banktell Online – internet service  1.00 HRK  1.00 HRK    15.1.1.  Using of a token  card  30,00 HRK  1.00 HRK    15.1.3.  Using of a token - eLEMENT@ Light for non-residents (one-off)  token  300,00 HRK    15.1.5.  Using of PKIUSB stick  USB stick  30,00 HRK  1.45,00 HR    15.3.1.  Survey of orders in connection with the account  -  1.15 HRK    15.3.2.2.  orders surveyed  insight  1,15 HRK    15.3.3.1.  insight  1,16 HRK  1.15 HRK    15.3.3.2.  - statement items surveyed  record  0,36 HRK    15.3.3.1.  insight  1,15 HRK  1.15 HRK			account		27.00 HRK
1.1.2.  Message on change to the account    1.3.2.1.  - on deposit/withdrawal  message  1,10 HRK    1.3.2.  - on currently available funds  message  1,10 HRK    1.4.4.  Bankotel Online - internet service  1,10 HRK    1.5.  Internet banking services = LEMENT@ / ON LINE SERVICE  1,10 HRK    1.5.1.  Holding (monthly)  1,10 HRK    1.5.1.1  Using of a token  acard  30,00 HRK    1.5.1.3.  Using of a token - eLEMENT@ Light for non-residents (one-off)  token  30,00 HRK    1.5.1.4.  Using of HKU USB stick  USB stick  30,00 HRK    1.5.2.  Keeping (monthly)  account  145,00 HR    1.5.3.  Direct (ON-LINE) account data acces  account  145,00 HR    1.5.3.  Survey of alaiy account balance  insight  1,15 HRK    1.5.3.2.  scount data acces					
1.1.2.1.  - on deposit/withdrawal  message  1.10 HRK    1.3.2.2.  - on currently available funds  message  1.10 HRK    1.4.  Bankotel Online – internet service  1.10 HRK    1.5.  Holding (monthly)			doodant		10.00 11111
4.3.2.2.  - on currently available funds  message  1,10 HRK    4.4.  Bankotel Online – internet service  4.4.    4.5.  Internet banking services eLEMENT@ / ON LINE SERVICE  4.5.    4.5.1.  Holding (monthly)  4.5.    4.5.1.1.  Using of a token  add to token    4.5.1.2.  Using of a token  add token    4.5.1.3.  Using of a token - eLEMENT@ Light  token  30.00 HRK    4.5.1.4.  Using of a token - eLEMENT@ Light for non-residents (one-off)  token  30.00 HRK    4.5.1.4.  Using of token - eLEMENT@ Light for non-residents (one-off)  token  30.00 HRK    4.5.1.4.  Using of token - eLEMENT@ Light decount  account  145,00 HR    4.5.2.  Survey of daive account data access  account  1,15 HRK    4.5.2.  Survey of daive account balance  insight  1,16 HRK    4.5.3.2.  Survey of daive account balance  record  0,35 HRK    4.5.3.2.  Survey of statements  1,40 HRK  1,40 HRK    4.5.3.3.2.  - statement items surveyed  record  0,36 HRK    4.5.3.4.  Survey of statements  1,			message		1,10 HRK
4.5. Internet banking services eLEMENT@ / ON LINE SERVICE 4.5.1. Holding (monthly) 4.5.1. Holding (monthly) 4.5.1.1. Using of a token = dLEMENT@ Light 4.5.1.2. Using of a token = eLEMENT@ Light 4.5.1.3. Using of a token = eLEMENT@ Light for non-residents (one-off) token 30,00 HRK 4.5.1.4. Using of a token = eLEMENT@ Light for non-residents (one-off) token 30,00 HRK 4.5.1.5. Using of PK USB stick 4.5.2. Keeping (monthly) 4.5.3. Direct (ON-LINE) account data access 4.5.3.1. Survey of daily account data access 4.5.3.1. Survey of daily account data access 4.5.3.2. Survey of daily account data access 4.5.3.3. Survey of daily account data access 4.5.3.4. Survey of daily account balance 4.5.3.2 insight 4.5.3.3. Survey of statements 4.5.3.3. Survey of statements 4.5.3.4 insight 4.5.3.4 insight 4.5.3.4. Survey of unover (balances-accounts) 4.5.3.4 insight 4.5.3.4. Survey of tumover (balances-accounts) 4.5.3.4 insight 4.5.3.4 insight 4.5	4.3.2.2.	- on currently available funds	message		1,10 HRK
4.5.1.  Holding (monthly)    4.5.1.1.  Using of IELEMENT@ card  card  30,00 HRK    4.5.1.2.  Using of a token  30,00 HRK    4.5.1.3.  Using of a token - eLEMENT@ Light  token  30,00 HRK    4.5.1.4.  Using of a token - eLEMENT@ Light for non-residents (one-off)  token  30,00 HRK    4.5.1.5.  Using of PKI USB stick  USB stick  30,00 HRK    4.5.2.  Keeping (monthly)  account  145,00 HR    4.5.3.  Direct (ON-LINE) account balance  insight  1,15 HRK    4.5.3.2.  Survey of daily account balance  insight  1,40 HRK    4.5.3.2.  orders in connection with the account  45.3.2.  -    4.5.3.2.  orders surveyed  record  0,35 HRK    4.5.3.3.  Survey of daily account balances-  -  -    4.5.3.4.  Survey of urnover (balances-accounts)  -  -    4.5.3.4.  Survey of urnover (balances-accounts)  -  -  -    4.5.3.4.  Survey of urnover (balances-accounts)  -  -  -    4.5.3.4.  urnover items surveyead  record	4.4.	Bankotel Online – internet service			
4.5.1.1.  Using of ELEMENT@ card  card  30,00 HRK    4.5.1.2.  Using of a token - eLEMENT@ Light  token  30,00 HRK    4.5.1.3.  Using of a token - eLEMENT@ Light for non-residents (one-off)  token  300,00 HRK    4.5.1.4.  Using of a token - eLEMENT@ Light for non-residents (one-off)  token  300,00 HRK    4.5.1.5.  Using of token - eLEMENT@ Light for non-residents (one-off)  token  300,00 HRK    4.5.2.  Keeping (monthly)  account  145,00 HR    4.5.3.  Survey of oldry account data access					
4.5.1.2.  Using of a token  token  30,00 HRK    4.5.1.3.  Using of a token - eLEMENT@ Light for non-residents (one-off)  token  30,00 HRK    4.5.1.4.  Using of a token - eLEMENT@ Light for non-residents (one-off)  token  30,00 HRK    4.5.1.5.  Using of a token - eLEMENT@ Light for non-residents (one-off)  token  30,00 HRK    4.5.2.  Keeping (monthly)  account  145,00 HR    4.5.3.  Direct (ON-LINE) account data access  insight  1,15 HRK    4.5.3.1.  Survey of daily account balance  insight  1,40 HRK    4.5.3.2.  - orders surveyed  record  0,35 HRK    4.5.3.2.1.  - insight  1,40 HRK  4.5.3.2.1    4.5.3.3.  Survey of statements  4.5.3.3.1  - insight  1,40 HRK    4.5.3.4.  - unsight  1,51 HRK  4.5.3.4.1  - insight  1,40 HRK    4.5.3.4.  - unsight  1,51 HRK  4.5.3.4.1  - insight  1,40 HRK    4.5.3.4.  - unsight  1,51 HRK  4.5.3.4.1  - insight  1,51 HRK    4.5.3.4.  - unsight  1,51 HRK  4.5.3.4.1  - insig					
4.5.1.3.  Using of a token - eLEMENT® Light  token  30,00 HRK    4.5.1.4.  Using of A token - eLEMENT® Light for non-residents (one-off)  token  30,00 HRK    4.5.1.5.  USB stick  USB stick  30,00 HRK    4.5.2.  Keeping (monthly)  account  145,00 HR    4.5.3.  Direct (ON-LINE) account data access  insight  1,15 HRK    4.5.3.1.  Survey of orders in connection with the account  insight  1,40 HRK    4.5.3.2.  Survey of orders in connection with the account  insight  1,40 HRK    4.5.3.2.  - orders surveyed  record  0,35 HRK    4.5.3.3.  Survey of statements  insight  1,15 HRK    4.5.3.4.  - insight  1,15 HRK  4.5.3.4.    4.5.3.4.  Survey of turnover (balances-accounts)  insight  1,15 HRK    4.5.3.4.  - insight  1,15 HRK  4.5.3.4.    4.5.3.4.  - insight  1,15 HRK  4.5.3.4.    4.5.3.4.  Confirmations and surveys given due to legal obligations  4.5.3.4.  0,35 HRK    4.5.3.4.  - on paper  Started page  54,00 HRK					
4.5.1.4.  Using of a token - eLEMENT@ Light for non-residents (one-off)  token  300,00 HRK    4.5.1.5.  Using of PKI USB stick  USB stick  30,00 HRK    4.5.2.  Keeping (monthy)  account  145,00 HR    4.5.3.  Direct (ON-LINE) account data access  insight  1,15 HRK    4.5.3.  Survey of daily account balance  insight  1,16 HRK    4.5.3.2.  orders in connection with the account  insight  1,40 HRK    4.5.3.3.  Survey of statements  record  0,35 HRK    4.5.3.4.  - insight  1,15 HRK  4.5.3.3.    4.5.3.4.  - insight  1,15 HRK  4.5.3.4.    4.5.3.4.1.  - insight  1,15 HRK  4.5.3.4.    4.5.3.4.1.  - insight  1,15 HRK  4.5.3.4.    4.5.3.4.2.  - turnover items surveyed  record  0,35 HRK    4.5.3.4.1.  - insight  1,15 HRK  4.5.4.    4.6.  Confirmations and surveys given due to legal obligations  4.6.1.  - on paper  54arded page  54,00 HRK    4.6.  - on paper  started page  40,00 HRK  4.8.0.0 HRK <td< td=""><td></td><td></td><td></td><td></td><td></td></td<>					
4.5.1.5.  Using of PKI USB stick  USB stick  30,00 HRK    4.5.2.  Keeping (monthly)  account  145,00 HR    4.5.3.  Direct (ON-LINE) account data access  insight  1,15 HRK    4.5.3.  Survey of daily account balance  insight  1,15 HRK    4.5.3.2.  Survey of orders in connection with the account					
4.5.2.  Keeping (monthly)  account  145,00 HR    4.5.3.  Direct (ON-LINE) account balance  insight  1,15 HRK    4.5.3.1.  Survey of daily account balance  insight  1,15 HRK    4.5.3.2.  Survey of orders in connection with the account  insight  1,40 HRK    4.5.3.2.  - orders surveyed  record  0,35 HRK    4.5.3.3.  Survey of statements  insight  1,15 HRK    4.5.3.4.  Survey of statements  record  0,80 HRK    4.5.3.4.  Survey of turnover (balances-accounts)  record  0,80 HRK    4.5.3.4.  Survey of turnover (balances-accounts)  1,15 HRK  1,15 HRK    4.5.3.4.1.  - insight  1,15 HRK  1,15 HRK    4.5.3.4.2.  - turnover items surveyed  record  0,35 HRK    4.6.1.  - on paper  started page  54,00 HRK    4.6.2.  - as a data file (magnetic media or computer communication)  item  0,35 HRK    4.8.  Information on solvency (bon 2)  issued for the same period *  125,00 HRK    4.8.1  Information on solvency (bon 2)  sa,00 HRK  125,00 HRK					
4.5.3.  Direct (ON-LINE) account data access    4.5.3.1.  Survey of daily account balance  insight  1,15 HRK    4.5.3.2.  Survey of orders in connection with the account  insight  1,40 HRK    4.5.3.1.  - insight  1,40 HRK  4.5.3.2.1.    4.5.3.2.  - orders surveyed  record  0,35 HRK    4.5.3.3.  Survey of statements  -    4.5.3.3.1.  - insight  1,15 HRK    4.5.3.3.2.  - statement items surveyed  record  0,80 HRK    4.5.3.4.  Survey of turnover (balances-accounts)  -  -    4.5.3.4.  Survey of turnover (balances-accounts)  -  -    4.5.3.4.  - iteringht  insight  1,15 HRK    4.5.3.4.  - unover items surveyed  record  0,30 HRK    4.5.3.4.  - turnover items surveyed  record  0,35 HRK    4.5.3.4.  - unover items surveyed  record  0,35 HRK    4.6.1.  - on paper  started page  54,00 HRK    4.6.2.  - as a data file (magnetic media or computer communication)  item  0,35 HRK    4.8.1.  In				30,00 HKK	145.00 HRK
4.5.3.1.  Survey of daily account balance  insight  1,15 HRK    4.5.3.2.  Survey of orders in connection with the account  insight  1,40 HRK    4.5.3.2.  - orders surveyed  record  0,35 HRK    4.5.3.2.  - orders surveyed  record  0,35 HRK    4.5.3.3.  Survey of statements  insight  1,15 HRK    4.5.3.3.1.  - insight  1,15 HRK  4.5.3.3.    4.5.3.4.  - istatement items surveyed  record  0,80 HRK    4.5.3.4.  - insight  1,15 HRK  4.5.3.4.    4.6.  Confirmations and surveys given due to legal obligations  4.6.  Confirmations and surveys given due to legal obligations    4.6.  - on paper  started page  54,00 HRK    4.6.  Information on solvency (bon 2)  125,00 HRK  125,00 HRK    4.8.  Information on solvency (bon 2)  125,00 HRK  125,00 HRK    4.8.  Second original copy and	-		account		143,00 11111
4.5.3.2.  Survey of orders in connection with the account  insight  1,40 HRK    4.5.3.2.  - orders surveyed  record  0,35 HRK    4.5.3.3.  Survey of statements  insight  1,15 HRK    4.5.3.3.  Survey of statements  insight  1,15 HRK    4.5.3.3.1.  - insight  1,15 HRK  4.5.3.3.    4.5.3.3.1.  - statement items surveyed  record  0,80 HRK    4.5.3.4.  Survey of turnover (balances-accounts)  -  -    4.5.3.4.  Survey of turnover (balances-accounts)  -  -    4.5.3.4.  - turnover items surveyed  record  0,35 HRK    4.5.3.4.  - turnover items surveyed  record  0,35 HRK    4.6.1.  - on paper  started page  54,00 HRK    4.6.2.  - as a data file (magnetic media or computer communication)  item  0,35 HRK    4.7.  Confirmations and surveys required by customer  started page  40,00 HRK    4.8.  Information on solvency (bon 2)  copy  38,00 HRK    4.8.1.  Second original copy and every next original copy of information on solvency (bon 2)  copy  38,00 HR			insight		1.15 HRK
4.5.3.2.1.  - insight  1,40 HRK    4.5.3.2.2.  - orders surveyed  record  0,35 HRK    4.5.3.3.  Survey of statements  -  -    4.5.3.3.1.  - insight  1,15 HRK  4.5.3.3.1    4.5.3.3.1.  - statement items surveyed  record  0,80 HRK    4.5.3.3.2.  - statement items surveyed  record  0,80 HRK    4.5.3.4.  Survey of turnover (balances-accounts)  -  -    4.5.3.4.1.  - insight  1,15 HRK  4.5.3.4.2.    4.5.3.4.2.  - turnover items surveyed  record  0,35 HRK    4.5.3.4.1.  - insight  1,15 HRK  4.5.3.4.2.    4.5.3.4.2.  - turnover items surveyed  record  0,35 HRK    4.5.3.4.1.  - on paper  started page  54,00 HRK    4.6.  Confirmations and surveys required by customer  started page  40,00 HRK    4.6.  - as a data file (magnetic media or computer communication)  item  0,35 HRK    4.7.  Confirmation on solvency (bon 2)  item  0,36 HRK    4.8.  Information on solvency (bon 2)  item  125,00 HRK					.,
4.5.3.3.  Survey of statements  1,15 HRK    4.5.3.3.1.  - insight  1,15 HRK    4.5.3.3.2.  - statement items surveyed  record  0,80 HRK    4.5.3.4.  Survey of turnover (balances-accounts)  insight  1,15 HRK    4.5.3.4.  Survey of turnover (balances-accounts)  insight  1,15 HRK    4.5.3.4.1.  - insight  1,15 HRK  4.5.3.4.2.    4.5.3.4.2.  - turnover items surveyed  record  0,35 HRK    4.6.  Confirmations and surveys given due to legal obligations  4.6.  0,35 HRK    4.6.  - on paper  started page  54,00 HRK    4.6.  - on firmations and surveys required by customer  started page  40,00 HRK    4.6.  Information on solvency (bon 2)  item  0,35 HRK    4.7.  Confirmational copy and every next original copy of information on solvency (bon 2)  copy  38,00 HRK    4.8.  Information on solvency (bon 2)  copy  38,00 HRK    4.8.1.  Second original copy and every next original copy of information on solvency (bon 2)  copy  38,00 HRK    4.9.1  Dun letter preceding a legal suit  letter			insight		1,40 HRK
4.5.3.3.1.  - insight  1,15 HRK    4.5.3.3.2.  - statement items surveyed  record  0,80 HRK    4.5.3.4.  Survey of turnover (balances-accounts)  insight  1,15 HRK    4.5.3.4.  Survey of turnover (balances-accounts)  insight  1,15 HRK    4.5.3.4.1.  - insight  insight  1,15 HRK    4.5.3.4.2.  - turnover items surveyed  record  0,35 HRK    4.6.  Confirmations and surveys given due to legal obligations  started page  54,00 HRK    4.6.  - on paper  started page  54,00 HRK    4.6.  - onfirmations and surveys required by customer  started page  40,00 HRK    4.7.  Confirmation on solvency (bon 2)  125,00 HRK  125,00 HRK    4.8.  Information on solvency (bon 2)  125,00 HRK  125,00 HRK    4.8.1.  Second original copy and every next original copy of information on solvency (bon 2)  copy  38,00 HRK    4.9.  Dun letter s  40,00 HRK  4.00,00 HRK  4.00,00 HRK    4.10.  Insight into balances  insight  1,15 HRK    4.10.1.  Insight into account balance  insight	4.5.3.2.2.	- orders surveyed	record		0,35 HRK
4.5.3.3.2.  - statement items surveyed  record  0,80 HRK    4.5.3.4.  Survey of turnover (balances-accounts)  insight  1,15 HRK    4.5.3.4.1.  - insight  insight  1,15 HRK    4.5.3.4.2.  - turnover items surveyed  record  0,35 HRK    4.6.  Confirmations and surveys given due to legal obligations  started page  54,00 HRK    4.6.1.  - on paper  started page  40,00 HRK    4.6.2.  - as a data file (magnetic media or computer communication)  item  0,35 HRK    4.6.1.  - on paper  started page  40,00 HRK    4.6.2.  - as a data file (magnetic media or computer communication)  item  0,35 HRK    4.7.  Confirmations and surveys required by customer  started page  40,00 HRK    4.8.1.  Information on solvency (bon 2)  item  125,00 HRK    4.8.1.  Second original copy and every next original copy of information on solvency (bon 2)  issued for the same period *    4.9.  Dun letters  4.9.1  letter  40,00 HRK    4.10.1.  Insight into balances  insight  1,15 HRK    4.10.1.  Insight a		Survey of statements			
4.5.3.4.  Survey of turnover (balances-accounts)    4.5.3.4.1.  - insight  1,15 HRK    4.5.3.4.2.  - turnover items surveyed  record  0,35 HRK    4.6.  Confirmations and surveys given due to legal obligations  started page  54,00 HRK    4.6.1.  - on paper  started page  54,00 HRK    4.6.2.  - as a data file (magnetic media or computer communication)  item  0,35 HRK    4.6.2.  - as a data file (magnetic media or computer communication)  item  0,35 HRK    4.6.2.  - as a data file (magnetic media or computer communication)  item  0,35 HRK    4.6.2.  - as a data file (magnetic media or computer communication)  item  0,35 HRK    4.6.2.  - as a data file (magnetic media or computer communication)  item  0,35 HRK    4.7.  Confirmation on solvency (bon 2)  125,00 HRK  125,00 HRK    4.8.  Information on solvency (bon 2)  125,00 HRK  125,00 HRK    4.8.  Information on solvency (bon 2)  copy  38,00 HRK    4.8.  Information on solvency (bon 2)  sopy  38,00 HRK    4.9.  Dun letter s  4.0.0					
4.5.3.4.1.  - insight  1,15 HRK    4.5.3.4.2.  - turnover items surveyed  record  0,35 HRK    4.6.  Confirmations and surveys given due to legal obligations  started page  54,00 HRK    4.6.1.  - on paper  started page  54,00 HRK    4.6.2.  - as a data file (magnetic media or computer communication)  item  0,35 HRK    4.6.2.  - as a data file (magnetic media or computer communication)  item  0,35 HRK    4.7.  Confirmations and surveys required by customer  started page  40,00 HRK    4.7.  Confirmation on solvency (bon 2)  125,00 HRK  125,00 HRK    4.8.  Information on solvency (bon 2)  125,00 HRK  125,00 HRK    4.8.  Second original copy and every next original copy of information on solvency (bon 2)  copy  38,00 HRK    4.8.  Dun letters  4.9.  1  letter  40,00 HRK    4.9.  Dun letter s  4.10.  Insight into balances  1,15 HRK    4.10.  Insight into balances  1,15 HRK  1,15 HRK    4.11.  Issuing and delivery of invoices to customers - FINA  account  4,50 HRK			record		0,80 HRK
4.5.3.4.2.  - turnover items surveyed  record  0,35 HRK    4.6.  Confirmations and surveys given due to legal obligations  started page  54,00 HRK    4.6.1.  - on paper  started page  54,00 HRK    4.6.2.  - as a data file (magnetic media or computer communication)  item  0,35 HRK    4.7.  Confirmations and surveys required by customer  started page  40,00 HRK    4.8.  Information on solvency (bon 2)  125,00 HRK  125,00 HRK    4.8.1.  Second original copy and every next original copy of information on solvency (bon 2)  copy  38,00 HRK    4.8.1.  Second original copy and every next original copy of information on solvency (bon 2)  copy  38,00 HRK    4.8.1.  Dun letters  4.9.1  Dun letter s  4.9.1    4.9.1.  Dun letter s  4.0.00 HRK  4.10.    4.10.  Insight into balances  1.15 HRK    4.11.  Issuing and delivery of invoices to customers - FINA  4.11.1.  4.50 HRK					4.45.1151/
4.6.  Confirmations and surveys given due to legal obligations    4.6.1.  - on paper  started page  54,00 HRK    4.6.2.  - as a data file (magnetic media or computer communication)  item  0,35 HRK    4.7.  Confirmations and surveys required by customer  started page  40,00 HRK    4.8.  Information on solvency (bon 2)  125,00 HRK    4.8.1.  Second original copy and every next original copy of information on solvency (bon 2)  copy  38,00 HRK    4.8.1.  Dun letters  4.9.  125,00 HRK  125,00 HRK    4.9.  Dun letters  4.9.  10.1 Insight into balances  1,15 HRK    4.10.1.  Insight into account balance  insight  1,15 HRK    4.11.1.  - on paper  account  4,50 HRK					
4.6.1.  - on paper  54,00 HRk    4.6.2.  - as a data file (magnetic media or computer communication)  item  0,35 HRK    4.7.  Confirmations and surveys required by customer  started page  40,00 HRK    4.7.  Confirmation on solvency (bon 2)  125,00 HRK    4.8.  Information on solvency (bon 2)  20,00 HRK    4.8.1.  Second original copy and every next original copy of information on solvency (bon 2)  copy  38,00 HRK    4.8.1.  Second original copy and every next original copy of information on solvency (bon 2)  copy  38,00 HRK    4.8.1.  Dun letters  4.9.  0.00 HRK  4.0.00 HRK    4.9.  Dun letter preceding a legal suit  letter  40,00 HRK    4.10.1.  Insight into balances  1.15 HRK  4.11.1    4.11.  Issuing and delivery of invoices to customers - FINA  account  4,50 HRK			record		0,35 HKK
4.6.2.  - as a data file (magnetic media or computer communication)  item  0,35 HRK    4.7.  Confirmations and surveys required by customer  started page  40,00 HRK    4.8.  Information on solvency (bon 2)  125,00 HRK    4.8.1.  Second original copy and every next original copy of information on solvency (bon 2)  copy  38,00 HRK    4.8.1.  Second original copy and every next original copy of information on solvency (bon 2)  copy  38,00 HRK    4.8.1.  Dun letters  4.9.  letter  40,00 HRK    4.9.1.  Dun letter preceding a legal suit  letter  40,00 HRK    4.10.  Insight into balances  4.10.1.  Insight into account balance  insight  1,15 HRK    4.11.  Issuing and delivery of invoices to customers - FINA  account  4,50 HRK			started nade		54 00 HRK
4.7.  Confirmations and surveys required by customer  started page  40,00 HRK    4.8.  Information on solvency (bon 2)  125,00 HRK    4.8.1.  Second original copy and every next original copy of information on solvency (bon 2)  copy  38,00 HRK    4.8.1.  Second original copy and every next original copy of information on solvency (bon 2)  copy  38,00 HRK    4.8.1.  Dun letters  4.9.  Letter  40,00 HRK    4.9.1.  Dun letter preceding a legal suit  letter  40,00 HRK    4.10.  Insight into balances  4.10.1  Insight into balances  4.10.1    4.11.  Issuing and delivery of invoices to customers - FINA  account  4,50 HRK					
4.8.  Information on solvency (bon 2)  125,00 HRK    4.8.1.  Second original copy and every next original copy of information on solvency (bon 2)  copy  38,00 HRK    4.8.1.  Second original copy and every next original copy of information on solvency (bon 2)  copy  38,00 HRK    4.8.1.  Dun letters  4.9.  Letter  40,00 HRK    4.9.1.  Dun letter preceding a legal suit  letter  40,00 HRK    4.10.  Insight into balances  4.10.1  Insight into account balance  1,15 HRK    4.11.  Issuing and delivery of invoices to customers - FINA  account  4,50 HRK				40.00 HRK	0,0011111
4.8.1.  Second original copy and every next original copy of information on solvency (bon 2) copy 38,00 HRK    issued for the same period *    4.9.  Dun letters    4.9.1.  Dun letter preceding a legal suit    4.10.  Insight into balances    4.10.1.  Insight into account balance    4.11.  Issuing and delivery of invoices to customers - FINA    4.11.1.  - on paper					
4.9.  Dun letters    4.9.1.  Dun letter preceding a legal suit    4.10.  Insight into balances    4.10.1.  Insight into account balance    4.11.  Issuing and delivery of invoices to customers - FINA    4.11.1.  - on paper    account  4,50 HRK		Second original copy and every next original copy of information on solvency (bon 2)	сору		
4.10.  Insight into balances    4.10.1.  Insight into account balance    4.11.  Issuing and delivery of invoices to customers - FINA    4.11.1.  - on paper    account  4,50 HRK	4.9.	Dun letters			
4.10.1.  Insight into account balance  insight  1,15 HRK    4.11.  Issuing and delivery of invoices to customers - FINA  4,10 HRK    4.11.1.  - on paper  account  4,50 HRK	4.9.1.		letter	40,00 HRK	
4.11.  Issuing and delivery of invoices to customers - FINA    4.11.1.  - on paper    account  4,50 HRK		0			
4.11.1 on paper account 4,50 HRK		0	insight		1,15 HRK
4.11.2 as a tile item 0,45 HRK					
	4.11.2.		Item	hannadi '	0,45 HRK

4.11.2. - as a life 0,45 mic 0

Item	Type of service	Calculation basis	Fee charged by OTP	Fee charged by FINA
5.	MICROGRAPHIC PROCESSING – OPTICAL PROCESSING OF ORDERS AND OTHER ARCHIVED DOCUMENTS			
5.1.	Copies of the archived documents	page	10,00 HRK	15,00 HRK
5.2.	Dealing with complaints upon request	request	10,00 HRK	13,00 HRK
5.3.	Archiving of orders on a microfilm	order		0,35 HRK
ltem	Type of service	Calculation basis	Fee charged by OTP	Fee charged by FINA
6.	OTHER OPERATIONS			
6.1.	Preparation and sending of documents			
6.1.1.	Preparation and sending by mail			

6.1.1.1.	Preparation			
6.1.1.1.1.	Cheque consignments delivered to the bank/ sender	consignment		2,80 HRK
6.1.1.1.2.	Customer's money order sent through the Croatian Post	consignment		2,80 HRK
6.1.1.1.3.	Customer's statement of account sent by mail	consignment	4,50 HRK	2,80 HRK
6.1.1.1.4.	Replies following solved complaints	consignment		2,80 HRK
6.1.1.1.5.	Documentation based on T.S. 4.3.1.1. (apart from notification further to the Enforcement Act)	consignment		2,80 HRK
6.1.1.1.6.	Documentation relating to account opening and transfer of equity capital	consignment		2,80 HRK
6.1.1.1.7.	Certified documentation returned to the bank	consignment		2,80 HRK
6.1.1.1.8.	Incomplete documentation returned to the bank	consignment		2,80 HRK
6.1.1.1.9.	Returning the documents to the Croatian Post	consignment		2,80 HRK
6.1.1.2.	Sending	consignment	none	2,80 HRK
6.1.1.3.	Sending by fax			
6.1.1.3.1.	Replies following solved complaints	page		2,80 HRK
6.1.1.3.2.	Documentation relating to account opening and transfer of equity capital	page		2,80 HRK
6.2.	eLEMENT@ for corporate customers			
6.2.1.	Installation package - eLEMENT@ card		none	
6.2.1.1.	Additional eLEMENT@ card	card	40,00 HRK	
6.2.1.2.	Additional readers	reader	100,00 HRK	
6.2.1.3.	Repeated generating of PIN	authorized person	30,00 HRK	
6.2.1.4.	Replacement of an eLEMENT@ card due to loss, damage, etc.	card	250,00 HRK	
6.2.1.5.	Replacement of a reader due to loss, damage, etc.	reader	250,00 HRK	
6.2.1.6.	Issuing or replacement of PKI USB stick	USB stick	250,00 HRK	
6.2.2.	eLEMENT@ package - token		none	
6.2.2.1.	Additional token	token	40,00 HRK	
6.2.2.2.	Re-printing of PIN		30,00 HRK	
6.2.2.3.	Replacement of a token due to loss, damage, etc.	token	250,00 HRK	
6.2.2.4.	Replacement of a token due to an error or at Bank's request	token	none	
6.3.5.	Fee for using of SIM card for GPRS terminals		actual cost	
6.4.9.	Fee for inactivity of EFTPOS terminals			
6.4.9.1.	Fee for inactivity of EFTPOS terminals applicable until 30 June 2016			
	(fee is charged to retailers where no POS terminal, on a quarterly level, has recorded		102,00 HRK	
	a turnover that exceeds 3,000.00 HRK)		monthly	
6.4.9.2.	Fee for inactivity of EFTPOS terminals applicable from 31 July 2016			
	(fee is charged to retailers where no POS terminal, on a quarterly level, has recorded		150.00 HRK	
	a turnover that exceeds 6,000.00 HRK starting from the guarter that begins on 01 May		monthly	
	2016)			
6.5.	Night safe deposit box			
6.5.1.	Application form	contract	100,00 HRK	
6.5.2.	Record on incorrectly fulfilled documentation for a deposit made to the night safe	record	,	
	deposit box		15,00 HRK	
6.8.	Contractual payment transactions			
6.8.1.	Penalty fee for non-fulfilment of account turnover - fee is calculated as a percentage of			
	the difference between the amount of the account turnover defined in the loan		1,00%, once a year	
	agreement between the Bank and business entity and actually achieved account			

ltem	Type of service	Calculation basis	Fee charged by OTP	Fee charged by FINA
7.	VISA BUSINESS CARD			
7.1.	Processing of an application for Visa Business card – one-off for a legal entity or a small business owner		400,00 HRK	
7.2.	Annual membership fee	card	150,00 HRK	
7.3.	Replacing the existing Visa Business card		· · · ·	
7.3.1.	- due to loss, theft	card	30,00 HRK	
7.3.2.	- due to change to the registry data	card	30,00 HRK	
7.3.3.	- due to damage to the card	card	30,00 HRK	
7.4.	Issuing of new PIN	card	20,00 HRK	
7.5.	Cash withdrawal		·	
7.5.1.	- on ATMs of OTP banka d.d	transaction	2% min. 20,00 HRK	
7.5.2.	- on ATMs in Croatia – apart from OTP	transaction	3% min. 25,00 HRK	
7.5.3.	- on ATMs abroad	transaction	3,5% min. 45,00 HRK	
7.5.4.	- on EFT/POS terminals in Croatia	transaction	3% min. 30,00 HRK	
7.5.5.	- on EFT/POS terminals abroad	transaction	4% min. 60,00 HRK	
7.5.6.	- on EFT/POS terminals of OTP	transaction	2,5% min. 25,00 HRK	
7.6.	Purchase through POS		none	
7.7.	Urgent card issuing in Croatia	card	100,00 HRK	
7.8.	*Global Customer Assistance Service			
7.8.1.	Advertising a VISA Business card in the Bulletin of invalid cards for the region		30 USD	
7.8.2.	Reporting stolen/lost card abroad		35 USD	
7.8.3.	Request for urgent cash withdrawal abroad without a card:			
7.8.3.1.	- contacting OTP banka		175 USD	
7.8.3.2.	- contacting GCAS		225 USD	
7.8.4.	Urgent issuing of a card abroad		275 USD	
7.9.	Non-grounded complaints in connection with a transaction		50,00 HRK	
7.10.	Customer's cost – unauthorized utilization of a blocked card of OTP banka d.d. on points of sale of OTP banka d.d. – compensation to the retailer		335,00 HRK	
7.11.	Customer's cost – unauthorized utilization of a blocked card of OTP banka d.d. on points of sale of in Croatia– card taken away at a point of sale in Croatia		335,00 HRK	

7.12.	Customer's cost - unauthorized utilization of a blocked card of OTP banka d.d		actual cost	
	compensation to the retailer at a point of sale abroad - card taken away at a point of			
	sale abroad			
Item	Type of service	Calculation basis	Fee charged by OTP	Fee charged by FINA
8.	VISA BUSINESS ELECTRON CARD			
8.1.	Annual membership fee			
8.1.1.	- for the first year	card	20,00 HRK	
8.1.2.	- for the following years	card	20,00 HRK	
8.2.	Replacing of the existing Visa Business Electron card			
8.2.1.	- due to loss, theft	card	50,00 HRK	
8.2.2.	- due to change to the registry data, damaged card and so on	card	30,00 HRK	
8.3.	Separate PIN print-out	card	20,00 HRK	
8.4.	Cash withdrawal		·	
8.4.1.	- on ATMs of OTP banka d.d.	transaction	0,15%	
8.4.2.	-on ATMs in Croatia, other than OTP ATMs	transaction	1,5% min. 10,00 HRK	
8.4.3.	- on ATMs abroad	transaction	1,5% min. 25,00 HRK	
8.4.4.	- on EFT/POS terminals in Croatia	transaction	2,5% min. 15,00 HRK	
8.4.5.	- on EFT/POS terminals abroad	transaction	2,5% min. 30,00 HRK	
8.4.6.	- on EFT/POS terminals of OTP	transaction	2,5% min. 10,00 HRK	
8.5.	Purchase through EFT/POS terminals	transaction	none	
8.6.	Urgent issuing of a card in Croatia	card	100,00 HRK	
8.7.	Global Customer Assistance Service		·	
8.7.1.	Reporting a lost / stolen card abroad		35 USD	
8.7.2.	Request for urgent cash withdrawal abroad without a card			
8.7.2.1.	-contacting OTP Banka d.d.		175 USD	
8.7.2.2.	-contacting GCAS		225 USD	
8.7.3.	Urgent issuing of a card abroad		275 USD	
8.8.	Non-grounded complaints in connection with a transaction		50,00 HRK	

ltem	Type of service	Calculation basis	Fee charged by OTP	Fee charged by FINA
9.	SMS BANKING SERVICE			
9.1.	Arranging SMS service			
9.1.1.	Card control	switching	none	
		the service		
		on		
9.1.2.	Interactive SMS	switching	none	
		the service		
		on		
9.1.3.	SMS account control	switching	none	
		the service		
		on		
9.2.	SMS service			
9.2.1.	Card control	sent text	0,50 HRK	
		message		
9.2.2.	Interactive SMS	sent text	0,50 HRK	
		message		
9.2.3.	Account control	sent text	0,50 HRK	
		message		