



## PANCRETA BANK

### PRE-CONTRACTUAL INFORMATION

#### TIME DEPOSIT: "TIME DEPOSIT @ A CLICK"

**Product description:** Time deposit in euro or foreign currency with a term of 7 days, 1, 3, 6 and 12 months, with return of principal amount and interest at maturity. The Term Deposit offers a guaranteed return and a preferential interest rate depending on the amount, currency and duration of the deposit. The interest rate is kept fixed for the entire duration of the Term Deposit.

**Time Deposit Account:** The account held by the customer with the Bank and on which the Time Deposit function is based.

**Service Account:** Defined as the first demand account, which may be a Savings, Current or Demand Account, servicing the Time Deposit Account at inception, maturity, and renewal, for the purpose of yielding interest and principal. This account always has the same beneficiaries as the Time Deposit Account.

The Bank is entitled, without the cooperation of the beneficiary/co-beneficiaries, irrevocably either to debit the service account for the principal of the opened term deposit and the deposit tax or to credit it with the gross interest amounts and the principal of the term deposit after its maturity in any way (including the non-renewal of the term deposit until the maturity date).

#### A. Key Features of a Time Deposit:

- ❖ Beneficiaries: Natural persons
- ❖ Currency: Euro (€), US Dollar (USD), Pound Sterling (GBP)
- ❖ Minimum deposit: €5.000 , USD 5.000, GBP 5.000
- ❖ Maximum deposit amount: €50.000, USD 50.000, GBP 50.000
- ❖ Allocation to Electronic Banking
- ❖ Interest rate: The interest rate is fixed and varies depending on the amount, currency and duration of the deposit. The Bank's customers may, at any time, obtain information on the interest rates applicable to Time Deposits when opening a Time Deposit via Electronic Banking as well as from the Table of Deposit Rates which is posted on the Bank's website, [www.pancretabank.gr](http://www.pancretabank.gr).
- ❖ Time basis for the calculation of interest: the actual/calendar (365) or commercial (360) days ratio, where the numerator is the actual days, and the denominator is either the 365 calendar day year or the 360 commercial day year, depending on the currency of the deposit (EURO and GBP 365 days/ USD 360 days)
- ❖ Start and end time of the interest payment: From the start date of the fixed-term deposit until the day before the maturity date
- ❖ Payment of principal and interest: at the designated maturity of the Time Deposit, by crediting the amount of the principal and interest to the Service Account linked to the Time Deposit Account



- ❖ In case the anniversary of the interest or principal payment falls on a Saturday, Sunday or other public holiday, the duration of the accrual period will be extended until the next business day.
- ❖ Interest tax: tax is withheld from the interest amount and paid to the State, in accordance with the tax legislation in force. The tax rate is currently 15%.
- ❖ The beneficiary(s) of the account is/are charged with any commissions, expenses, etc. according to the Bank's respective Invoice, which are charged to the time deposit.
- ❖ The beneficiary of the fixed-term deposit account acknowledges the Bank's right to set off any claim of the Bank from any cause whatsoever, whether against him or against one of the joint holders, even if not due, against his counterclaim arising from the fixed-term deposit, even if not due, and irrevocably authorizes the Bank to debit the account to be opened (whether for a claim of the Bank against him or against any of his co-beneficiaries), giving the Bank the right even to terminate the fixed-term deposit prematurely

## **B. Time Deposit Options:**

- ❖ Opening of the fixed-term account with more beneficiaries (Natural Persons) as well as the subsequent addition of a joint beneficiary(ies) (joint account) according to the following terms:
  - a) The deposit will be governed by the provisions of Law 5638/1932 on joint accounts, Law 951/71 and the relevant decisions of the monetary policy bodies, etc. i.e. each of the co-beneficiaries of a fixed-term deposit will have the right to use the account in whole or in part without the cooperation, consent or approval of the other co-beneficiaries, even in the event of early repayment of a fixed-term deposit, provided that such early repayment is accepted by the Bank
  - b) In the event of the death of any of the co- beneficiaries, the deposit is automatically transferred to the other surviving co- beneficiaries up to the last of them
  - c) The co-beneficiaries of a fixed-term deposit in a joint account are jointly and severally liable to the Bank for claims of the Bank in relation to such deposit
  - d) The Depositor accepts that each co-beneficiary of a joint account has the right to receive information (verbal and/or written) on any transaction relating to the joint account and to receive a copy of the relevant proofs of deposit held by the Bank
  - e) the instructions and orders given by any of the co-beneficiaries of the joint account shall be binding in their content and execution on all co-beneficiaries.
  - f) Addition of co-beneficiary/co-beneficiaries is carried out with the cooperation of the initial beneficiary (or initial co-beneficiaries) and all co-beneficiaries shall be added at the branch where the account is held. The account may be opened with more beneficiaries, provided that it has the same composition as the linked deposit account.
- ❖ Early withdrawal in part or in whole of the Time Deposit, is possible only from the Bank's Branch Network. The amounts withdrawn early are subject to a penalty interest charge for the remaining



period until the agreed maturity date, calculated at the interest rate applicable to such cases at the Bank.

### **C. Handling of Complaints/ Requests:**

For any request or complaint regarding the Bank's services and products, you can:

- a) Contact any of the Bank's branches by letter or by filling in a standard complaint form
- b) Send a letter by email to [complaints@pancretabank.gr](mailto:complaints@pancretabank.gr), or by post to: Pancreta Bank S.A., Complaints Management. Ikarou Avenue and Mausolou 71 601, Heraklion, Crete, Greece.
- c) Contact the Bank's Call Centre through a recorded telephone call at +30 2810 338787, from Monday to Friday, during business hours from 08:00 to 15:00
- d) Complete the electronic Complaint Form available on the Bank's website ([www.pancretabank.gr](http://www.pancretabank.gr))

As soon as we receive your request we will contact you in order to:

- To confirm receipt of your request
- To inform you that we will respond in writing within the timeframe set by the applicable regulatory framework (within 45 days from the submission of the relevant complaint). If it is not possible to provide a response within 45 days, we will inform you of the reason for the delay and the timeframe within which we expect to complete our investigation of the complaint.

### **D. Alternative dispute resolution for consumer disputes:**

Furthermore, for any dispute, you have at your disposal special procedures for out-of-court dispute resolution by contacting the Competent Authorities and alternative dispute resolution bodies such as:

- The Consumer Ombudsman, 144 Alexandras Street, 11471, Athens, Greece, tel. 2106460862, e-mail: [grammateia@synigoroskatanaloti.gr](mailto:grammateia@synigoroskatanaloti.gr), website: <http://www.synigoroskatanaloti.gr>
- The Financial Ombudsman, 1 Massalias Street, 10680 Athens, tel. 210 3376700, e-mail: [info@hobis.gr](mailto:info@hobis.gr), website: [www.hobis.gr](http://www.hobis.gr)
- the Friendly Settlement Committees provided for in Article 11 of Law 2251/1994, as in force from time to time
- the General Secretariat of Commerce and Consumer Protection of the Ministry of Development and Investments, Kanigos Square, 10181, Athens, whose services are also accessible via the website <https://kataggelies.mindev.gov.gr/>