

# NATIONAL BANK OF GREECE

NATIONAL BANK OF GREECE S.A.  
Registered Office: 86 Aiolou St., 105 59, Athens, Greece  
General Commercial Registry (G.E.M.I.) No 237901000

Date: .....

## **Business BASIC**

NBG offers you Business Basic, a flexible sight deposit account designed to meet all your business needs. The account has the following features:

### **PRODUCT FEATURES**

**1. Currency:** €

**2. Type:** Sight Deposit Account

**3. Beneficiaries:** Legal entities - SMEs

**4. Distribution Channels:**

- Via **Internet banking** platform & **Mobile Banking** platform
- Via **NBG Branches**

**5. Minimum initial deposit:** No

**6. Interest rate:** Escalating

#### **A) Credit balance**

Balance	Interest rate (escalating)	Total Annual Real Return (*)
EURO 0.01 – 100,000	0.00%	0.000%
EURO over 100,000.01	0.00%	0.000%

(\*) Total annual real return (TARR) has been calculated on the assumption that the deposit amount and the interest rate remain unchanged for one year and that the interest earned on a monthly basis remains in the account. Accordingly, the TARR rates quoted hereinabove reflect the accumulation of the monthly compound interest and the relevant tax withholding (currently at 15%).

**B) Debit Balance** (due to value date violation): 0%.

Changes in the interest rate may apply immediately and without prior notice.

#### **7. Credit value dates**

- A. Deposit in cash (€) into the Business BASIC account:
- Via our branch network: same day
  - Via an ATM: same day

B. Transfer of funds from and into a Euro account, via counter/ATM/ Internet/Phone/Mobile Banking: same day

## **8. Benefits**

### **A. OPERATIONAL BENEFITS**

- Detailed account statements via Internet/Mobile Banking (monthly i-statement): free of charge. Alternatively, there is the option to have quarterly statements sent to your contact address.
- Option, upon request, to have the monthly statement sent:
  - via Internet Banking or from the account branch, free of charge
  - to your contact address by debiting the account with the applicable fee (currently €0.90 per month)
- Option, upon request, to be provided with daily statements:
  - at your branch, by debiting the account with the applicable fee (currently €15 per month)
- Information on a round-the-clock basis (24/7):
  - regarding the last 7 transactions of your account via NBG ATMs
  - regarding account activity via Internet/Mobile Banking.

### **B. TRANSACTIONAL BENEFITS**

- Supply of a chequebook with 20 cheques per year, free of charge, subject to eligibility criteria. If you need extra cheques besides those supplied free of charge, you will be charged €1.00 per extra item. The said fee is payable each month by automatically debiting your Business BASIC account on the 1<sup>st</sup> business day following the 5<sup>th</sup> day of the next month. If the balance on your account is not sufficient to pay the applicable fees, the account is charged with the respective amount and its balance is blocked, so that the Bank can collect the said fees when there is sufficient balance (the relevant check is carried out automatically on a daily basis).
- Option to get a Debit Mastercard Business with 50% discount on the annual subscription for the 1st card for easy banking via NBG's ATMs, DIAS and Mastercard-labelled ATMs in Greece and overseas, as well as for purchases of products and services at all businesses displaying the Mastercard logo in Greece and overseas, by debiting directly your deposit account, contactless transactions at businesses equipped with the special readers, as well as online purchases at thousands of merchants displaying the Mastercard logo, and merchants certified by Mastercard Identity Check.
- Three (5) automatic payments of bills/dues per month through standing order, by debiting the account for as long as it is held, or via Internet and Mobile Banking. Additional payments besides those offered to you free of charge: NBG's Rates and Charges each time applicable.
- Your business's payroll entries via Internet Banking are free of charge.
- Multiple remittances through Internet Banking to accounts held with NBG at the applicable Rates & Charges.

### **C. Push Notifications service**

View all of your Business BASIC account transactions in real time with the new Push Notifications service, offered to you via our Mobile banking application of National Bank of Greece.

–Push Notifications service: free of charge

## **Rates & Charges for Business BASIC**

- For the benefits listed above you pay €4/month.
- The cost is payable in advance on a monthly basis by automatically debiting the account on the 1<sup>st</sup> business day following the 5<sup>th</sup> day of each month.
- If the balance on your account is not sufficient to pay the applicable fees, the account is charged with the respective amount and its balance is blocked, so that the Bank can collect the said fees when there is sufficient balance (the relevant check is carried out automatically on a daily basis).

If costs are not collected for a whole month, the account cannot be changed into another product and remains a Business Basic account. The monthly fees will be charged on a six-month basis, if the said fees have not been collected and at the same time no credit transaction has been carried out via the account (credit transactions such as cancellations, reversals, interest, tax reversals are excluded). If after the lapse of six months the respective fee has not been collected and at the same time no credit transaction has been carried out, the account is no longer charged with the monthly fee. The account continues to be monitored for sufficient balance regarding the amounts blocked. Provided that a credit transaction is carried out within a specific month, the collection mechanism of the monthly fee is activated anew for a maximum 6-month period, on the condition that the respective fees are not collected and there is no new credit transaction.

- In the event of a bad ("bounced") cheque drawn on your Business BASIC current account, the account is debited with the cost of reprocessing bad ("bounced") cheques, i.e. €20 per unpaid cheque. Such fee is automatically collected per month on the 1<sup>st</sup> business day following the 5<sup>th</sup> day of the month following that in which the bad cheque was presented.
- In any case no fees for banking services are charged for the month when the Business BASIC account was opened.

## **General Information**

As regards the terms and conditions governing payments, customers are duly informed by means of the "Single Deposit & related Transaction Relations Agreement", according to which, when opening a demand deposit account, customers accept, inter alia, the terms of the framework agreement for payment services, which is governed by Law 4537/2018 (Government Gazette 84/15-5-2018).

- Interest is posted at the end of each month.
- The balance available each day represents the funds (whether the total balance or a part thereof) whose value date, set as a result of any credit/debit entry or hold, has lapsed on the same day. The value date, in the case of withdrawals, is the date on which the amount withdrawn ceases to be part of the balance and, in the case of deposits, the date on which the funds become available and, in the case of interest-bearing accounts, interest starts accruing.
- Interest rates on deposit accounts are escalating, i.e. interest accrues on the total balance existing from time to time in line with the rates indicated in the table above. Interest is calculated on the balance available each day and the respective rate applies to the total deposit balance.
- Interest is calculated on an actual/360 day basis, i.e. the actual days of the year are the numerator while the commercial year of 360 days is the denominator.
- Tax is withheld from the interest payable to the account beneficiary in favour of the Greek State. The tax rate depends on the relevant tax law applicable from time to time (currently 15%).
- You will be informed as soon as possible of any interest rate change in general, through notices displayed to that effect at NBG branches, NBG press releases or the

Bank's website [[www.nbg.gr](http://www.nbg.gr)]. Rate changes, however, that are favourable to you may apply without notification.

- Exchange rates are available through the Bank's branches and website ([www.nbg.gr](http://www.nbg.gr)) and the daily press. Exchange rate changes may apply immediately without notification.
- NBG's current Rates and Charges are available in the Bank's branches and can be viewed under the relevant heading on its website ([www.nbg.gr](http://www.nbg.gr)).

**Contact details:**

For any queries you should contact the relevant staff at the Bank's branches

For any complaints you should contact:

- either the relevant staff at the Bank's branches
- or NBG's Client Conduct Sector:
  - by filing your comment, suggestion or complaint by filling out the relevant online form, available on the Bank's website at [www.nbg.gr](http://www.nbg.gr),
  - by sending an e-mail to [customer.service@nbg.gr](mailto:customer.service@nbg.gr),
  - by sending a letter or the relevant form available at all NBG Branches by mail to: National Bank of Greece S.A., Sector for Governance of Customer Issues, Sofokleous 2, 105 59 Athens.

Detailed and up-to-date information regarding the complaint procedure are available on the Bank's website [www.nbg.gr](http://www.nbg.gr). The filing of complaints is not subject to a charge.

Furthermore, for any dispute or contention, you can use the special out-of-court redress procedures by contacting alternative resolution bodies, such as the Hellenic Financial Ombudsman, Massalias 1, 106 80 Athens, tel. +30 2103376700, website: [www.hobis.gr](http://www.hobis.gr), Hellenic Consumer's Ombudsman, Leoforos Alexandras 144, 114 71 Athens, Tel.: +30 2106460862, website: [www.synigoroskatanaloti.gr](http://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](http://www.nbg.gr).

*In particular, for disputes concerning contractual obligations under an online services agreement, you can file your request for an out-of-court settlement of the dispute via the Online Dispute Resolution platform at <https://webgate.ec.europa.eu/odr>.*

Dear Customer,

If you have any further questions, please arrange to speak with our staff at your NBG Branch. We shall be happy to provide you with any information or assistance you need.

Last updated: 25.09.2024