

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:

"Salary Value"

NBG's "Salary Value" account is a deposit account designed to meet all your needs and offering a variety of credit and transaction options and benefits. The account has the following features:

PRODUCT FEATURES

1. Currency: €

2. Type: Current or Savings account

3. Beneficiaries: Individuals who are salaried employees or pensioners of public or private enterprises.

4. Minimum initial deposit: No

5. Interest rate: Stepped

A) Current Account credit balance

	Balance	Interest rate (stepped)	Total Annual Real Return (*)
EUR	0.01– 1,000	0.25%	0.216%
EUR	1,000.01 and over	0.02%	0.017%

Savings Account credit balance

	Balance	Interest rate (stepped)	Total Annual Real Return (*)
EUR	0.01– 1,000	0.25%	0.216%
EUR	1,000.01 and over	0.02%	0.017%

(*) 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 over the 6-month period remains in the account. Accordingly, the TARR rates quoted hereinabove reflect the accumulation of 6-month compound interest and the relevant tax withholding (currently at 15%).

B) Debit balance on Savings Account:

The interest charge applied to debit balances resulting from infringement of the value date will be the rate applied by the ECB for its main refinancing operations (currently 4.25%).

C) Debit balance on Current Account without overdraft facility:

The non-bank default rate applicable from time to time (currently 11.50%).

D) Overdraft on Current Account:

Overdraft option, the first €150 free of interest and the remaining debit balance charged with:

- ECB rate + 8% for the first year, plus charge under Law 128/75 (currently 0.60%)

- after the first year, a discount of 1 percentage point on the overdraft rate each time applicable (currently 12.50%), plus charge under Law 128/75 (currently 0.60%)

If the debit limit of an account with overdraft facility is exceeded (due to charge of interest, commission or otherwise), then this account is subject to interest rate arising from the ordinary rate each time applicable + 2.5 points + the charge under Law 128/75 (currently 0.6%).

Interest rates (on credit and debit balances) may be adjusted without prior notification.

6. Credit value dates

A. Cash deposit in Euro into a current or savings account:

- Via our branch network: same day
- Via an ATM: same day

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

7. Benefits

A. OPERATIONAL BENEFITS

- Supply of chequebook (for current accounts only) provided that legal and real solvency conditions are met, at €2.00 per cheque.
- Detailed account statements via Internet/Mobile Banking (monthly i-statement). free of charge
- Account statements available on request
 - savings account, via the account booklet: free of charge
 - current account, by means of:
 - quarterly statements sent to your contact address: free of charge
 - monthly statements sent to your NBG branch (free of charge) or to your contact address, subject to charges, currently €0.90 per month
 - daily statements issued at the branch on a regular basis, currently charged at €15 per month
- Information on a round-the-clock basis (24/7) free of charge:
 - regarding the last 7 transactions on your account, via NBG's ATMs;
 - regarding account activity via Internet/Mobile Banking.
- Option to change account beneficiaries (add or remove co-beneficiary) without closing the account or changing its number, and accordingly without changing its link-up with other systems, if any (e.g. for Standing Orders, Pension Credits etc.).

B. TRANSACTIONAL BENEFITS

- Option to get :
 - the Dual Mastercard Debit card, with a monthly subscription of €0.50, or alternatively
 - the Debit Mastercard card, free of charge,
 for easy banking, instantly and securely 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 (3) automatic payments of bills/dues per month to energy, water and telephone companies, through standing order, internet/mobile banking or by debiting the account for as long as it is held, free of charge.
Additional payments besides those offered to you free of charge: NBG's Rates and Charges each time applicable.
- Automatic payment of NBG credit card, consumer & housing loan instalments by debiting your account as per standing order with your local NBG branch.
- Option to arrange for standing orders to be paid via your account on set dates and in set amounts and to credit another account, whether yours or someone else's, for payment of dues (such as rent, school fees, child support and instalments on purchases from stores etc.) free of charge (Periodic Electronic Payments System).

- Option to participate in NBG's investment products by linking your account to your customer ID number.
- Participation in the go4more reward program

C. CREDIT FACILITY RELATED BENEFITS

C.1. Consumer Credit

- Overdraft facility, exclusively upon request of the salaried employee/principal beneficiary of the salary account, subject to credit control (only for current accounts). The application must be signed by both the salaried employee/principal beneficiary and the co-beneficiaries, if any. Approval of overdraft limit equal to one (1) net monthly salary, on the basis of the last payslip, up to maximum of €10,000. Option to request increase of the limit up to five (5) gross monthly salaries and up to a maximum of €10,000, after the lapse of one year as of the date that the credit was granted.
Privileged interest rates, as follows:
 - the first €150 free of interest
 - the remaining debit balance charged with:
 - ECB rate + 8% for the first year, plus charge under Law 128/75 (currently 0.60%)
 - after the first year, a discount of 1 percentage point on the overdraft rate each time applicable (currently 12.50%), plus charge under Law 128/75 (currently 0.60%)
- Discount of one (1) percentage point on the floating interest each time applicable on the key personal loan, currently Reward loan, without the rate de-escalation feature. The application must be filed exclusively by the salaried employee/principal beneficiary of the salary account to which the privileged terms apply.
- Offer of the Silver credit card and Dual Mastercard (with an active credit limit) as well as CLASSIC MASTERCARD, GOLD MASTERCARD, CLASSIC VISA, PLATINUM MC (only valid for existing cards) with:
 - discount of 1 percentage point in the interest rates on purchases, and
 - no subscription fee for as long as the account is held.
 Note that the credit card benefits apply both to the salaried employee/principal beneficiary of a Salary Value account, as well as to any proposed additional beneficiaries/members of the principal beneficiary's family.
- 50% discount on every loading of the Prepaid VISA card and/or payband. Privileged pricing applies to the principal beneficiary of the salary account.

C.2. Mortgage Credit

- 30% discount on the one-off charges for review and approval of housing loan requests. The salaried employee/principal beneficiary shall be involved in the application as borrower or co-borrower.

D. ALERT SERVICES

For transactions effected via an NBG demand deposit account for which you wish to receive alerts, you have the option to activate the alert via:

- e-mail: free of charge
- SMS: 20/month, free of charge. Additional SMSs besides those offered to you free of charge: €0.05/SMS

Privileged pricing applies to the principal beneficiary of the salary account.

E. BANCASSURANCE PRODUCTS

- Provision of a Preventive health tests Insurance Program for the principal beneficiary of the Salary Value account, which includes:
 - An annual check-up that includes a General Blood Test, Glucose, Cholesterol, HDL, LDL and Atherogenic index.

- Medical expenses, with or without hospitalization, due to accident, for up to €500 per insurance year.
- Further additional benefits offered by the partner Diagnostic center at special discount.
Note that:
- The cover plan applies on condition that the principal beneficiary is an adult over the age of 18.
- The program's commencement date is the date that the deposit account was opened.
- The tests (check-up) as well as any additional benefits can be carried out after the lapse of 180 days as of the Insurance Start Date. This restriction applies only for the first year of the insurance.
- In the event of any change in the type of deposit account, where actions, such as closing an existing account and activating a new one, take place within thirty days, the period of time of the previous insurance shall be taken into consideration for the calculation of the one hundred and eighty (180) days waiting period. In any other case this is considered as a new insurance with the new insurance commencement date being the date that the new account was opened.
- Option to participate in the following programs:
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 - Vehicle Insurance - Private Car and Private-use farm truck insurance plans are available by Ethniki Insurance with a 10% discount on comprehensive premiums, not including the following covered risks:
 - ✓ for private cars: glass breakage, local towing services/road assistance, loss of vehicle use
 - ✓ for private-use farm trucks: glass breakage, local towing services/road assistance, insurance premium guarantee, driver's personal accident.

The privileged rates of the VEHICLE Insurance packages apply to all beneficiaries of the salary account. At the vehicle insurance plan, the discount is available once to each beneficiary. Note that the said insurance plans are available independently, if the customer wishes so.

The insurance plans are designed by Ethniki Insurance and sold through the branch network of National Bank of Greece S.A., Aiolou 86, 102 32 Athens, Company Reg. No.: 311481 Athens. Insurance plans are sold only by Bank staff who are certified insurance intermediaries. The Bank is registered as an insurance agent with the Special Registry of the Athens Chamber of Tradesmen under No. 1028. The Special Registry's data are available at the online platform "Point of Single Contact (ESIP)" of Active Insurance Intermediaries, via which you can verify the registration with the Special Registry. ESIP website: <http://insuranceregistry.uhc.gr/>.

Any favourable pricing policy (regarding interest rate, fees etc.) applying to the Salary Value account and account-linked products and/or benefits in connection with identical or similar products and/or benefits, shall be applicable for as long as the account continues to be credited with payroll or pension funds.

"Salary Value" Rates:

- For the benefits listed above you pay €2/month.
- The cost is payable monthly by automatically debiting the account on the 1st business day following the 5th day of each month.
- In the event of insufficient balance, the existing account balance shall be debited and the amount outstanding until full repayment of the charge for the provision of banking services shall be blocked and collected as soon as there is sufficient balance. The Bank is entitled, if it cannot collect the cost for the provision of banking services for a period of one month due to insufficient balance in the "Salary Value" account, to convert the account to "Salary Reward" savings or current account depending on the account that has been chosen.
- In the event of a bad ("bounced") cheque drawn on your Salary Value current account, the account is debited with the cost of reprocessing bad ("bounced") cheques, amounting to €20 per unpaid cheque. The fee is automatically debited every month on the 1st business day following the 5th day of the month that follows the month when the bad cheque was presented.

- The month within which the "Salary Value" account is set up as well as the month within which a simple savings or current account was converted to "Salary Value" is free of the fixed monthly charge.

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 on 30 June and on 31 December of each year.
- 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 stepped, i.e. the deposit account balance, as it stands from time to time, is divided into portions, and the interest posted on the account balance is calculated for each portion separately on the basis of the above interest rate scale. Interest is calculated on the balance available on each day and the respective rate applies to the corresponding portion of the 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]. 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) and the daily press. Exchange rate changes may apply immediately without notification.
- If payroll funds are not credited to the account for a time period longer than six months, then the account shall be automatically converted to a "Value" current or savings account, as the case may be.
- 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)

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,
 - by sending an e-mail to 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. 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, Hellenic Consumer's Ombudsman, Leoforos Alexandras 144, 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.

Dear Customer,

Don't hesitate to contact our staff if you need further information. We shall be happy to provide you with any information or assistance you need.

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