

## Information Sheet

### Current account

#### Western Union Digital Banking Standard Account ("Standard Account")

The information provided below serves to inform customers who are consumers of important facts relating to the payment services offered by Western Union International Bank GmbH as reflected in the Austrian Payment Services Act 2018, the Consumer Payment Account Act, the Remote Financial Services Act and the other applicable legislation.

For the purpose of this Information Sheet, the term "Account Documents" shall hereinafter mean all documents related to the onboarding process of the customer under the Western Union Digital Banking App ("App"), including but not limited to this Information Sheet, General Terms and Conditions of Western Union International Bank GmbH ("GTC"), Special Conditions for debit card and virtual debit card, Special Conditions for electronic banking per Western Union Digital Banking App, Special Conditions for SEPA instant payments and related price lists, as such may be applicable on a case by case basis, depending on the services to be performed by the Bank to the customer, together with any other ancillary documentation necessary for finalizing or implementation of the onboarding process under the App, as expressly and individually accepted by the customer and as amended from time to time.

#### INFORMATION ABOUT THE BANK

**About Western Union International Bank GmbH and its Italian branch** (hereinafter referred to as the "Bank")

##### Headquarters

Western Union International Bank GmbH  
Wiedner Gürtel 13  
1100 Vienna  
Austria  
Internet: [www.westernunionbank.com](http://www.westernunionbank.com)  
E-mail: [office@westernunionbank.com](mailto:office@westernunionbank.com)  
Telephone number: +43 (0)1 50617-0  
BIC (SWIFT-Code): WUIBATWWXXX, Bank code: 19880

##### Legal authorised representative of Western Union International Bank GmbH

Managing Directors of the Bank are: Christian Berger, Leonhard Riebl

##### Italian branch

Western Union International Bank GmbH  
Via Barberini 68  
00187 Rome  
Italy  
Internet: [www.westernunion.com/it/en/digitalbanking.html](http://www.westernunion.com/it/en/digitalbanking.html)  
E-mail: [office@westernunionbank.com](mailto:office@westernunionbank.com)  
Customer service: +390685960176  
BIC (SWIFT-Code): WUIBITR2, Bank code (ABI): 03446.2, Branch code (CAB): 03200

##### Branch Managers of the Italian branch of Western Union International Bank GmbH

Stefano Coluzzi, Christian Berger

##### Entry (of the branch) in the commercial register

Chamber of Commerce, Industry, Crafts and Agriculture of Rome – registration number RM-1421591

##### Entry (of the head office) in the commercial register

Commercial Court Vienna, Marxergasse 1A, 1030 Vienna – registration number FN 256184 t

##### Value added tax identification number

Italy: 13068651002  
Austria: ATU 61347377

##### Main activity of Western Union International Bank GmbH

The main activity of the Bank is the operation of current accounts and the money transfer business.

## License and Supervisory Authority

The Austrian Financial Market Authority (FMA) has granted the Bank a license to provide banking services, which entitles the Bank to provide payment services to its customers. Western Union International Bank GmbH acts through its Italian branch.

The regulatory authority responsible for the Bank's branch in Italy is the Bank of Italy, Via Nazionale 91, 00184 Rome, Italy.

The home state regulatory authority responsible for the Bank is the Austrian Financial Market Authority (*Finanzmarktaufsicht – FMA*), Otto-Wagner-Platz 5, 1090 Vienna, Austria.

In this context, the following provisions are particularly relevant for the conduct of the Bank's business: the Austrian Banking Act (*Bankwesengesetz – BWG*, Federal Law Gazette No. 532/1993 as amended from time to time) and the Austrian Payment Services Act (*Zahlungsdienstegesetz – ZaDiG*, Federal Law Gazette I No. 17/2018 as amended from time to time). These provisions are available on the Internet at <http://www.ris.bka.gv.at>. Additionally, the mandatory provisions of the Italian Consolidated Law on Banking, the Bank of Italy Transparency Regulation and the Italian Civil Code that apply to the Western Union Digital Banking account are taken into consideration.

The Bank has passported its banking license in Italy and is duly enrolled in the Bank of Italy's Intermediaries Register under registration number 21515.

In the case of marketing by means of remote communication techniques, this section contains all the information provided for in Article 67*quinquies* of the Italian Consumer Code.

## WHAT IS THE CURRENT ACCOUNT?

The bank account is a contract, whereby the bank carries out a cash service for the customer: it keeps the customer's savings and manages the money with a series of services (payment and withdrawal of cash and payments within the limits of the available balance). Other services such as debit cards, credit cards, cheques, transfers, direct debit and overdraft are usually connected to the current account.

The current account is a secure product. The main risk is counterparty risk, i.e. the possibility that the bank is unable to repay the available balance, in whole or in part, to the account holder. For this reason, the bank is affiliated with the Austrian deposit protection fund of the Einlagensicherung Austria Ges.m.b.H. (*Austrian Banks Compensation Scheme*), which provides each account holder with up to EUR 100,000. Demand, term and savings deposits are included. For complete information on depositor protection and investor compensation, please refer to the Bank's "Information Sheet on Deposit Protection and Investor Compensation".

Other risks may be linked to the loss or theft of cheques, debit cards, credit cards, identification data and keywords for accessing to the account online, but they are also minimised if the account holder observes the common rules of caution and attention.

For consumers who carry out few transactions, the basic account could be indicated; please ask for or obtain the relevant information sheet.

### Applicable law/court of jurisdiction

Austrian law is applicable for the business relationship between you and the Bank. The Bank is also subject to the laws of Austria for the pre-contractual relationship. However, if you are a consumer with the habitual residence in Italy, the choice of law may not deprive you of the protection afforded by the mandatory provisions of the Italian law.

Pursuant to Section 21 of the GTC legal actions of an entrepreneur against the Bank can only be brought before the competent court at the seat of the Bank's principal place of business. This place of jurisdiction shall also apply to actions of the Bank against an entrepreneur. The Bank shall also be entitled to assert its rights at any other court having local and subject-matter jurisdiction.

A consumer may bring proceedings against the Bank either at the Bank's principal place of business, which is Vienna, Austria, or in the state in which the consumer has the domicile. The Bank may bring proceedings against a consumer only in the country where the consumer has his/her domicile, unless an agreement providing otherwise is entered into after the dispute has arisen.

### Information and language of contract/text of the contract

The governing language for this contractual relationship and the communication between you and the Bank during the period of the contract is Italian. The terms and conditions are available in Italian and English. The Customer has the right to demand the information of these contract conditions on paper or on other durable medium at any point in time during the contract period free of charge.

### Option of legal remedy/extrajudicial settlement of disputes

- Due to disputes arising from the application of the Payment Services Act (*Zahlungsdienstegesetz - ZaDiG*), you can call upon the Banking and Financial Ombudsman Arbitro Bancario Finanziario (ABF), Via Venti Settembre, 97/e, 00187 Rome, Italy and/or lodge a complaint with the Bank of Italy, Via Nazionale 91, 00184 Rome, Italy or the Austrian Financial Market Authority (*Finanzmarktaufsicht - FMA*), OttoWagner-Platz 5, A-1090 Vienna, without prejudice to your right to bring the matter before the court. The general legal venue of the Bank is the Commercial Court Vienna.

## **Technical steps for the conclusion of the contract**

### **Requirements and supported smartphones**

In order to use your current account, you need an associated smartphone. Although you can use some features of your account without an associated telephone, for security reasons, essential features only function on the telephone that has been specifically associated with your account. Since your smartphone is used as a personal authentication device, only one phone at a time may be connected to your account. For security reasons, the associated smartphone may also be required to verify logins from other devices. Please note that your device is meeting the respective minimum requirements for the operating system (iOS / Android) and the App. Due to security reasons we are forced to discontinue our service for any outdated versions of the respective operating system and outdated versions of the App. We will notify you eight weeks before we stop supporting a version of the respective operating system in case this disables you to use the App and invite you to update your software during that period of time.

In addition to essential features, such as viewing your transactions and settings, the following features are only available on your associated smartphone:

- Successfully completing registration with the Bank
- Confirming transfers and standing orders
- Confirming Western Union Money Transfer Service transactions
- Associating a smartphone

If no smartphone is currently associated with your account, simply open the App on your phone. The App, depending on the smartphone you use, is available through distribution platforms operated by third-parties ("app-stores"). Your association requires prior registration in the corresponding app-store.

After installing the App, you will be automatically taken through all the necessary steps to associate your smartphone:

- Enter password in the App
- Receive a one-time password via SMS
- Enter the one-time password in the App to complete the association

If the phone number displayed during the association is not correct, or if you do not receive the SMS one-time password despite the phone number being correct, please contact Customer Service.

### **Opening of your Current account**

To start the application, create a user account in the App on your smartphone. Completing the registration with Bank requires agreement to our general terms and conditions and acknowledgement of the Privacy Statement. Then, confirm your email address. We will send an email to the email address that you specified during registration containing a verification code. The same procedure will take place to confirm the mobile phone number provided by sending an additional code. Now, you can confirm your identity directly in the App. Once you have confirmed your identity, you must associate your smartphone with your account.

### **Setting a Passcode**

You can set the passcode for your current account yourself. This has the advantage that you may pick a passcode that you can easily remember. You will be prompted to enter the passcode after you have associated your smartphone with your account for the first time.

Your passcode is a six-digit combination that you need for the execution of any transfer of funds or Money Transfer Service transactions, and for the establishment of standing orders. For security reasons, some number combinations cannot be used:

- Repetitions of numbers, such as 1111
- Number series, such as 1234

If your desired passcode is not accepted, please try another combination. If you have incorrectly entered your passcode five times in a row, you will be logged out of the App for security reasons. In order to log-in again, please enter your password and a one-time password. You can change the passcode by either (i) entering the old passcode or (ii) resetting the passcode by providing your password and a one-time password.

### **Possibility for correction of entry errors**

You have the ability to detect and correct entry errors. For this purpose, you will receive confirmation displays, in which a summary of your information will be described and the opportunity will be given to you to either correct the information or to open your account with the appropriate information and product variants.

### **Retrieval and storage possibility for contractual conditions**

You have the ability to retrieve and view all the contractual provisions from your contract with Bank on Bank's website (Internet: [www.westernunion.com/it/en/digitalbanking.html](http://www.westernunion.com/it/en/digitalbanking.html)).

## **Description of the financial services**

### **Payment accounts**

#### **Western Union Digital Banking Standard**

- Main features of the financial service:

Western Union Digital Banking Standard is a payment account. It is used for payment transactions and short-term investments. With the debit card it is possible to withdraw cash at domestic and foreign ATMs. The debitcard also enables cashless payments.

- Total fee owed by the consumer for the financial service: Free of charge

The interest on credit balances as well as the fee for the services provided by the Bank in connection with the Standard Account can be found in the current price list. Changes to the charges for permanent services shall only be made on the basis of Clauses 42 and 43 of the GTC. The capital gains tax ("KESt") is paid by the Bank for the respective customer. The customer may incur further taxes or other costs which are not paid via the Bank or charged by the Bank. The customer shall bear the costs for the use of remote means of communication him-/herself. The Bank does not allow any overdraft on the account.

## **1. Services of the Bank in the area of payment transactions**

### **1.1 General description of payment services**

#### **1.1.1. Deposit and withdrawal services**

Services enabling cash deposits into or cash withdrawals from a payment account, as well as all operations necessary for the management of a payment account.

#### **1.1.2 Execution of Payment Transactions**

The execution of payment transactions including the transfer of funds to a payment account at the user's bank or at another bank:

##### **1.1.2.1 Direct debit transactions**

The execution of direct debits including one-off direct debits.

##### **1.1.2.2. Debit card business**

Execution of payment transactions by means of a debit card.

##### **1.1.2.3. Credit transfer business**

Execution of credit transfers including standing orders.

### **1.2 Description of the main features of the above payment services**

1.2.1. The Bank offers the management of payment accounts ("current accounts") including the processing of cash deposits and cash withdrawals to these accounts. Payment accounts are accounts used exclusively for payment transactions and not for the investment of funds.

When opening a payment account, the future account holder must prove his/her identity. Payment accounts are kept under the name or company name of the account holder and a number.

Only the account holder shall be entitled to dispose of the payment account. Only those persons shall be authorised to represent the account holder whose right to represent the account holder results from the law or who have been granted an express written power of attorney to dispose of this payment account; they shall prove their identity and their right to represent the account holder.

In the case of a cash deposit into a payment account, the legitimacy of the depositor is required for a deposit amount of € 1,000 or more. A cash withdrawal from a payment account is possible by an authorised person (account holder, authorised representative, etc.) after corresponding legitimisation or determination of the authorisation.

#### **1.2.2 Execution of payment transactions**

##### *1.2.2.1 Direct debit transactions*

In the case of a direct debit, the customer gives his/her consent to the payee, his/her bank or his/her own bank, which entitles the payee to subsequently debit the customer's payment account.

Procedure for the execution of direct debits:

SEPA Direct Debit is the cross-border direct debit authorisation in euro for the entire SEPA area (Single Euro Payments Area):

Direct debits to the debit of consumers' accounts are processed by means of the SEPA Direct Debit CORE procedure (as SEPA Direct Debit). If a trader makes direct debits to the debit of a trader, this can be done by means of the final SEPA Direct Debit B2B procedure (as a SEPA business-to-business direct debit).

In the SEPA Direct Debit procedure, the debtor gives the creditor a direct order to execute the direct debits. The Bank as the account-keeping bank of the debtor is not involved in this procedure and only carries out the booking.

In the SEPA Direct Debit CORE procedure, the reversal period is 8 weeks. Customers whose payment account has been debited can have any debit posted recalculated within this period on the basis of an objection without stating reasons.

In the SEPA Direct Debit B2B procedure, there is no possibility of recalculation.

##### *1.2.2.2 Execution of payment transactions by means of a payment card or similar instrument*

###### **a) Debitcard**

By means of a payment card, the customer is able to use the debitcard service within its limit after entering his/her personal code. The debitcard service is a worldwide cash withdrawal system and cashless payment system, which enables cash withdrawals by means of withdrawals from domestic and foreign cash dispensers and ATMs as well as cashless payments at designated acceptance points by using the reference card.

The cardholder is in particular entitled

- to withdraw cash up to the agreed limit at ATMs using the reference card and the PIN.
- to use the reference card and the PIN at VISA accepted cash registers ("POS cash registers") to make cashless payments for goods and services of commercial and service enterprises up to the agreed limit.
- then, if the reference card is equipped with the respective contactless function, to make contactless and cashless payments for deliveries and services of contracting companies up to an amount of € 50 per individual transaction at POS terminals marked with the symbol "contactless" on the reference card without inserting the reference card, without providing a signature and/or entering the PIN, by simply holding the reference card up to the POS terminal. For security reasons, the total amount that can be paid in successive small value payments without entering the PIN is limited to € 150 or 5 small-value payments. After reaching either limit, the cardholder must make a payment or cash withdrawal with PIN in order to activate further small-value payments.

#### b) Western Union Digital Banking App

Enables the customer as part of electronic banking to make enquiries, issue orders and make legally binding declarations of intent and other declarations by entering the personal identification features (email, password, passcode, Touch ID, Face ID, one-time password) via a mobile end device (e.g. smartphone, tablet).

1.2.2.3 Transfer instructions (also in the form of standing orders). For transfer instructions in euro to the benefit of a payee whose account is maintained at a payment service provider within the European Economic Area (EEA), the customer shall specify the payee by indicating the payee's International Bank Account Number (IBAN). For transfer instructions in currencies other than euro to the benefit of a payee whose account is maintained at a payment service provider with an EEA member state, the customer shall specify the payee by indicating payee's IBAN (or account number) and the payment service provider's Bank Identifier Code (BIC).

For transfer instructions in favour of a payee whose account is maintained at a payment service provider outside the EEA, the customer shall specify the payee's name and shall indicate:

- the payee's IBAN and the BIC of the payee's payment service provider, or
- the payee's account number and either the name, Bank routing code or BIC of the payee's payment service provider.

The IBAN and BIC or account number and name/Bank routing code/BIC of the payee's payment service provider are the unique identifier of the payee on the basis of which the transfer instruction is executed. Additional information on the payee, such as the payee's name, is not part of the unique identifier; they serve only documentation purposes and will be disregarded by the Bank when it executes the transfer instruction. The designated purpose stated in the transfer instruction shall in any case be irrelevant to the Bank.

Transfer instructions may be given by the customer in writing or by electronic banking per App as agreed with the Bank.

However, the Bank shall also be entitled to execute transfer instructions given by means of telecommunication (in particular over the phone or via data communication). The Bank shall only be obliged to execute such orders if the customer has agreed this with the Bank.

The Bank shall only be obliged to execute a transfer instruction if sufficient funds to cover the total amount are available in the customer's account (credit balance, credit line granted).

The SEPA credit transfer is the uniform European payment transaction product for domestic and cross-border euro credit transfers in the entire SEPA area (Single Euro Payments Area).

A standing order is a one-time order by a customer, in writing or via electronic banking, to transfer a constant amount to a specific account at regular intervals or on fixed dates. It can be issued for a limited or unlimited period of time.

A standing order is a one-time order by a customer, in writing or via electronic banking, to transfer to a specific account all or a certain residual amount of a credit balance that may be held in the account on a specific date. It may be issued for a limited or unlimited period of time.

## 2. Due diligence obligations for payment instruments and blocking of payment instruments

### 2.1 Customer's duty of care for payment instruments

When using and after receiving a payment instrument, the customer must take all reasonable precautions to protect the personalised security features (in particular password, passcode, one-time password etc.) and the payment instrument (e.g. reference card) from unauthorised access. A precise description of the payment instruments can be found in section 4.2.2.2 and of the personalised security features in the Special Conditions for electronic banking per App.

The customer is also obliged in his own interest to keep the payment instrument safe. The payment instrument may not be passed on to third parties. The personalised security features must be kept secret. They may not be noted on the payment instrument. The personalised security features may not be disclosed to anyone, in particular not to relatives, other account holders or other cardholders. When using the personalised security features, care must be taken to ensure that they cannot be spied out by third parties.

### 2.2 Blocking of payment instruments

#### 2.2.1 Blocking by the Bank

The Bank may block a payment instrument if

- objective reasons relating to the security of the payment instrument justify it;

- there is suspicion of unauthorised or fraudulent use of the payment instrument; or
- if the customer has not met his/her payment obligations in connection with a credit line (overrun or overdraft) linked to the payment instrument and (i) either the fulfilment of these payment obligations is endangered due to a deterioration or endangerment of the financial circumstances of the customer or a co-obligor or (ii) the customer has become insolvent or is in imminent danger of becoming insolvent. The Bank shall inform the customer of this as far as possible before, and at the latest immediately after, the blocking. However, such notification may be omitted if it would conflict with objective security considerations or violate a court or official order. When using a payment instrument, the customer must comply with the conditions for its issue and use.

### **2.2.2 Blocking by the customer**

The Customer must report the loss, theft, misuse or other unauthorised use of a payment instrument or of electronic banking per App to the Bank without delay as soon as he/she becomes aware of it, (the blocking of access being a specific feature of the App accessible at any time by the customer) or by calling +390685960176.

Access to the App can also be blocked by the customer him-/herself by entering the passcode incorrectly five times in succession.

### **2.2.3 Secure procedures to inform the customer in the case of fraud or security risks**

In the case of suspected or actual fraud, or security risks, the Bank will inform the customer about the suspected or actual fraud, or the security risks, in a secure procedure. For example, if the customer's access to his/her App has not been blocked due to the (suspected) fraud or the respective security risks, Bank will inform the customer via the App accordingly. If the (suspected) fraud or the security risks require the Bank to communicate urgently with the customer, Bank will also try to inform the customer by e-mail or phone.

## **3. Authorisation and execution of payment orders**

### **3.1 Authorisation, revocation and rejection of payment orders**

A payment order shall be deemed to be authorised by the Bank only if the customer has consented to the relevant payment transaction in the form agreed with him/her for that purpose and using a payment instrument agreed with him/her for that purpose. This consent may be superseded by judicial or official orders.

Consent may be revoked by the customer until

- the Customer's payment order has been received by the Bank; or
- in the case of an agreement on an execution date in the future, before the end of the business day preceding the agreed date. SEPA direct debits may be revoked by the customer no later than the end of the business day preceding the agreed debit date.

The Bank may only refuse to execute an authorised payment order if

- it does not meet all the conditions laid down in the Account Documents including the terms and conditions thereunder (in particular, if the required information or the necessary cover in the form of account credit or open credit line is missing); or
- the execution would violate European or national regulations or a judicial or official order; or
- there are reasonable grounds to suspect that the execution would constitute a criminal offence.

### **3.2 Time of receipt of payment orders (cut-off times)**

A payment order shall be deemed to have been received by the Bank on the same day if the order is received by the Bank on a business day by the times shown in the list below. If an order is not received on a business day or after the times specified below, it shall be deemed to have been received on the next business day. The Bank's business days are Monday to Friday, excluding Austrian holidays, 24 December and Good Friday. Good Friday is not a business day (in the sense of payment transactions).

Acceptance times for same-day processing according to order type and currency:

- Domestic transfer in Germany/Italy (EUR)

App until 13:30 CET

- SEPA credit transfer (EUR)

App until 13:30 CET

- Transfers to/in Romania (RON)/Poland (PLN)

App until 12:45 CET

### **3.3 Execution/duration of payment orders**

For payment transactions in a currency of the European Economic Area ("EEA currency"), the Bank shall ensure that the amount of the payment transaction is received by the payee's payment service provider domiciled in the European Economic Area no later than one business day after receipt of the payment order.

### **3.4 Liability of the Bank for non-execution or incorrect execution of payment orders**

In the case of payment orders in euro or in an EEA currency, the Bank shall be liable to its customers being consumers (but not vis-à-vis entrepreneurs and legal entities) as follows:

- If the payment transaction is initiated directly by the payer, for the correct execution of the payment transaction until it is received by the payee's payment service provider.
- If the payment transaction is initiated by or through the payee, for the correct transmission of the payment transaction to the payer's payment service provider; and
- For any charges for which the Bank is responsible and for any interest to which the consumer is subject as a consequence of non-execution or defective execution of the payment transaction.

From the moment of receipt of the amount, the payee's payment service provider shall be liable to the payee for the correct further execution of the payment transaction.

Where a payment order is initiated by or through the payee, the payee's payment service provider shall be liable to the payee for

- the correct transmission of the payment order to the payer's payment service provider; and
- processing the payment transaction in accordance with its obligations regarding value date and availability.

### **3.5 Information on individual payment transactions**

Immediately after the execution of a payment transaction, the Bank shall make the following information available to the customer for retrieval in the App:

- date and time of the payment transaction and, where applicable, details of the payee;
- the amount involved in the currency in which the customer's payment account is debited or in the currency used in the payment order;
- all fees being charged to the customer in relation to the execution of the payment transaction (including interest, if any);
- where applicable, the exchange rate used for the payment transaction; and
- the value date of the debit or the date of receipt of the payment order.
- The Bank shall make available to a customer any periodic communications prescribed by law, including but not limited to:
  - (i) the statement of fees to be prepared pursuant to European Regulation no. 2018/33 on a yearly basis and when the framework contract is terminated;
  - (ii) the statement of account (*estratto conto*) on a yearly basis;
  - (iii) the summary document (*documento di sintesi*) on a yearly basis; and
  - (iv) the statement of account relating to the any payment transactions executed through a debit card, on a yearly basis.

## **4. Liability and reimbursement obligation in connection with payment orders**

### **4.1 Payment transactions not authorised by the customer**

#### **4.1.1 Correction of the debit to the account**

If a payment order debiting a customer's account has been executed without authorisation by the customer, the Bank shall refund to the customer the amount of the unauthorised payment transaction without undue delay and at the latest by the end of the following business day after the Bank has become aware of or has been notified of the unauthorised payment transaction. The Bank shall restore the debited account of the customer to the state in which it would have been had the unauthorised payment transaction not taken place, i.e. in particular reverse the debit of the account with the amount of the payment transaction with value date on the date of the debit. This also applies if the payment transaction not authorised by the customer was initiated via a payment initiation service. In order to effect this notification, the customer must inform the Bank without undue delay as soon as he/she has discovered an unauthorised payment transaction. The customer's right of rectification shall expire 13 months after the date of the debit, provided that the Bank has provided the customer with the information in accordance with Clause 3.5.

#### **4.1.2 Liability of the customer**

If payment transactions not authorised by the customer are based on the misuse of a payment instrument, the customer shall be liable to compensate the Bank for all losses incurred by the Bank as a result, if the customer has caused the occurrence of the losses

- (i) by fraudulently facilitating the occurrence of the loss; or
- (ii) by wilful or grossly negligent breach of his duties in relation to the safekeeping of payment instruments.

If the customer has only breached these obligations through slight negligence (if he has committed a breach of duty of care which cannot always be ruled out even in the case of an averagely careful person), the customer's liability for the damage shall be limited to the amount of EUR 50.

The customer shall not be liable (except as set out in (i) above) for any payment transactions initiated by means of the payment instrument after the customer has instructed the Bank to block the payment instrument.

### **4.2 Refund of an authorised payment transaction initiated by the payee**

In the SEPA Direct Debit CORE scheme, in the event of a complaint against the Bank, the customer shall be entitled to a refund of the full amount of an authorised payment transaction initiated by or through a payee and already executed, without giving any reason, within 8 weeks from the date on which the amount in question was debited from the account.

To learn more:

The **practical Guide to the Current Account**, which guides the customer in choosing the account, is available on [www.bancaditalia.it](http://www.bancaditalia.it) and on the site [www.westernunion.com/it/en/digitalbanking.html](http://www.westernunion.com/it/en/digitalbanking.html).

## MAIN ECONOMIC CONDITIONS

The cost items shown in the prospectus table below are inclusive of possible penalties, tax charges and accounting entry charges (1-ter) and represent, to a good approximation, the majority of the total costs incurred by an average consumer holding a current account.

This means that the prospectus table **does not include all cost items. Some of the excluded items may be important** in relation to both the account itself and the activities/transactions performed by a specific customer.

Before choosing and signing the contract it is therefore necessary **to also read carefully the section “other economic conditions” and consult the information sheets of the services ancillary to the account**, made available by the bank.

You should always periodically check whether your current account still suits best your needs. For this reason, it is useful **to examine carefully the list of expenses incurred in the year**, which is shown in the Statement of Account or in the Summary of expenses, and compare it to the guidance costs for typical customers as indicated by the bank in the same Statement of Account or Expense Summary.

### Fees

The fees and costs charged by the Bank to the customer for account management and for payment services covered by the relevant Account Documents are set out in the price list which is provided to the customer together with this information in accordance with the Austrian Payment Services Act (*Zahlungsdienstegesetz – ZaDiG*) and forms part of the Account Documents.

The price list also contains charges for the notification of the rejection of a payment order, the observance of a revocation and the efforts to retrieve a transfer order that was misdirected due to incorrect customer identifiers.

The charges are also subject to change as described in section 1.2.5. In addition to the Bank's charges shown in the price list, cash expenses may be incurred which the Bank has to pay to third parties in the execution of customer orders. These are also to be borne by the customer.

OVERVIEW OF THE MAIN CONDITIONS				
		Costs for opening the account	0.00 EUR	
<b>FIXED EXPENSES</b>	<b>Account keeping</b>	Annual account maintenance fee	0.00 EUR	
		Number of transactions included in the annual fee	10 fee free Western Union Digital Banking account to Western Union Digital Banking account transfers per month 10 fee free outgoing domestic bank transfers (from primary account) – SEPA per month 3 free ATM withdrawals in EUR in the Euro zone	
	<b>Liquidity management</b>	Annual cost for the calculation of interest and fees	0.00 EUR	
	<b>Payment services</b>	Issue of a national debit card	Service not available	
		Issue of an international debit card	4.99 EUR delivery fee	
		Issue of a credit card	Service not available	
		Issue of cheque forms	Service not available	
	<b>Home Banking</b>	Annual fee for internet banking and phone banking	0.00 EUR	
			Sending of statement of account	Electronically – 0.00 EUR Print-out – 2.50 EUR

<b>VARIABLE EXPENSES</b>	<b>Liquidity management</b>	Documentation regarding individual operations	Electronically – 0.00 EUR Print-out – 2.50 EUR
	<b>Payment services</b>	Cash withdrawals at an ATM at the same bank in Italy	Not applicable
		Cash withdrawals at an ATM at another bank/intermediary in Italy	2.99 EUR
		Wire transfer – SEPA [outgoing]	0.50 EUR
		Wire transfer – SEPA [incoming]	0.00 EUR
		Wire transfer – Non-SEPA - SWIFT [incoming]	See Appendix 1 below
		Permanent wire transfer order	Service not available.
		Direct debit	0.00 EUR
		Reloading of prepaid card	Service not available

<b>OVERVIEW OF THE MAIN CONDITIONS</b>			
<b>INTEREST ON AMOUNTS DEPOSITED</b>	<b>Lending interest</b>	Nominal annual lending rate	Service not available.
<b>OVERDRAFTS AND OVERRUNNING OVERDRAFTS FACILITIES</b>	<b>Overdrafts</b>	Nominal annual borrowing rate on sums used (3-bis)	Service not available.
		All-inclusive fees (3-bis)	Service not available.
	<b>Overrunning an overdraft facility</b>	Nominal annual borrowing rate on sums used (3-bis) – unauthorised overdraft	0.00 EUR
		Quick assessment fee ( <i>commissione di istruttoria veloce</i> ) for unauthorised overdraft uses (3-bis)	Service not available.
		Nominal annual borrowing rate on sums used in the absence of overdraft	Service not available.
		Fast credit processing fee for use in the absence of overdraft	Service not available.
<b>AVAILABILITY OF AMOUNTS PAID</b>	Cash/ circular cheques – same bank		Service not available.
	Bank cheques – same branch		Service not available.
	Bank cheques – other branch		Service not available.
	Circular cheques – other institutions/money orders of Bank of Italy		Service not available.
	Bank cheques – other institutions		Service not available.
	Money order and postal checks		Service not available.
Add money with Debit/Credit card or Klarna (Sofort)			0.00 EUR

## OTHER ECONOMIC CONDITIONS

Registration / Activation Fee	€ 0,00
Dunning and Collection Fee	€ 15,00
Card Transaction Dispute Fee	€ 50,00 per dispute
Inactivity Fee	€ 1,00 per month
Failed Transaction Fee for Direct Debit	€ 3,50 per transaction
Express debit card replacement (2 business days)	€ 15,00 each time a card is printed and sent via this delivery type
Next day debit card replacement	€ 30,00 each time a card is printed and sent via this delivery type
Request of paper-based documentation sent my mail (excluding terms & conditions)	€ 2,50 per requested documentation

## Appendix 1: Incoming bank transfer fees (SWIFT) for customers registered in Italy

Please note that in case the currency of the transaction is different from the currency of the receiving account, the transaction amount will be converted in the currency of the receiving account. The below fees will be applied in the currency of the account to which the transaction is received.

Account Currency	Currency code	Fee Amount
Euro	EUR	4,90
United States Dollars	USD	5,90
British Pound Sterling	GBP	4,40
Romania Leu	RON	24,99
Polish Zloty	PLN	22,99
Czech Koruna	CZK	124,99
Hungary Forint	HUF	1 759,00
Turkish Lira	TRY	49,99
Thailand Baht	THB	199,00
Singapore Dollar	SGD	7,90
UAE Dirhams	AED	21,90

## WITHDRAWAL AND COMPLAINTS

### Notice of the right of withdrawal according to § 8 FernFinG

- The customer is entitled to withdraw from the concluded Account Documents within 14 days. The withdrawal period begins on the day of the conclusion of the contract. If the customer has received the terms and conditions of the contract and the relevant information only after the conclusion of the contract, the withdrawal period shall commence upon receipt of all such terms and conditions and information. The time limit shall be deemed to have been observed in any case if the declaration of withdrawal is sent before the expiry of the time limit. If the customer wishes to exercise the right of withdrawal, the withdrawal must be expressly declared to the Bank.

- The withdrawal must be declared in writing to the Bank in the App, by e-mail or mail. If this right of withdrawal is not exercised within 14 days of the conclusion of the contract, the concluded contract shall be valid for an indefinite period or until the end of the

agreed term. Within the withdrawal period, the performance of the contract may only be commenced with the express consent of the consumer.

- If the customer subsequently effectively withdraws from the contract, the Bank may demand immediate payment of the remuneration for the service actually already provided in accordance with the contract. The amount to be paid may not be higher than the proportion of the service already provided in relation to the total scope of the contractually agreed service. Within 30 days of receipt of the notice of withdrawal, the Bank shall refund to the customer any amount received from the customer under the contract, less the amount referred to in the two preceding sentences. The customer shall return any sums of money received from the Bank within 30 days of sending the notice of withdrawal.

#### CONSENT TO EARLY PERFORMANCE OF THE CONTRACT:

Notwithstanding my right to withdraw from the contract pursuant to § 8 para. 5 FernFinG I expressly agree to the early, immediate fulfilment of the contract.

#### Termination of the contractual relationship

- As the account holder, the customer may terminate a framework contract for payment services, including the relevant Account Documents, free of charge at any time without stating reasons by notice sent via the App, e-mail or mail. The customer is obliged to return or destroy all valid subscription means to the Bank immediately after termination of the contractual relationship.

- The Bank is entitled to terminate the contractual relationship subject to two months' notice.

- In the event of good cause, the Bank and the customer shall be entitled to terminate the entire business relationship or individual parts thereof at any time with immediate effect irrespective of any agreement on a definite period of time. An important reason entitling the Bank to terminate the agreement shall be deemed to exist in particular if

- a deterioration or endangerment of the financial circumstances of the customer or a co-obligor occurs and the fulfilment of liabilities vis-à-vis the Bank is jeopardised thereby,
- the customer provides incorrect information on his/her financial circumstances or other material circumstances, or
- the customer has not fulfilled or cannot fulfil an obligation to provide or increase collateral.

Upon termination of the entire business relationship or individual parts thereof, amounts owed thereunder shall become due immediately. The customer is also obliged to release the Bank from all obligations assumed on his behalf. Furthermore, the Bank is entitled to terminate all obligations assumed for the customer and to settle them with effect for the customer as well as to immediately debit credit notes made subject to receipt. Claims arising from securities, in particular bills of exchange, may be asserted by the Bank until any existing debt balance has been covered. The GTC of the Bank shall continue to apply after termination of the business relationship until complete settlement.

#### Complaints

Please contact customer service if you believe an error has been made on your transfer, you have an enquiry in relation to the service or you have a complaint:

- ✓ contact us via the App; or
- ✓ call +390685960176.

An acknowledgement of your complaint will be sent to you within 5 business days of when we receive it. We will investigate your request and provide you with regular updates on its progress. The acknowledgement will contain the date of receipt plus a reference number, which should be used in all further communications with the Bank. We will always aim to resolve your concerns as quickly as possible, if it is not possible, we will send you written acknowledgement within five business days. We aim to resolve most complaints within 15 working days, if we have not been able to do this, we will contact you regularly to keep you informed about the progress. As soon as we have established all the facts and completed our investigation, we will provide you with a final response, no later than 35 working days, which will set our findings and explain our final position.

If you are dissatisfied with the resolution proposed by the Bank, you have the right to file a complaint with the Banking and Financial Ombudsman Arbitro Bancario Finanziario (ABF) ([www.arbitrobancariofinanziario.it](http://www.arbitrobancariofinanziario.it)).

Disputes in connection with account management or payment services shall be decided by the ordinary courts, which shall apply Austrian law. The general place of jurisdiction of the Bank can be found in section I. "Applicable law/court of jurisdiction" above.

#### GLOSSARY

<b>Direct debit</b>	By direct debit, the customer authorises a third party (beneficiary) to request the bank/intermediary to transfer a sum of money from the customer's account to the beneficiary's account. The transfer is carried out by the bank/intermediary on the date or dates agreed by the customer and the beneficiary. The amount transferred may vary.
<b>Wire transfer – SEPA</b>	With the transfer, the bank/intermediary transfers a sum of money from the customer's account to another account, according to the customer's instructions, to SEPA countries.

<b>Wire transfer – non-SEPA</b>	With the transfer, the bank/intermediary transfers a sum of money from the customer's account to another account, according to the customer's instructions, to non-SEPA countries.
<b>Annual fee</b>	Fixed costs for managing the account.
<b>Quick assessment fee (<i>commissione di istruttoria veloce</i>)</b>	Fee to process credit fast, when the customer carries out operations that lead to overrunning overdraft facilities or increase the amount of an existing overdraft.
<b>All-inclusive fees</b>	Fees calculated in proportion to the amount made available to the customer and the duration of the overdraft. Its amount may not exceed 0.5%, per quarter, of the amount made available to the customer.
<b>Availability of amounts paid</b>	Number of days after the date of the transaction, after which the customer can use the sums paid.
<b>Documentation regarding individual operations</b>	Delivery of documents relating to individual operations carried out by the customer.
<b>Overdraft</b>	Contract whereby the bank/intermediary undertakes to provide the customer with a sum of money in addition to the balance available on the account. The contract shall determine the maximum amount of the sum made available to the customer and any fees and interest charged to him/her.
<b>Permanent order of wire transfer</b>	Periodic transfer of a certain amount of money from the customer's account to another account, performed by the bank/intermediary according to the customer's instructions.
<b>Cash withdrawal</b>	A transaction whereby the customer withdraws cash from his or her bank account.
<b>Recharging of prepaid card</b>	Crediting of amounts on a prepaid card.
<b>Issue of a credit card</b>	Issue of a payment card linked to the customer's account by the bank/intermediary. The total amount of transactions carried out through the card during an agreed period of time shall be charged in whole or in part to the customer's account at an agreed date. If the customer has to pay interest on the amounts used, the interest is governed by the credit agreement between the bank/intermediary and the customer.
<b>Issue of a debit card</b>	Issue of a payment card linked to the customer's account by the bank/intermediary. The amount of each card transaction is charged directly and in full to the customer's account.
<b>Issue of cheque forms</b>	Issue of a booklet of cheques.
<b>Available balance</b>	The amount available on the account, which the holder can use.
<b>Overrunning an overdraft facilities</b>	Sums of money used by the customer, or otherwise charged to him/her, in excess of the overdraft ("unauthorised overdraft use"); sums of money used by the customer, or otherwise charged to him/her, in the absence of a credit, in excess of the customer's balance ("overdraft in absence of overdraft").
<b>Cost for a single transaction not included in the fee</b>	Cost charged for the accounting record of each transaction in addition to those which may be included in the annual fee.
<b>Annual cost for the calculation of interest and fees</b>	Cost charged for the periodic computation of borrowing and lending interest and for the calculation of fees.
<b>Sending of statement of account</b>	Sending of the statement of account in cases where it is compulsory by law or by request of the customer.
<b>Nominal annual lending rate</b>	The annual rate used to periodically calculate interest on amounts deposited (lending interest), which are then credited to the account, net of withholding taxes.
<b>Nominal annual borrowing rate</b>	The annual rate used to periodically calculate the customer's interest on the amounts used in relation to the overdraft and/or overrun of an overdraft facility. Interest is then charged to the account.

<b>Annual Percentage Rate (TEGM)</b>	Interest rate published every three months by the Ministry of Economy and Finance as required by the Italian usury law. In order to verify whether an interest rate is usurious and, therefore, prohibited, the threshold rate of the transaction must be identified among all published rates and the bank's demand must not be higher.
<b>Account keeping</b>	The bank/intermediary manages the account making it possible for the customer to use it.
<b>Cash withdrawal terms</b>	The number of days between the date that the customer withdraws cash from his/her account and the date from which interest begins to be charged. The latter may also be earlier than the date of withdrawal.
<b>Cash payment terms</b>	The number of days between the date that the customer deposits cash to his/her account and the date from which interest begins to be credited.
<b>Card Transaction Dispute Fee</b>	The Bank will charge the Card Transaction Dispute Fee if customer (i) does not provide all required information to handle the dispute, (ii) willfully provides false information in relation to a dispute or (iii) does not provide the required documentation within the timeframe set out by WUIB.
<b>Inactivity Fee</b>	The Bank will charge an Inactivity Fee if customer does not have any activity on the account for 12 months, provided that account balance is bigger than 0. If customer initiates 1 transaction, the 12 months calculation period will restart.
<b>Express debit card replacement (2 business days)</b>	Cards will be shipped on the next day following new card request and will be delivered within 2 business days via courier service.
<b>Next day debit card replacement</b>	Cards will be shipped on the next day following new card request and will be delivered on the same day via courier service.