TERMS AND CONDITIONS FOR BUSINESS CUSTOMERS - BASIC PACKAGE

TERMS AND CONDITIONS

BASIC PACKAGE

1. BANK ACCOUNTS

1.1 CURRENT ACCOUNT AND ITS RELATED SERVICES	Commission
Monthly current account maintenance fee*	ALL 500/ EUR 5/ USD 5
Issuance and maintenance of one Debit Card**	
Utility payments *** to: Telecommunication companies (Vodafone, Albtelecom, One Telecommunications), Electrical Energy, Water supply, Customs, Taxes subject of declaration, Social Insurance, Budget Account, Collateral appraisal	
Issuance and maintenance of e-Banking	
Transfers between your own accounts and other accounts within ProCredit Bank	
Adjustment of card limits for online purchases, POS transactions, and ATM withdrawals	
SMS notification for every international outgoing transfer and POS / Online purchase	
Execution of transfers and foreign exchange transactions through e-Banking	Unlimited number of transactions
Cash deposits and withdrawals at ProCredit Bank ATMs	Free of charge
POS payments at ProCredit Bank in Albania, Kosovo, North Macedonia, and Bosnia and Herzegovina	Free of charge
Account closure fee within six months of account opening	ALL 1,500 / EUR 15 / USD 15
Non-resident account opening fee	ALL 5,000 / EUR 50 / USD 50

**Every business customer can choose a Primary current account (in ALL or EUR). For second and third current accounts in ALL / EUR/USD, a fee of ALL 400/EUR 4 / USD 4 will be charged.*
***Each customer can receive a Mastercard Business debit card, in ALL or EUR. The second debit Mastercard will be offered at an additional cost.*
**** Utility payments are not offered from the Primary current account in EUR.*

1.2 ACCOUNT TRANSACTIONS	24/7 ZONE	SERVICE POINTS
Deposits of banknotes and coins up to ALL 5,000* *-Customers who do not have a Dropbox agreement* *- For any account over ALL 1,000,000 / EUR 7,000 / USD 7,000*	N/A	0.1% of the transaction amount (min. ALL 1,000 / EUR 10 / USD 10; max. ALL 50,000 / EUR 500 / USD 500)
Deposits of banknotes and coins of more than ALL 5,000**	Annual Dropbox commission + 1% of the transaction amount (min. ALL 500)** (customers with a Dropbox agreement only)	N/A
Deposits of banknotes *- Up to ALL 500 / EUR 10* *- Up to USD 7,000*	Free of charge	Free of charge
Deposit into an account by third parties (including additional persons authorized to make deposits via Dropbox).	ALL 500 / EUR 5	ALL 500 / EUR 5

1.3 WITHDRAWALS	24/7 ZONE	SERVICE POINTS
For amounts up to ALL 1,000,000 / EUR 7,000	Free of charge	ALL 500 / EUR 5***
For amounts up to USD 7,000	N/A	Free of charge
Withdrawals with prior notice above ALL 1,000,000 / EUR 7,000 / USD 7,000	N/A	Free of charge (subject to a prior notice of 2 business days)
Withdrawals without prior notice above ALL 1,000,000 / EUR 7,000 / USD 7,000*****	N/A	0.15% of the transaction amount (min. ALL 1,500 / EUR 15 / USD 15; max. ALL 40,000 / EUR 400 / USD 400)
Coin withdrawals (ALL)	N/A	1.5% of the transaction amount (min. ALL 1,500; max. ALL 50,000)
1.4 ACCOUNT SERVICES****	**24/7 ZONE**	**SERVICE POINTS**
Account statement printed or sent by email	Free of charge	ALL 1,000 / EUR 10 / USD 10

**This fee applies to all deposits made by bank customers and non-customers. The following are exempt from this fee: Loan installment payments made by third parties; deposits for opening a Flex Save savings account and a term deposit.*
*** This fee applies when the amount deposited in coins exceeds ALL 5,000.*
**** The above withdrawals will be available only at the Head Office Branch and the Shkodër Branch. Withdrawals of up to ALL 300,000 / EUR 2,000 are available free of charge through ATMs in the 24/7 area, while withdrawals of up to ALL 500 / EUR 10 are available free of charge at the service point.*
***** The withdrawal limit for the Mastercard can be increased up to ALL 1,000,000 / EUR 10,000, subject to prior approval.*
****** Withdrawals without prior notice will be available only at the Head Office Branch and the Shkodër Branch. Foreign exchange offices that have an agreement with the Treasury Unit are exempt from the withdrawal fee.*
******* To obtain a signed and stamped account statement, the customer must visit the nearest service point.*

2. TRANSFERS

2.1 INTERNAL TRANSFERS	Online
Fee for transfers between the accounts of the same customer	Free of charge
Fee for transfers between the accounts of different customers	Free of charge

2.2 NATIONAL TRANSFERS	Online / Service Points
NATIONAL OUTGOING TRANSFERS IN ALL	
Urgent and non-urgent national outgoing transfers up to ALL 40,000	ALL 0
Non-urgent national outgoing transfers from ALL 40,001 to ALL 10,000,000.	0.005% of the amount
Urgent national outgoing transfers from ALL 40,001 up to ALL 10,000,000	ALL 750
National transfers of ALL 10,000,001 and above*	ALL 750

2.3 NATIONAL OUTGOING TRANSFERS IN FCY**	BEN, SHA	OUR
National outgoing transfers up to EUR 50,000	0.01% of the amount, min. EUR 2	
National outgoing transfers from EUR 50,001 – EUR 100,000	0.01% of the amount, min. EUR 2	
National outgoing transfers over EUR 100,000	EUR 25	
National outgoing transfers up to USD 25,000	USD 20	USD 40
National outgoing transfers over USD 25,000	USD 40	USD 60
Urgent national outgoing transfers up to USD 25,000	USD 30	USD 50
Urgent national outgoing transfers over USD 25,000	USD 50	USD 70
National outgoing transfers in GBP / CHF	0.14% (min. GBP 8 / CHF 8; max. GBP 180 / CHF 180)	+ GBP 20 / CHF 20
SWIFT fee for national transfers in USD / GBP / CHF	USD 5 / GBP 5 / CHF 5	
2.4 NATIONAL INCOMING TRANSFERS		
National incoming transfers in ALL / EUR	Free of charge	
National incoming transfers in other FCY with ProCredit Bank Germany as intermediary	USD 5 / GBP 5 / CHF 5	

3. INTERNATIONAL TRANSFERS		
3.1 OUTGOING TRANSFERS* **	**BEN, SHA**	**OUR**
International Outgoing Transfers in EUR		
Normal transfers up to EUR 50,000 (d and 1+d)	0.10% (min. EUR 15; max. EUR 100)	+ EUR 20
Urgent transfers same day / FCY (d) up to EUR 50,000	0.15% (min. EUR 25; max. EUR 200)	+ EUR 20
Normal transfers over EUR 50,000 (d and 1+d)	0.10% (min. EUR 15; max. EUR 100)	+ EUR 25
Urgent transfers same day / FCY (d) over EUR 50,000	0.15% (min. EUR 25; max. EUR 200)	+ EUR 25
International Outgoing Transfers in USD		
Normal transfers up to USD 25,000 (d and 1+d)	0.15% (min. USD 20; max. USD 100)	+ USD 25
Urgent transfers same day / FCY (d) up to USD 25,000	0.20% (min. USD 30; max. USD 200)	+ USD 25
Normal transfers over USD 25,000 (d and 1+d)	0.15% (min. USD 20; max. USD 100)	+ USD 30
Urgent transfers same day / FCY (d) over USD 25,000	0.20% (min. USD 30; max. USD 200)	+ USD 30
International outgoing transfers in CNY****	CNY 100	CNY 200
International outgoing transfers in GBP / CHF	0.14% (min. GBP 8 / CHF 8; max. GBP 180 / CHF 180)	+ GBP 20 / CHF 20
SWIFT fee for international outgoing transfers in EUR / USD / GBP / CHF	EUR 10 / USD 10 / GBP 10 / CHF 10	
3.2 INCOMING TRANSFERS	**BEN, SHA**	**OUR**
International incoming transfers with ProCredit Bank Germany as Intermediary	EUR 5 / USD 5	Free of charge
International incoming transfers in GBP / CHF	GBP 5 / CHF 5	Free of charge
3.3 OUTGOING INTERNATIONAL TRANSFERS – SEPA		
International outgoing transfers up to EUR 50,000	0.01% of the amount, min. EUR 2	
International outgoing transfers from EUR 50,000 up to EUR 100,000	0.01% of the amount, min. EUR 2	
International outgoing transfers of EUR 100,001 and above	EUR 25	
3.4 INCOMING INTERNATIONAL TRANSFERS – SEPA		
International incoming transfers	EUR 3	

3.5 ProPay INTERNATIONAL TRANSFERS*****	BEN / SHA	OUR
OUTGOING TRANSFERS		
International outgoing transfers in EUR / USD	EUR 2.5 / USD 5	
SWIFT fee	Free of charge	
INCOMING TRANSFERS		
International incoming transfers	Free of charge	

4. OTHER TRANSFER-RELATED FEES	Online / Service Point
Modification of incoming transfer	ALL 1,500 / EUR 15 / USD 15 / GBP 15 / CHF 15
Modification or correction of transactions at the customer's request	ALL 1,000 / EUR 10
Fee for the reversal of a domestic transfer in ALL / EUR	Free of charge
Fee for the reversal of a domestic transfer in USD / GBP / CHF	USD 30 / GBP 30 / CHF 30
Fee for the reversal of an international SEPA transfer	Free of charge
Fee for the reversal of an international transfer (incoming / outgoing) in foreign currency	EUR 30 / USD 30 / GBP 30 / CHF 30
Investigation of domestic / international / SEPA transfers (tracing/ amendment)	ALL 3,000 / EUR 30 / USD 30 / GBP 30 / CHF 30
Other fees and commissions	Third-party costs (if any)

4.1 DROPBOX COMMISSION	COMMISSION (ALL)
Maximum contract limit	**Commission (ALL)**
Up to ALL 3,000,000	20,000
ALL 3,000,001–7,000,000	30,000
ALL 7,000,001–10,000,000	40,000
> 10,000,000	55,000

For transfers not ordered through the bank's electronic platforms, commissions will be applied at twice the amount of those set for online transfers.
For transfers within the framework of Open Banking, no commission will be applied.

**All national outgoing transfers over ALL 10,000,000 maintain the Urgent status.*
*** All national outgoing transfers in EUR maintain the Urgent status.*
**** For outgoing international transfers, additional fees will be applied in cases where supplementary information and data related to the transfer is requested and applied by the beneficiary or correspondent bank. International transfers also include Outgoing International Transfers-MT101.*
***** For outgoing international transfers in CNY, the bank's official exchange rate will be applied when the transfer is ordered from current accounts in ALL / EUR/USD.*
****** ProPay refers to all transfers carried out within the ProCredit Bank network (Albania, Germany, Kosovo, North Macedonia, Bulgaria, Romania, Bosnia & Herzegovina, Serbia, Georgia, Moldova, Ukraine). This transfer category also includes ProPay outgoing international transfers (MT101).*

5. DEBIT CARDS

5.1 DEBIT CARDS		
Debit cards offered to business customers	MASTERCARD BUSINESS DEBIT	
Debit cards are offered in the following currencies	ALL / EUR	
Card validity	3 years	
Additional card issuance fee	ALL 750 / EUR 8	
Card maintenance fee for each additional card	ALL 750 / EUR 8 every 6 months	
Daily limit of card transactions at ATM (number)	30	
Daily limit of card transactions at POS / Internet (number)	30	
Daily ATM withdrawal limit within 24/7 zones and ProCredit Bank Albania agencies	ALL 1,000,000 / EUR 10,000	
Investigation fee for disputed card transactions	ALL 1,000 / EUR 10 / USD 10	
Daily limit for online and POS payments with the Mastercard Business Debit	ALL 200,000 / EUR 2,000*	
Fee for each incoming transfer via card	EUR 10	
Maximum monthly limit for the "Incoming transfers via card" service	ALL 140,000 / EUR 1,000	
Maximum annual limit for the "Incoming transfers via card" service	ALL 1,700,000 / EUR 12,000	
5.2 ATM withdrawals **		
Withdrawal with Mastercard at ProCredit Bank ATMs in Kosovo, North Macedonia, Bosnia and Herzegovina	EUR 1	
Other banks in Albania	ALL 300	EUR 3
Other banks abroad	2.5% (min. ALL 400 / EUR 4; max. ALL 1,000 / EUR 10)	
5.3 POS PAYMENTS		
In the country, outside the ProCredit Bank network	1% of the amount	
Abroad and online shopping	1.5% of the transaction amount (min. ALL 150 / EUR 1.5)	
Cash withdrawals at POS of other banks	2.25% of the transaction amount (min. ALL 350 / EUR 3)	

5.4 FEES AND COMMISSIONS FOR ADDITIONAL SERVICES	ALL	EUR
Balance inquiry printout at ProCredit Bank Albania ATMs	50	0.50
Balance inquiry / printout at ATMs outside the ProCredit Bank Albania network	50	0.50
Withdrawal transaction receipt at ProCredit Bank Albania ATMs	20	0.20
ATM mini-statement showing the last 12 account transactions	100	1
PIN change at ProCredit Bank Albania ATMs	300	3
PIN change at other banks' ATMs, domestically or internationally	400	4
Investigation fee for disputed card transactions	1,000	10

* The Mastercard limit can be increased based on the customer's request but not exceeding EUR 10,000.
** Customers with foreign cards, issued outside of Albania, excluding cards issued by ProCredit Group Banks, will pay a commission of EUR 8 / ALL 800 (depending on the withdrawal currency).

6. OTHER SERVICES

SERVICE NAME	TERMS & CONDITIONS
Statement issued by ProCredit Bank (within 15 business days) Express service (within three business days)	ALL 2,000 / EUR 20 Express: ALL 5,000 / EUR 50
IBAN Confirmation/ Visa Confirmation	ALL 500 / EUR 5
Special certificates (within 15 business days)	
- Investigation covering a period of up to 12 months	ALL 3,000 / EUR 30
- Investigation covering a period exceeding 12 months	ALL 5,000 / EUR 50
Acceptance of damaged ALL banknotes*	Free of charge
Balance confirmation for audit purposes	ALL 3,500
Provision of personal banking information (records at least one month old; within five business days)	ALL 2,000
Amendment of collateral under a loan agreement (within 15 business days)**	ALL 5,000 / EUR 50 + Notarized declaration: ALL 2,000
Amendment to a loan agreement at the customer's request	ALL 5,000 / EUR 50
Intermediation for the settlement of funds with the Bank of Albania*** for investment in treasury bills	0.10% of the amount (min. ALL 1,500; max. ALL 5,000) Minimum amount: ALL 300,000
Cash withdrawal fee at ProCredit Bank ATMs for cards issued by banks outside Albania	ALL 800 / EUR 8
Addition of an authorized representative to the customer profile****	ALL 1,000 / EUR 10

** The banknote is assessed by the Bank of Albania, based on which the customer's account is credited.*
*** In case ProCredit Bank requests a guaranteed appraisal by an architect or specialist, the costs associated with the guarantee*
appraisal, notarization of contracts and blocking of the guarantee in favor of ProCredit Bank are borne by the borrower.
****ProCredit Bank will offer its customers only intermediation for the purpose of settling the funds for Treasury Bills investments that customers directly make to the Bank of Albania. The Bank does not offer Treasury Bill trading, does not have a portfolio for sale to its customers and does not participate in auctions on behalf of the customer.*
*****Customers who have applied for a card but have not yet received the physical card are exempt from the three-month code fee.*

7. SAVINGS ACCOUNTS - FLEXSAVE

7.1 INTEREST RATES FOR SAVINGS ACCOUNTS - FLEXSAVE	ANNUAL INTEREST RATE
ALL	
Up to 50,000,000	0.50%
> 50,000,000	1.00%
EUR	
Up to 500,000	0.20%
> 500,000	0.50%

Note:
- *FlexSave saving account is offered in the same currency as the current account.*
- *No minimum balance is required for a FlexSave Account and there is no monthly maintenance fee.*
- *Funds are available at any time.*
- *The annual interest is calculated on the daily balance available in the account and it is credited monthly to the current account to which it is linked.*

7.2 INTEREST RATES FOR TERM DEPOSITS			
Term	**ALL**	**EUR**	**USD**
12 months	1.0%	0.3%	0.5%
24 months	1.6%	0.4%	0.6%
36 months	1.9%	0.5%	0.7%

Note:
- *Minimum balance for Term Deposit ALL 100,000 / EUR 1,000 /USD 1,000.*
- *The interest is credited automatically monthly to the current account linked to the Term Deposit.*

Deposits in the Bank are insured up to the amount of ALL 2,500,000 (two million five hundred thousand) by the Deposit Insurance Agency - www.asd.gov.al

8. INTEREST RATES FOR STANDARD LOANS (NATURAL AND LEGAL PERSONS)

8.1 STANDARD LOANS (NATURAL AND LEGAL PERSONS)			
Currency	Amount	Working capital loans / fixed assets	Fixed assets / investments
		Up to 60 months	Over 36 months
ALL	100,000–10,000,000	9.5%–15%	Treasury Bills 12m + 6.5% up to +8.5%, min. 9%
EUR / USD	10,000–100,000	9.5%–15%	Euribor / CME Term SOFR (USD) 12m+ 6.5% up to +8.5%, min. 9%

** A fixed interest rate applies to loans with a term of up to 12 months.*

8.2 INTEREST RATES FOR OVERDRAFTS AND CREDIT LINES (NATURAL AND LEGAL PERSONS)		
Currency	Amount	Working capital / up to 12 months
ALL	1,400,000–10,000,000	9.5%–12.5%
EUR / USD	10,000–100,000	9.5%–12.5%

Note:
• For loans intended for energy efficiency, renewable energy, or environmentally friendly investments, a discount on the standard interest rates will be offered.
• Administration fee is 1–2% for all loan types listed above.
• Interest is calculated based on a 360-day year (for loans) & 365 days (for overdrafts) as follows: o Interest on Loan = Outstanding Capital
**Annual Interest in%/360 days*
** number of days for the relevant month o Interest on Overdrafts = sum of daily balances on the used portion of the Overdraft*
** Annual Interest in%/365 days.*
• For all loans EUR / ALL/ USD, the loan installments in the payment schedule will be rounded up by EUR 1/ ALL 1/ USD 1.
• The effective interest rate (EIR) is the total cost of the loan for the customer expressed as an annual percentage of the value of the loan granted. The Total Cost of the loan is the total of expenses including interest, commissions and any other expenses that the customer pays for the loan agreement (insurance premiums and expenses for auxiliary services if the service is mandatory to qualify for the loan).

***Example**: For a loan of ALL 5,000,000, with a maturity period of 36 months, an applicable nominal interest rate of 6.4%, a commission of 1%, the effective interest rate (EIR) for this loan is 6.95%.*

9. EARLY REPAYMENT OF LOANS

9.1 EARLY REPAYMENT OF LOANS	
Business overdrafts and credit lines	**The early repayment fee is 3% above the approved limit**
All types of installment loans	The early repayment fee is 3% of the principal amount (min. EUR 100 / USD 100 / ALL 15,000) when the customer uses their own funds, or 5% of the principal amount (min. EUR 100 / USD 100 / ALL 15,000) when repayment is financed by another financial institution.
Loans approved with a 0% administration fee	**The early repayment fee is 5% of the loan principal (min. EUR 100 / USD 100 / ALL 15,000), depending on the currency.**
Loans secured by financial guarantees	**No early repayment fee**
Partial loan repayment fee*	**3% of the amount contributed by the customer**

** Partial loan repayment is classified as any prepayment amounting to at least the value of six installments of the loan that the customer intends to partially settle.*

9.2 FEES FOR LATE PAYMENTS	
Installment loans	The late fee is 15% per annum on the outstanding amount*
Overdrafts and credit lines	The late fee is 15% per annum on the utilized amount of the overdraft or credit line**

** **Example**: If the next installment totals ALL 80,000 (eighty-thousand ALL) and is due on January 5th and the borrower does not make this payment when it is due, then on January 10th he is obligated to pay the amount of ALL 80,167 (eighty-thousand one hundred sixty-seven ALL) including ALL 167 for 5 days calculated as follows ALL 80,000 / installment * 15% per annum / 360 days (daily fine) * 5 days arrears for installment payment.*
*** **Example**: In case of arrears, if the used overdraft amount is ALL 3,000,000 and on the closing date the due payment of capital and interest is not made yet, then interest shall accrue at a rate of 15% per annum and for each day that passes without payment, the interest is calculated as follows: 15%/365 days * ALL 3,000,000 * number of days after the maturity date after which the due payments have not been made.*

10. COLLATERAL APPRAISAL

10.1 COLLATERAL APPRAISAL		
	COLLATERAL TYPE	**PRICE (ALL)**
Collateral appraisal (Full Appraisal report)	Apartments	10,000–14,000
	Villa	14,000–19,000
	Shops, Offices	12,000–15,000
	Hotels, Gas stations	30,000–35,000
	Multi-functional / Business Center & Gas stations	50,000–55,000
	Land / Agricultural land	12,000–17,000
	Factories, plants	42,000–47,000
	Land + Building with Units: Bars, Restaurants, Supermarket, Warehouse, Clinic	28,000–32,000
	Garages / Basements	8,000–11,000
	COLLATERAL TYPE	**PRICE (ALL)**
Real estate appraisal (Full Appraisal Report)	Vehicle 4+1	8,000–11,000
	Vehicle 8+1	9,500–12,500
	Trucks / Buses	12,000–15,500
	Manufacturing lines < EUR 20,000	18,000–22,500
	Manufacturing lines > EUR 20,000	39,000–43,500
	Machinery	8,000–13,000

***Note**:*
The table specifies the minimum and maximum applicable pricing ranges. Actual pricing may vary depending on the city of service.