

Glossary of Standardised Terms



Term	Definition
Maintaining the account	The account provider operates the account for use by the customer.
Providing a debit card	The account provider provides a payment card linked to the customer's account. The amount of each transaction made using the card is taken directly and in full from the customer's account. Payz Mastercard is available to Silver, Gold, Platinum and VIP level Payz account holders in EEA countries.
Cash withdrawal	The customer takes cash out of the customer's account.
Inactivity fee	This fee is charged if there have not been any incoming or outgoing transactions on any of the accounts within the last 6 months.
Credit Transfer SEPA	The account provider transfers money, on the instruction of the customer, from the customer's account to another account, through SEPA.
Credit Transfer Non SEPA	The account provider transfers money, on the instruction of the customer, from the customer's account to another account, through a channel other than SEPA. Includes electronic funds transfer, instant deposit, local or international bank deposit, local services.
Currency Exchange Services	Conversion of the currency of the account into the currency of the transfer / withdrawal.

Copy of a Statement	Reissuance of an account statement.
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