

The following translation is provided for the customer's convenience only. The contractual language is German. Therefore, German legal documents are binding in all respects and constructions, meanings or interpretations in the German legal documents shall prevail in case of inconsistency with the English version.

General Information on Payment Accounts (pursuant to Sec. 14(1) – (4) of the Payment Accounts Act (Zahlungskontengesetz - ZKG)

1. Information on Basic Account

1.1. What can you do with the Basic Account?

The Basic Account allows you to deposit funds and make cash withdrawals. You can also make or receive cashless payments with the payment account (e.g. transfer money electronically).

Please note that the payment account only works on “prepaid-basis”, meaning that it will not be possible to overdraft the payment account.

The Basic Account is maintained in Euro.

With the Basic Account, the following services will be available to you:

- **Cash Deposits and Cash Withdrawals:** You can deposit cash into or withdraw cash from your Basic Account. BBVA will not charge any fees for the withdrawal of cash at ATMs. **Please note** that, however, the credit institution that operates the ATM may charge a fee for the withdrawal of cash in an amount that is neither foreseeable nor controllable to BBVA.
- **Execution of payment transactions:** Including the Transfer of funds to your payment account with us or with another payment service provider through:
 - Execution of Direct Debit transactions (recurring/one-time),
 - Execution of Transfers (including scheduled transfers and Standing Orders),
 - Execution of payment transactions using the BBVA Debit Card.

- **Use of Self-Service Terminals, Service Terminals or Digital Banking:** You can use Digital Banking via our App (BBVA App) or website (www.bbva.de).

1.2. What are the costs and fees associated with a Basic Account?

The Basic Account costs 5 EUR per month.

Please note that everything you do with any of your payment accounts (e.g. the Withdrawal of Cash or the Transfer) may be subject to fees.

The fees and costs associated with our services in connection with the Basic Account are described in our Price and Service List.

The Price and Service List is accessible on our website at <https://www.bbva.de/allgemein/agb.htm>.

We will also provide you with the Price and Service List upon your request.

1.3. What are the terms of use in connection with the Basic Account?

The terms of use in connection with the Basic Account are the relevant contractual rules. We will provide you with the terms of use before and during the account opening process. During the account opening process, you must agree on these terms of use. Only if you agree, a contract between you and us (BBVA) regarding the Basic Account is concluded.

Part of the contractual rules will be the General Terms and Conditions (AGB-Banken) and the special conditions for Transfers, Direct Debits, Online-Banking and the BBVA Debit Card. You can find the contractual rules at our website at <https://www.bbva.de/allgemein/agb.html>.

We will also provide you with the contractual rules upon your request.

1.4. Do I have to work in a specific job or do I have to acquire business shares in BBVA to open and use the Basic Account?

No. The opening and use of the Basic Account do not depend on belonging to a specific professional group or acquiring business shares in BBVA.

Note: The opening and use of the Basic Account is not dependent on any additional pre-requisites made by BBVA (e.g. on the agreement on additional services provided by BBVA).

2. Information on Payment Accounts (including Basic Account)

2.1 Changing of Accounts

Upon your request, your transferring (previous) payment service provider is generally obligated to help you transfer your payment account to BBVA. BBVA is also generally obligated to help you transfer your payment account to another payment service provider if you wish to do so.

Please note: There is no entitlement to account switching assistance under the ZKG in the following cases:

- for a cross-border account switch, i.e., if the transferring or receiving payment service provider is not based in Germany; or
- for a non-currency-congruent account switch, i.e., if your payment account with the involved payment service providers is not maintained in the same currency.

(a) Authorization for Account Switching Assistance under the ZKG

If you wish to transfer your payment account from or to BBVA, BBVA is obligated to provide you with a form for your authorization for the changing of accounts. In this form, you must provide various information, i.e.

- on individual incoming transfers, standing orders, and direct debit mandates that should be covered by the account switching assistance; and
- on the date from which the account switching shall be carried out.

as well as grant explicit consent to the account switching.

(b) Account Switching – Step by Step

- The completed authorization must be submitted to the receiving payment service provider (new credit institution), which will then initiate the account switching process.
- Within two business days of receiving the authorization, the receiving payment service provider will contact the transferring payment service provider (previous credit institution) and request that the actions specified by you in the authorization be carried out, particularly creating a list of the payment transactions to be transferred.

- With the authorization, you initiate the transfer of standing orders, direct debits, and regularly recurring incoming transfers to your (new) account with the receiving payment service provider and, if desired, the closure of your payment account with the previous payment service provider on the date you specify. Furthermore, you can specify a date in the authorization that deviates from the desired date of the account switch for the cessation of standing orders on your existing account and the transfer of any remaining balance to your new account.
- If a date specified by you in the authorization regarding standing orders and direct debits is not at least six business days after the receipt of the necessary lists and information from the transferring payment service provider (more on this shortly), the sixth business day after the receipt of the lists and information will automatically replace the date specified by you by law.

(c) Fees and Costs

BBVA charges no fees for providing information, sending lists, and closing the account. Any other fees and costs associated with an account switch can be found in the "Price and Service Directory" of the transferring and receiving payment service providers.

(d) Dispute Resolution

If the subject of the complaint concerns a dispute arising from the application area of payment services law (Sec. 675c to 676c of the German Civil Code (*Bürgerliches Gesetzbuch*), Art. 248 of the Introductory Act to the German Civil Code (*Einführungsgesetz zum Bürgerlichen Gesetzbuch*), Sec. 48 of the German Payment Accounts Act (*Zahlungskontengesetz*), and provisions of the Payment Services Supervision Act (*Zahlungsdiensteaufsichtsgesetz*)), there is also the possibility to file a complaint with the German Federal Financial Supervisory Authority (*Bundesanstalt für Finanzdienstleistungsaufsicht*). The procedural rules are available from the German Federal Financial Supervisory Authority. The address is: Federal Financial Supervisory Authority, Graurheindorfer Straße 108, 53117 Bonn. Additionally, there is also the possibility to file a complaint directly with BBVA. BBVA will respond to complaints in text form (e.g., by letter, fax, or email).

The European Commission provides a platform for out-of-court online dispute resolution (so-called OS platform) at <https://ec.europa.eu/consumers/odr/>.

The German Federal Financial Supervisory Authority provides information on complaints about supervised companies at https://www.bafin.de/DE/Verbraucher/BeschwerdenStreitschlichtung/BeiBaFinbeschwerden/BeiBaFinbeschwerden_node.html.

Additionally, there is the possibility to file a civil lawsuit.

2.2 Clarification of the terms used in this information and in the context of our services

The terms used in the context of our services in connection with the payment accounts are explained and specified in our Glossary.

The Glossary is accessible on our website at www.bbva.de We will also provide you with the Glossary upon your request.