

DELUBAC Banque des Entreprises

Pricing Terms and Conditions As at 31/07/2019



These prices are applicable to companies, professionals and organisations.

Unless indicated to the contrary, our prices are subject to VAT at the current rate of 20%.

Should the VAT rate change, prices will be affected with effect from the date on which the new VAT rate takes effect.

OPENING, OPERATING AND MONITORING YOUR ACCOUNT

OPENING, TRANSFORMATION, CLOSURE

Account opening (legal entities and professionals registered in France)	Free
Account opening (non-resident legal entities)	€550
Account closure	€120
Basic banking service (BBS) ⁽¹⁾	Free

Monthly statement	Free
Statement via internet ⁽²⁾	Free
Annual statement of charges ⁽³⁾ Organisations and individuals⁽³⁾ Companies 	Free €10
Ten-day statement Companies and professionals Organisations 	€15 €1.50

ACCOUNT CUSTODY

Account custody charges • Companies and professionals	per month €30
 Organisations Charges on deposits of more than €1m: ECB overnight rate(*) + 0.15 pts 	per month €5
Transaction fee calculated on non-exempt entries debited to the account	
Companies and professionals	up to 0.35%
Organisations	Free
Charges per line	€0.35
With a minimum of	per month €15
Account custody charge for accounts dormant	
for more than one year	per year €30
Annual administrative, legal and accounting updating fee	
• Minimum	€260
 Maximum charge 	€1,500

*The ECB's overnight rate is expressed as an absolute value.

OPENING, OPERATING AND MONITORING YOUR ACCOUNT

BRANCH SERVICES

Cash payments	Free
Withdrawing cash at branch without issuing cheque	Free
Document search charges (per document)	
Duplicate account statement	€10
 Other documents 	
- Document less than one year old	€25
- Document more than one year old	€35
Supply of certificate (per certificate)	€30
Cash deposit service with approved partners:	
 Service implementation (including making of the deposit card) 	€10
 Replacement charges for lost or damaged card 	€10
Monthly subscription	€25
Safe deposit box rental charges	Please ask for details
Manual foreign exchange transaction	
bid/ask price	per transaction + €10
Gold trading	Please ask for details
Delivery by courier (Paris region)	per delivery €150
Cash collection by fund transporter	Please ask for details

REMOTE BANKING

Subscription to e-Delubac remote banking service	⁽²⁾ per month €30
Issuance of strong authentication certificate	€90
EDI subscription	per month €40
EBICS subscription	per month €50
Swiftnet FIN subscription	per month €100
Cash Management data exchanges • Sending of MT940/MT942 by Banque Delubac et Cie to a third-party BIC	per account per month €50
 Receipt of MT101 by Banque Delubac et Cie from a third-party BIC Setup charges 	per account per month €25 per account €150

CARDS

I	Supply of a debit card (immediate debit internat payment card)
per vear €60	Visa Classic Card
per vear €70	 Visa Business Card
per year €150	 Visa Premier Card
per year €350	 Visa Infinite Card⁽⁵⁾
€80	Entry fee on Visa Premier card
ayment card)	Supply of a debit card (deferred debit internation
per year €80	 Visa Classic Card
per year €80	 Visa Business Card
per year €170	 Visa Premier Card
per year €370	 Visa Infinite Card⁽⁵⁾
c authorisation)	Supply of a debit card (payment card with system
per year €60	• Visa Classic Card [®]
	ATM cash withdrawal charges ⁽⁴⁾
	euro zone with international payment card
Free	 Withdrawal from one of the Bank's ATMs⁽⁴⁾
Free	 Withdrawal from another bank's ATMs⁽⁴⁾
	ATM cash withdrawal charges ⁽⁴⁾ excl. euro zone
per transaction €3.50 + 2%	(in foreign currency)
Free	Euro zone card payments
2.90%	Card payments excl. euro zone
Free	Delivering bank card to branch
€10	Charges for sending a bank card by recorded
+ postage	delivery with acknowledgment of receipt
€20	Reissuing or choosing PIN
Free	Charge for temporary change of card limit
	Stop charges for theft/fraud
Free	otop unargoo for anoro nada
Free €40	Charge for the bank stopping a card
€40	Charge for the bank stopping a card Stop charges for loss
€40	Charge for the bank stopping a card

Charge for card swallowed by ATM ⁽⁴⁾	€3
Charge for destroying bank card not collected for over	90 days €20
Charge for making new card after fraudulent use or the	eft €20
ERCHANTS' ELECTRONIC PAYMENTS	
Merchant EPOS (electronic point of sale) contract	
Setup charges	Free
Fee per transaction	Please ask for detail
Charge for issuing/reissuing account details card	€20
Declined card payment charge on distance selling cont	ract €5
Issuance of an inter-account SEPA transfer (Delubac in • One-off transfer charge	,
 One-off transfer charge Standing order charge 	Fre
Issuance a SEPA transfer (outside Delubac) One-off transfer charge	
- Paper instruction	€1(
- Internet instruction ⁽²⁾	
	€0.5
 Same-day value date (before noon) 	
 Same-day value date (before noon) Charge for requesting the return of a SEPA transfer 	€2
	€20
Charge for requesting the return of a SEPA transfer	€20 €20
Charge for requesting the return of a SEPA transferSEPA standing order setup charge	€20 €20 €10
Charge for requesting the return of a SEPA transfer SEPA standing order setup charge Paper instruction	€0.5: €2(€2(€1(€0.5) Free

NON-SEPA TRANSFERS (PER TRANSACTION)(6)

Issuance of a non-SEPA transfer (in foreign currency or in	euros)
 One-off transfer charge: 	
- up to €75,000	0.15%
- over €75,000	0.10%
- over €150,000	0.05%
- over €450,000	0.03%
With a minimum of	€35
 Currency exchange fee: 	
- up to €75,000	0.10%
- over €75,000	0.05%
- over €150,000	0.025%
- over €450,000	0.02%
with a minimum of	€16
Receiving a non-SEPA transfer (in foreign currency or in et	iros)
 One-off transfer charge: 	€20
 Currency exchange fee: 	
- up to €75,000	0.10%
- over €75,000	0.05%
- over €150,000	0.025%
- over €450,000	0.02%
with a minimum of	€16
Incomplete occasional transfer charge	€15
Issuing or receiving a SEPA or non-SEPA transfer,	
for countries subject to enhanced vigilance	Please ask for details
Non-SEPA transfer confirmation charge	€20
Transfer rejection charge	€20
IRECT DEBITS - INTERBANK PAYMENT INSTRUM	IENTS
SEPA Direct Debit issuance	Free
Per direct debit	€0.60
Per payment	€3.80
Direct Debit (charge per payment of a SEPA direct debit)	Free
Direct debit (charge for setting up a SEPA Direct Debit inst	ruction) Free

Charge per SEPA Originator Identification Number (OIN) request

Stopping an authorised direct debit

CHEQUES

Paying in cheque

€75

€12

Charge for sending cheque book (only by recorded delivery with acknowledgment of receipt)	€ 12 + postage
Issuance of cheque book at branch	Free
Destruction of unclaimed cheque book after 90 days	€20
Charge for stopping cheque(s) by issuer	per transaction €20
Charge for stopping cheque book(s) by issuer	par transaction €20
Emergency cheque book order	€10
Charge for issuing/cancelling bank cheque	€20
Issuing a cheque in euros payable abroad	€40
Paying in a check drawn on a foreign bank	0.10% of the amount
Minimum charge	€20
Maximum charge	€100
Notification of outcome of cheque drawn on foreign bank	€50
Issuance of a non-payment certificate	€60
Fee on unpaid cheque drawn on foreign bank	€50

TRADE BILLS (PROMISSORY NOTES AND ELECTRONIC DRAFTS (LCR))

	Bills for collection in paper form	
	Per bill	€4
	Per collection	€9
Γ	Bills for collection by teletransmission	
	Per bill	€0.60
	Per collection	€4.20
	Unpaid, protested or extended bill	€20
	Notification of the outcome of a bill/change of payee bank account/ change of maturity date or amount	€16
	Presentation for acceptance	€20
	Charge for sending statement of portfolio holdings	€20
	Charge for returning bill of exchange	€15

ACCOUNT INTERVENTION FEE

Account intervention charge (max. 5 per day)

Sum charged by the bank in connection with a transaction resulting in an account aberration that required specific processing (presentation of an incorrect payment instruction, incorrect bank details, insufficient funds, etc.)

SPECIFIC TRANSACTIONS

Charge per garnishee order	€220
Charge for garnishment by government agency (tiers détenteur) • 10% of the amount garnished	max. €100

Charge for unauthorised overdraft letter

ANOMALIES AND INCIDENTS

per transaction €15

€20 + postage

ANOMALIES AND INCIDENTS

PAYMENT INCIDENTS

INVOLVING CHEQUES (PER TRANSACTION)	
Prior notification letter charge for cheque issued without sufficient fu	nds €20
Flat rate charge for cheque returned unpaid due to insufficient funds [™] • Cheque for €50 or less • Cheque for €50 or more) €30 €50
Charge for managing account of a blacklisted banking customer (interdit bancaire) per qu	uarter €60
Cheque returned unpaid	€20
Cheque paid into account of a blacklisted banking customer	€80
Charge following authorisation by Banque de France to issue cheques	€50
ON CARD (PER TRANSACTION)	
Charge for declaration to Banque de France of decision to withdraw bank card	€40
ON SEPA DIRECT DEBITS (PER TRANSACTION)	
Direct debit rejection due to insufficient funds ⁽⁸⁾	€10
Direct debit rejection: other reasons ⁽⁸⁾	€10
ON TRADE BILLS	
Rejection of bill or LCR for specific reason	
Reason "no payment instruction" on accepted LCR Other reasons	€40 €20
Discounted trade bill or "Dailly Law" factoring debt	
 unpaid on maturity, if the account position prevents reversal of the transaction 	€32
Loan instalment unpaid on due date	€75

OVERDRAFTS AND LOANS

CHARGE FOR CONFIRMATION OF LOANS OUTSTANDING⁽⁹⁾

Per loan⁽⁹⁾

1%

CASH AND OVERDRAFT FACILITY

Occasional cash facility ⁽¹⁰⁾⁽¹¹⁾	Maximum statutory interest rate published quarterly in the Journal Officiel
Authorised overdraft ⁽¹¹⁾⁽¹³⁾	Please ask for details
Other charges on cash facility and a	
 I Highest overdraft fee⁽¹¹⁾ 	0.10%
I Margin of tolerance	1.5%
DISCOUNTING ⁽¹³⁾	
Interest rate	Please ask for details
Charge for breach of credit line per f	orm €50
Account opening malfunction: incorr	rect transfers
(requiring new form request),	
incorrect form, incorrect debtor	€30
Charge for express form processing	(processed during the day) €50
Charge for request for additional doc	
(statement in addition to automatic s	statements) €10
Charge for requesting statement	
for customers' statutory auditors	per statement €20
Charge for accounting research of m	ore than 3 months €75
Charge for accounting research of le	ess than 3 months €25
Charge for requests for pre-mobilisa	tion commercial information €15
Charge for non-contractual release of	of holdback 1% of the amount released

ASSIGNMENT OF TRADE DEBTS (DAILLY LAW)⁽¹³⁾

Charge per debt assigned	€15
Charge per debt assigned by teletransmission	€5
Charge per assignment of debt form	€50
Charge per assignment of debt form by teletransmisson	€20

OVERDRAFTS AND LOANS

Notification and acceptance charge€8Unpaid debt charge€32Charge for time extension€20Renewal of facility on maturityOriginal rate + 2 pointsFollowing renewalsOriginal rate + 2 points + 1 point (*4)Charge for breach of credit lineper form €50Account opening malfunction: incorrect form, incorrect debtor€30Charge for express form processing (processed during the day)€50Charge for request for additional documents (statement in addition to automatic statements)€10Charge for accounting research of more than 3 months€25Charge for advance of less than €1000€20Charge for requesting invoice for refund on invoice not factoredper invoice €15Charge for requests for pre-mobilisation commercial information€15
Charge for time extension €20 Renewal of facility on maturity Original rate + 2 points Following renewals Original rate + 2 points + 1 point (*4) Charge for breach of credit line per form €50 Account opening malfunction: incorrect transfers (requiring new form request), incorrect form, incorrect debtor €30 Charge for express form processing (processed during the day) €50 Charge for request for additional documents (statement in addition to automatic statements) €10 Charge for requesting statement for customers' statutory auditors per statement €20 Charge for accounting research of less than 3 months €25 Charge for accounting research of less than 3 months €20 Charge for requesting invoice for refund on invoice not factored per invoice €15
Renewal of facility on maturity Original rate + 2 points Following renewals Original rate + 2 points + 1 point (**) Charge for breach of credit line per form €50 Account opening malfunction: incorrect transfers (requiring new form request), incorrect form, incorrect debtor €30 Charge for express form processing (processed during the day) €50 Charge for request for additional documents (statement in addition to automatic statements) €10 Charge for requesting statement for customers' statutory auditors per statement €20 Charge for accounting research of less than 3 months €25 Charge for requesting invoice for requesting invoice €20 Charge for requesting invoice for requesting invoice £25
Following renewals Original rate + 2 points + 1 point (**) Charge for breach of credit line per form €50 Account opening malfunction: incorrect transfers (requiring new form request), incorrect form, incorrect debtor €30 Charge for express form processing (processed during the day) €50 Charge for request for additional documents (statement in addition to automatic statements) €10 Charge for requesting statement for customers' statutory auditors per statement €20 Charge for accounting research of less than 3 months €75 Charge for advance of less than €1000 €20 Charge for requesting invoice for refund on invoice not factored per invoice €15
Charge for breach of credit line per form €50 Account opening malfunction: incorrect transfers (requiring new form request), incorrect form, incorrect debtor €30 Charge for express form processing (processed during the day) €50 Charge for request for additional documents (statement in addition to automatic statements) €10 Charge for requesting statement for customers' statutory auditors per statement €20 Charge for accounting research of more than 3 months €25 Charge for advance of less than €1000 €20 Charge for requesting invoice for requesting invoice per invoice €15
Account opening malfunction: incorrect transfers (requiring new form request), incorrect form, incorrect debtor Charge for express form processing (processed during the day) Charge for request for additional documents (statement in addition to automatic statements) Charge for requesting statement for customers' statutory auditors per statement €20 Charge for accounting research of more than 3 months €25 Charge for advance of less than €1000 €20 Charge for requesting invoice
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Charge for accounting research of less than 3 months €25 Charge for advance of less than €1000 €20 Charge for requesting invoice for refund on invoice not factored per invoice €15
Charge for advance of less than €1000 €20 Charge for requesting invoice for refund on invoice not factored per invoice €15
Charge for requesting invoice for refund on invoice not factored per invoice €15
for refund on invoice not factored per invoice €15
for refund on invoice not factored per invoice €15
Charge for requests for pre-mobilisation commercial information €15
Charge for non-contractual release of holdback 1% of the amount released
Direct payment to another bank for an assigned invoice for more than £5,000 2% of the amount of the payment

SUBROGATION

Discharge fee	€50
Teletransmitted discharge fee	€50
Service charge per invoice	€10
Service charge per teletransmitted invoice	€10
Charge for notification by recorded delivery letter	

with acknowledgement of receipt

€7.50

OVERDRAFTS AND LOANS

67	Charge for chase up by recorded delivery letter w
€7.	acknowledgement of receipt
€	Time extension for missed loan instalment
Original rate + 2 poir	Renewal of facility on maturity
rate + 2 points + 1 point	Following renewals Orig
per form €	Charge for breach of credit line
	Account opening malfunction:
	incorrect transfers (requiring new form request),
€	incorrect form, incorrect debtor
ng the day) €	Charge for express form processing (processed d
	Charge for request for additional documents
€	(statement in addition to automatic statements)
	Charge for requesting statement
per statement €	for customers' statutory auditors
hs €	Charge for accounting research of more than 3 m
s €	Charge for accounting research of less than 3 mo
€	Charge for advance of less than €1000
	Charge for requesting invoice
per invoice €	for refund on invoice not factored
information €	Charge for requests for pre-mobilisation commer
1% of the amount releas	Charge for non-contractual release of holdback
	Direct payment to another bank for an assigned
the amount of the payme	

FACTORING

Please contact us to know the various solutions we offer

OTHER LOANS⁽¹³⁾

Please contact your usual adviser for any medium to long-term loan application.

INTERNATIONAL OPERATIONS

PRESENTATIONS IMPORT DOCUMENTARY CREDITS⁽⁶⁾

Setup charge	€100
Charge for sending documents	€15
Settlement fee With a minimum of	0.20% €70
Non-payment/extension/amendment charge	€50
SWIFT confirmation charge	€15
SWIFT intervention charge	€52
IMPORT DOCUMENTARY CREDITS ⁽⁶⁾	
Opening fee Per full quarter with a minimum of	0.50% €250
Usage fee with a minimum of	0.15% €150

Fee for amending commitment Per full quarter with a minimum of	0.50% €125
SWIFT intervention charge	€52
Basic amendment fee	€100
Charge for discrepant documents	€60
Charge for sending documents	€15
Setup charge	€100

INTERNATIONAL OPERATIONS

PRESENTATIONS EXPORT DOCUMENTARY CREDITS⁽⁶⁾

Facility fee	€100
Presentation fee With a minimum of	0.20% €80
Charge for sending documents	€15
Fee per amendment	€50
Non-payment fee	€40
SWIFT intervention charge	€52
SWIFT confirmation charge	€15
EXPORT DOCUMENTARY CREDITS ⁽⁶⁾	
Notification fee Per full quarter with a minimum of	0.10% €100
Postage	€60
Usage fee with a minimum of	0.20% €170
Fee for amending commitment Per full quarter with a minimum of	0.10% €90
Basic amendment fee	€90
Setup charge	€100
SWIFT intervention charge	€52
Fee for rectifying documents	€50
Pre-checking fee	€100
Surveyor's/consultant's charges	€150

INTERNATIONAL GUARANTEES ISSUED BY SWIFT

		V		

INTERNATIONAL OPERATIONS

Drafting fee	€200
Amendment or extension charge	€90
SWIFT intervention charge (MTX99)	€80
Claim charge	€120
Release fee	€100

BILLS PAYABLE ABROAD

Please ask for details

Fee per form	€10
Fee per bill	€20
Fee for notification of outcome	€50
Amendment fee	€50
Non-payment fee	€40
SWIFT intervention charge	€80

SAVINGS AND FINANCIAL INVESTMENTS	
BANK SAVINGS ACCOUNTS	INCLUDING TAX
Livret A ⁽¹⁵⁾	0.75%
Passbook savings account ⁽¹⁶⁾	0.10%
FINANCIAL INVESTMENTS	INCLUDING TAX
ANNUAL CUSTODY FEES	
Custody fees are calculate pro rata temporis on the basis of the daily financial instruments account, and debited half yearly in arrears.	valuation of the holdings in
Funds managed by Delubac Asset Management	Fre
Non-Delubac financial instruments ⁽¹⁷⁾	0.50%
FUND ORDERS	
FUND ORDERS Entry charge(18)	as per Fund KIII
	as per Fund Kill as per Fund Kill
Entry charge ⁽¹⁸⁾	•
Entry charge ⁽¹⁸⁾ Exit charge ⁽¹⁸⁾ Subscriptions/redemptions of	as per Fund KIII
Entry charge ⁽¹⁸⁾ Exit charge ⁽¹⁸⁾ Subscriptions/redemptions of funds not managed by Delubac Asset Management ⁽¹⁷⁾ STOCK EXCHANGE ORDERS ON NYSE EURONEXT (PARIS AMSTERDAM BRUSSELS) ⁽¹⁹⁾ Equities	as per Fund KIII per transaction €4
Entry charge ⁽¹⁸⁾ Exit charge ⁽¹⁸⁾ Subscriptions/redemptions of funds not managed by Delubac Asset Management ⁽¹⁷⁾ STOCK EXCHANGE ORDERS ON NYSE EURONEXT (PARIS AMSTERDAM BRUSSELS) ⁽¹⁸⁾	as per Fund KIII
Entry charge ⁽¹⁸⁾ Exit charge ⁽¹⁸⁾ Subscriptions/redemptions of funds not managed by Delubac Asset Management ⁽¹⁷⁾ STOCK EXCHANGE ORDERS ON NYSE EURONEXT (PARIS AMSTERDAM BRUSSELS) ⁽¹⁹⁾ Equities • Charge • Minimum Bonds	as per Fund KIII per transaction €4 per order €2
Entry charge ⁽¹⁸⁾ Exit charge ⁽¹⁸⁾ Subscriptions/redemptions of funds not managed by Delubac Asset Management ⁽¹⁷⁾ STOCK EXCHANGE ORDERS ON NYSE EURONEXT (PARIS AMSTERDAM BRUSSELS) ⁽¹⁹⁾ Equities • Charge • Minimum Bonds • Charge	as per Fund KIII per transaction €4 19 per order €2 0.759
Entry charge ⁽¹⁸⁾ Exit charge ⁽¹⁸⁾ Subscriptions/redemptions of funds not managed by Delubac Asset Management ⁽¹⁷⁾ STOCK EXCHANGE ORDERS ON NYSE EURONEXT (PARIS AMSTERDAM BRUSSELS) ⁽¹⁹⁾ Equities • Charge • Minimum Bonds • Charge • Minimum	as per Fund KIII per transaction €4 per order €2
Entry charge ⁽¹⁸⁾ Exit charge ⁽¹⁸⁾ Subscriptions/redemptions of funds not managed by Delubac Asset Management ⁽¹⁷⁾ STOCK EXCHANGE ORDERS ON NYSE EURONEXT (PARIS AMSTERDAM BRUSSELS) ⁽¹⁹⁾ Equities • Charge • Minimum Bonds • Charge • Minimum ORDERS ON OTHER MARKETS	as per Fund KIII per transaction €4 19 per order €2 0.759
Entry charge ⁽¹⁸⁾ Exit charge ⁽¹⁸⁾ Subscriptions/redemptions of funds not managed by Delubac Asset Management ⁽¹⁷⁾ STOCK EXCHANGE ORDERS ON NYSE EURONEXT (PARIS AMSTERDAM BRUSSELS) ⁽¹⁹⁾ Equities • Charge • Minimum Bonds • Charge • Minimum ORDERS ON OTHER MARKETS Equities	as per Fund KIII per transaction €4 19 per order €2 0.759
Entry charge ⁽¹⁸⁾ Exit charge ⁽¹⁸⁾ Subscriptions/redemptions of funds not managed by Delubac Asset Management ⁽¹⁷⁾ STOCK EXCHANGE ORDERS ON NYSE EURONEXT (PARIS AMSTERDAM BRUSSELS) ⁽¹⁹⁾ Equities • Charge • Minimum Bonds • Charge • Minimum ORDERS ON OTHER MARKETS	as per Fund KIII per transaction €4 19 per order €2 0.759 per order €2
Entry charge ⁽¹⁸⁾ Exit charge ⁽¹⁸⁾ Subscriptions/redemptions of funds not managed by Delubac Asset Management ⁽¹⁷⁾ STOCK EXCHANGE ORDERS ON NYSE EURONEXT (PARIS AMSTERDAM BRUSSELS) ⁽¹⁹⁾ Equities • Charge • Minimum DRDERS ON OTHER MARKETS Equities • Charge • Charge	as per Fund KIII per transaction €4 19 per order €2 0.759 per order €2 1.809

SAVINGS AND FINANCIAL INVESTMENTS

SPECIFIC PRICING - UNLISTED SECURITIES	INCLUDING TAXES
Charge per transaction (purchase/sale) With a minimum of	per transaction 0.10% €150
Management actions (securities transactions, etc.)	per action €100
OTHER SERVICES	INCLUDING TAXES
Bourse@nline subscription	Free
Opening of financial instruments account	Free
Quarterly portfolio statement	Free
Charge for transferring securities outside the Bank	
 Flat rate per securities holding deposited in France 	€30
 Flat rate per securities holding deposited abroad 	€80
Minimum charge per account	€150
Other services	Please ask for details

OTHER SERVICES

GUARANTEES ISSUED BY THE BANK

Charge for issuing guarantee	Please ask for details
Amendment charge	€80
Charge for calling in guarantee ⁽²⁰⁾	€150
SUNDRY OPERATIONS	
Reissue of a repayment schedule	€45
Annual guarantee notification(21)	€55
Producing an early repayment statement	€50
Charge for referring case for litigation or collection	up to €2,500
Statement given to statutory auditors	€170
SERVICE PACKAGE	
Right to an account (basic banking service)(22)	Free

DISPUTE RESOLUTION	
If he has a complaint, the Customer may contact the Bank's Customer Relations Department free of charge by calling its reception on 04 75 29 02 99 (no-surcharge number) or by sending a letter to the address below: Banque Delubac & Cie - Service Relation Clientèle 16, place Saléon Terras, 07160 Le Cheylard, France or by email to: qualite@delubac.fr	
If the Customer's request concerns a payment service, his complaint will be processed within 10 business days from receipt of the complaint. If no reply can be given during this period due to exceptional circumstances, the deadline is extended to 35 business days. If the Customer's request does not concern a payment service, his complaint will be processed within two months from receipt.	
Secondly, if the Customer is not satisfied with the answer, he can contact the Bank's Complaints Department free of charge, enclosing with his request a copy of his initial letter and the reply to the following address: Banque Delubac & Cie - Service Réclamation 16, place Saléon Terras, 07160 Le Cheylard, France or by email to: reclamation@delubac.fr	
If the dispute cannot be resolved and it falls within its jurisdiction, the Client may refer it for no cost to the Mediator designated by the Bank, under the following conditions: Explain refusal of his request by the Bank's Complaints department; Send his request to the address below: Monsieur le Médiateur - Bank Delubac and Co., 10 rue Roquépine, 75008 Paris, France. or, via the website of the mediator of Banque Delubac & Cie: https://mediateur- banque-delubac.com	
If the dispute falls within its jurisdiction, the Customer has the opportunity to refer it to for no cost to the AMF Mediator by contacting: Monsieur le Médiateur de l'AMF - Autorité des Marchés Financiers, 17 Place de la Bourse, 75082 Paris CEDEX 02, France.	

- Provided under the right to have a bank account, article L312.1 of the French Monetary and Financial Code (CMF).
 List of SBB products and services indicated in article D312.5-1 of the French Monetary and Financial Code.
- (2) Excluding connection costs billed by your telephone company and/or internet service provider.
- (3) Service reserved for individuals and charities in accordance with article 314-7 of the French Monetary and Financial Code.
- (4) ATM: Automated Teller Machine.
- (5) Subject to product availability.
- (6) Correspondent banks' charges and foreign exchange fees are passed on if converting into foreign currency.

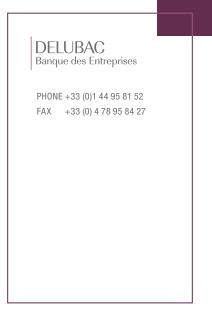
Explanation concerning charge options:

- "OUR" option: all charges payable by the payer, including those of the payee.

- "SHA" Option: charges split between payee and payer (this is the option with European SEPA transfers).

- "BEN" option: all charges payable by the payee, including those of correspondent banks.

- (7) The flat rate includes unpaid item charges, the letter of injunction, the preliminary notification letter for a cheque with insufficient funds, the freezing of the provision, issuance of the certificate of non-payment, the Banque de France declaration, the Intervention fee and recorded delivery mail costs.
- (8) Amount limited to the rejected instruction.
- (9) Charges calculated on the annual basis of the amount of confirmed holdings, debited quarterly.
- (10) Subject to acceptance by the Bank. The cash facility allows you to to be overdrawn for a maximum of 30 days. Example: if you use your occasional cash facility of €2,500 over a period of 30 days, at 19% interest, the APR is 20.75%.
- (11) Charges and fees are included in the APR (Annualised Percentage Rate).
- (12) BBR: Delubac bank base rate. 7% on 01/01/2019. It is determined by each bank according to market conditions.
- (13) Subject to acceptance by the Bank.
- (14) On each renewal, capped at 5 points.
- (15) Regulated savings product. Conditions and interest rate subject to change.
- (16) Gross annual nominal rate as at 01/02/2019. Lower and upper limits may vary at any time, at the discretion of Bank Delubac.
- (17) Flat fee of €40 debited for any fund subscription or redemption outside Groupe Delubac, in addition to any entry/exit charges applicable to the products in question.
- (18) Key Investor Information Document.
- (19) Where applicable the Tax on Financial Transactions (TFT) also applies.
- (20) Charges debited by the Bank if the beneficiary calls in the guarantee.
- (21) Per year, per guarantee and per loan.
- (22) Account opened under the designation of the Banque de France (article L312-1 of the CMF). List of services mentioned in article D312.5-5 of the CMF.



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