



## YOUR DAY-TO-DAY SERVICES BASIC ACCOUNT

Subject to the following provisions, please also refer to the terms of the Accompanying Document "Consumer Account", for the operation of your Basic Account.

### Opening a Basic Account

You can ask to open and use a POST Finance Basic Account regardless of your place of residence, as long as you fulfil the following cumulative conditions:

- you are a Consumer;
- you legally reside in the European Union ("EU"), including Consumers who do not have a residence permit but who cannot be expelled for legal or practical reasons;
- none of the reasons for refusal listed below apply to you.

### Refusal to open a Basic Account

In accordance with the Law of 13 June 2017 regarding payment accounts, POST Finance may reject your application to open a Basic Account if:

- you already hold a payment account with another institution located in Luxembourg, unless you state that notice has been given that this account is to be closed, permitting you to:
  - ✓ perform all operations necessary in order to open, manage and close a payment account;
  - ✓ pay funds into a payment account;
  - ✓ withdraw cash in the EU from a payment account, at the service window or from a cash machine;
  - ✓ perform the following payment transactions in the EU: Direct Debits, payment transactions with a payment card, online payments, Credit Transfers, Standing Orders.
- it transpires that the information you have provided to open the account is inaccurate or misleading;
- POST Finance suspects, based on strong or consistent evidence, that the Basic Account would be used for illegal purposes;
- you have committed a criminal offence against POST Finance or an employee or agent of POST Finance;
- opening or operating such a Basic Account would be an infringement of the Law of 12 November 2004, as amended, on the fight against money laundering and the financing of terrorism.

POST Finance does not return the applicant the documents provided in support of his/her application.

### Closing your Basic Account

POST Finance may only unilaterally terminate a Contract relating to a Basic Account if at least one of the following conditions is met:

- you have intentionally used your Basic Account for illegal purposes;
- there has been no transaction on the Basic Account for more than twenty-four consecutive months;
- you have provided inaccurate information in order to obtain a Basic Account, where accurate information would have led you not being granted such an account;
- you are no longer a consumer legally residing in the EU;
- you have subsequently opened a second Basic Account.

### Basic Account Services

The Basic Account Services make it possible to:

- perform all operations necessary in order to open, manage and close a payment account;
- deposit funds into a payment account;
- withdraw cash from a payment account, within the EU, at service windows or via ATMs during POST Finance opening hours or at other times;
- perform the following Payment Transactions within the EU:
  - Direct Debits;
  - Payment Transactions using a payment Card, including online payments;
  - Credit Transfers, including Standing Orders, performed, where available, at POST Finance Terminals, and service windows and via its Online Banking service.

The Basic Account is offered in euros and enables an "unlimited" number of transactions in relation to the Services detailed above.

*This information is provided for indicative purposes only. Only the legal provisions (e.g. the Law of 13 June 2017 on payment accounts) may be invoked in the event of any dispute on this subject.*