

**"AISP"**: Account Information Service Provider;

**"Device"**: any IT and/or telecommunications tool (e.g. computer, tablet, mobile telephone, etc.) that allows you to access and use the Services, in particular via Online Banking;

**"API"**: Application Programming Interface, a communications interface set up by POST Finance allowing third party PSPs to provide their services;

**"ASPSP"**: Account Servicing Payment Service Provider;

**"Authentication"**: a procedure enabling us to verify your identity or the valid use of a specific Payment Instrument, including the use of Security Credentials;

**"Strong Authentication"**: enhanced security authentication which relies on the use of two or more elements belonging to the categories of "knowledge" (something that only you know), "possession" (something that only you have), and "inherence" (something that is inherent to you) and independent from one another in the sense that if one of them becomes compromised, this does not call into question the reliability of the others. Strong Authentication is designed to protect the confidentiality of the Security Credentials. It is required, with some exceptions, when you:

- access your Account using Online Banking;
- initiate an Electronic Payment Transaction; or
- execute an action, using a means of remote communication, which may involve a risk of fraud regarding a payment, or any other fraudulent use.

The Strong Authentication processes are described in the Accompanying Documents;

**"Online Banking"**: the solutions provided by POST Finance enabling you to use and manage your Account online;

**"Payee"**: the recipient of your funds that have been the subject of a Payment Transaction, or yourself as the Holder/Co-Holder when another PSU carries out a Payment Transaction in your favour;

**"Trusted Payee"**: Payee that you have previously included in a list of trusted payees through POST (at a Point of Sale or using Online Banking) and for whom a Payment Transaction may, following its inclusion on this list, be initiated without using Strong Authentication;

**"Card(s)"**: interchangeably (or collectively), a Debit Card, Credit Card, VISA Card or Easy VISA Card;

**"Credit Card"**: a payment Card linked to your Account and provided by POST Finance. The total amount corresponding to the transactions performed using this Card during an agreed period is debited from your Account in full or in part on an agreed date subsequent to the execution date of the Payment Transaction initiated using this Credit Card. The Price List determines the interest applicable to the amount borrowed;

**"Debit Card"**: a Payment card linked to your Account and provided by POST Finance. The amount of each transaction made with this Card

is deducted directly and in full from your Account at the time of execution of the Payment Transaction initiated using this Debit Card;

**"VISA Card"**: a deferred Debit Card or instalment Credit Card;

**"Easy VISA Card"**: a Debit Card whose limit is defined prior to its use by the direct transfer of funds to the IBAN account of the Card;

**"CBPII"**: Card Based Payment Instrument Issuer;

**"eIDAS certificate"**: electronic IDentification, Authentication and trust Services certificate; eIDAS refers to the Regulation (Regulation (EU) No 910/2014) of the same name;

**"Co-Holder"**: the co-owner of a joint Account;

**"Account"**: the postal current account opened with POST Finance of which you are the Holder or Co-Holder;

**"Basic Account"**: any basic payment Account including certain basic Services in accordance with the Law on payment accounts;

**"General Terms and Conditions"**: the general terms and conditions applicable to POST Finance Services, available for consultation at Points of Sale and on the Website;

**"Special Terms and Conditions"**: all POST Finance terms and conditions applicable to a specific category of Service(s) (available at Points of Sale and on the Website), the stipulations of which prevail over the General Terms and Conditions;

**"Consent"**: authorisation of a Payment Transaction according to the methods specified by POST Finance in clause 5.1 of the General Terms and Conditions. The use of these methods certifies that you are indeed the legitimate user of the Payment Services and therefore consent to the execution of the Payment Transaction initiated;

**"Consumer"**: any natural person as defined by Law;

**"Contract"**: the agreement concluded between you and POST Finance specifying the conditions and obligations of the Parties in the context of the provision of Services by POST Finance. The Contract comprises the following documents (in decreasing order of priority in the event of any conflict): the Forms (where appropriate), the Price List, this Glossary, the Personal Data Notice, the applicable Special Terms and Conditions and the General Terms and Conditions;

**"CSSF"**: the Commission de Surveillance du Secteur Financier de Luxembourg (Luxembourg Financial Supervisory Authority);

**"ATM"**: any cash dispenser and more broadly any automated teller machine that enables you, among other things, to make cash withdrawals or deposits or obtain information about your Account;

**"Withdrawal Date"**: the date indicated on the VISA Statement and on which POST Finance will automatically withdraw the sums mentioned on that VISA Statement from your Account;

**"Overdraft"**: loan of money agreed between you and POST Finance when there is no more money in your Account, according to a maximum amount and with the fees and interest rates stipulated in the Price List;

**"EEA Currency"**: currency of any member country of the European Union as well as ISK, NOK and CHF;

**"Accompanying Document"**: any document or structured information (e.g. under the heading "Your day-to-day Services") made available to you by POST Finance at Points of Sale and on the Website, providing you with regulatory details and/or practical procedures, with regard to POST Finance Services (access/eligibility, description, subscription, use, suspension, ending, etc.);

**"Direct Debit"**: your authorisation to a Payee to instruct POST Finance to transfer a sum of money, of a variable or non-variable amount, from your Account to that of the Payee, on the date or dates agreed between you and the Payee;

**"Security Credentials"**: the personal combination of characters (e.g. letters, numbers, etc.) that enables you to identify yourself and/or access all or part of the Services and which you must keep secret (in particular, PIN code, username and password);

**"Personal Data"**: your personal data and/or that, where appropriate, of the people connected to your organisation, processed by POST Finance (e.g. name, address, [physical and email], telephone number, Account number, etc.);

**"Account Statement"**: a paper statement of transactions on your Account, sent by POST Finance by letter, or an electronic statement made available via Online Banking;

**"Form"**: any medium or means provided by POST Finance to enable you to enter your details (requiring your signature, where appropriate) as necessary for the performance of the Contract;

**"Glossary"**: this document;

**"Deadline"** means the cut-off time on a Business Day for receipt of a Payment Order. This deadline is set at 3pm. Any Payment Order received after the Deadline shall be deemed to have been received on the following Business Day;

**"Unique Identifier"** means the international bank account number (accompanied by the abbreviation "IBAN") and, where applicable, the Bank Identification Code (accompanied by the abbreviation "BIC") to be provided by you:

- to allow the payment account of another PSU to be unambiguously identified to ensure the proper execution of your Payment Order; and

- where applicable, unambiguously identify your Account to ensure the correct execution of a Payment Order;

**"Confidential Information"**: any information disclosed, generated and/or made available by either of the Parties in relation to the Contract, and which is designated or flagged up as being confidential, or which, given its nature or the circumstances of its disclosure, should reasonably be deemed to be confidential, including

communications made in the context of a Contract;

**"Payment Instrument"** means any personalised device, such as a card, or a set of procedures agreed between a PSU and a PSP and used to initiate a Payment Order. Cards and Online Banking constitute Payment Instruments;

**"(Business) Day"**: any calendar day from Monday to Friday that is a working day in Luxembourg;

**"Price List"**: the price list for POST Finance Services that is in force on the invoice date, available at Points of Sale and which may be consulted on the Website including any financial conditions or tariff information;

**"Law"**: all laws and regulations applicable to the Services, particularly those concerning the financial sector and payment services (Laws of 5 April 1993, 10 November 2009 and 13 June 2017), money laundering (Law of 12 November 2004) and personal data;

**"Proxy arrangement"**: the power to act on your behalf in the context of managing your Account;

**"Proxy"**: any natural person to whom you grant proxy, or your legal representative (e.g. your parents if you are a minor);

**"Personal Data Notice"**: the document containing information concerning the protection of your Personal Data, available on the Website and at Points of Sale;

**"Payment Transaction"**: an act, initiated by you, on your behalf or by the Payee, of placing, transferring or withdrawing funds from your Account, irrespective of any underlying obligations between you and the Payee;

**"Payment Order"**: the instruction sent to POST Finance by you or by the Payee, requesting the execution of a Payment Transaction (e.g. a Credit Transfer);

**"Low Value Payment Transactions"**: Individual remote electronic payment transactions, the amount of which does not exceed 50 Euro, it being understood that the cumulative amount of the remote electronic payment transactions initiated since the last Strong Authentication does not exceed 100 Euro and the number of remote electronic payment transactions initiated since the last Strong Authentication does not exceed five consecutive individual remote electronic Payment Transactions;

**"Recurring Payment Transactions"**: a series of recurring Payment Transactions of the same amount made to the same Payee;

**"Standing Order"**: A regular Credit Transfer of a fixed amount from your Account to another account, carried out by POST Finance in accordance with your instructions;

**"Partner"**: a company that has concluded a partnership agreement with POST Finance granting it access to all or part of the Services and/or to perform certain transactions;

**"Party"**: interchangeably, you or POST Finance;

**"Parties"**: you and POST Finance;

**"PISP"**: Payment Initiation Service Provider;

**"Point of Sale"**: any area made available for POST Finance Services, operated by POST Finance or by a third party on behalf of POST Finance, the list of which may be found on the Website;

**"POST Finance"**: the postal financial services division of POST Luxembourg, a public body established by the Law of 10 August 1992, as amended, having its registered office at 20, rue de Reims, L-2417 Luxembourg and registered with the Luxembourg Trade and Companies Register under number J28;

**"PEP"**: Politically Exposed Person – an individual entrusted with a prominent public function within the meaning of the Law;

**"SEPA Direct Debit"**: any act initiated by the Payee on your instruction, consisting in debiting a variable or non-variable amount from your Account by means of a Direct Debit, potentially between two different countries within the SEPA area;

**"Proxy Mandate"**: written confirmation of the Proxy arrangement that is issued to the Proxy in evidence of his/her authority;

**"PSD2"**: Directive (EU) 2015/2366 of 25 November 2015 on payment services in the internal market;

**"PSP"**: Payment Services Provider;

**"PSU"**: Payment Services User - a natural or legal person that uses a payment service as a payer, a payee or both;

**"Receipt"**: effective receipt of a Payment Order or your communications by the competent POST Finance departments;

**"VISA Statement"**: a statement of all of the transactions associated with your VISA Card over a given period, the issue of which renders the balance due and specifies the Withdrawal Date;

**"Annual Statement of Fees"**: the statement of all charges deducted by and/or due to POST Finance during the course of each year in respect of Services linked to your Account, which is sent to you once a year according to the Law, as soon as the charges rise above zero. If this is the case, the statement will be available in Online Banking and upon request in paper form;

**"Cash withdrawal"**: any withdrawal of cash from your Account performed by you;

**"Contactless"**: all electronic payment methods that do not require the insertion of a Card into a Terminal to perform a Payment Transaction, and identified as such on that Terminal or in the immediate vicinity. The use of Contactless payments is subject to the limits set out in the Accompanying Documents;

**"SEPA"**: Single Euro Payments Area including the following countries: Austria, Belgium, Bulgaria, Croatia, Cyprus, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, the Netherlands, Poland, Portugal, the Czech Republic, Romania, Slovakia, Slovenia, Sweden,

Spain, the United Kingdom, Iceland, Liechtenstein, Norway, Monaco, San Marino and Switzerland;

**"Account Information Service"**: a service enabling you, via Online Banking, to consult consolidated information on one or more of your payment accounts with other PSPs;

**"Payment Initiation Service"**: a service enabling you to request the initiation of a Payment Order with respect to a payment account held with another PSP;

**"Service(s)"**: any POST Finance service as described in the Contract (e.g. the provision of an Account or a Debit Card) and, where appropriate, in the Accompanying Documents;

**"Payment Service(s)"**: any POST Finance or PSP service that allows cash to be paid into or withdrawn from a payment account and all transactions required for the management of a payment account. These Services also include the execution of (i) Direct Debits, (ii) Payment Transactions by means of a Card or similar device, (iii) Credit Transfers and Standing Orders and (iv) Payment Transactions, including inter-account transfers within POST Finance or with another PSP;

**"VISA Additional Services"**: the insurance and assistance services associated with VISA Cards in accordance with the terms and conditions thereof;

**"Website"**: the POST Luxembourg website(s) accessible at [www.post.lu](http://www.post.lu) and/or any other address provided by POST Finance;

**"Maintaining the Account"**: POST Finance administers the Account that you use;

**"Terminal"**: any electronic equipment enabling payments to be made using a Card (including in Contactless mode) or any other such resource authorised by POST Finance;

**"Holder"**: the owner of an Account and/or Card;

**"TPP"**: a third-party PSP;

**"Credit Transfer"**: any money transferred by POST Finance on your instruction, from your Account to another account;

**"Credit Transfers between Accounts Held by the same Person"**: Credit Transfers initiated by you, in respect of which you are also the Payee and your two Accounts (the payee account and the payer account respectively) are both held with POST Finance.