

Terms and definitions for services linked to a payment account

This document provides you an overview of standardised terminology of the most representative services linked to a payment account.

Terms and definitions for payment account services

Term	Definition
Maintaining the account	The account provider operates the account for use by the customer.
Sending money In foreign currency or to countries within SEPA in euro	The account provider transfers money, on the instruction of the customer, from the customer's account to another account in a currency other than euro or to countries outside SEPA in euro
Sending money Urgent transfers in euro	The account provider transfers money, on the instruction of the customer, from the customer's account to another account. The receiver will receive the money on business days within 1,5 hours in case of urgent transfers between two Dutch accounts. This will only be the case if the customer has provided the payment instructions to the account provider on time.
Receiving money In foreign currency or from countries outside SEPA in euro	The customer receives money on his account in a currency other than euro or from countries outside SEPA in euro.
Providing a payment card Extra payment 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. An extra payment card will be provided to the customer upon request, for example to the joint accountholder.
Providing a payment card Replacement payment 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. A replacement payment card will be provided when the previous issued payment card, for example due to loss, theft or defect cannot be used anymore.
Providing a credit card	The account provider provides a payment card linked to the customer's payment account. The total amount of the transactions made using the card during an agreed period is taken either in full or in part from the customer's payment account on an agreed date. A credit agreement

	between the provider and the customer determines whether interest will be charged to the customer for the borrowing.
Cash withdrawal with a debit card in foreign currency	The customer takes cash out of the customer's account. The withdrawal is done through his or her payment card in a currency other than euro.
Cash withdrawal with a credit card in euro	The customer takes cash out of the customer's account using his or her credit card in euro.
Cash withdrawal with a credit card in foreign currency	The customer takes cash out of the customer's account using his or her credit card in a currency other than euro.
Payment using a debit card in foreign currency	The customer pays with his or her payment card in a currency other than euro.
Payment using a credit card in foreign currency	The customer pays with his or her credit card in a currency other than euro.
Arranged overdraft	The account provider and the customer agree in advance that the customer may borrow money when there is no money left in the account. The agreement determines a maximum amount that can be borrowed, and whether fees and interest will be charged to the customer.
Unarranged overdraft	The account provider debits money from the customer's account, while there is insufficient balance on the account, or the debit amount exceeds the arranged overdraft amount. The account provider can charge interest over the amount that the customer exceeds the arranged overdraft amount.
Paper bank statement	The account provider periodically provides a paper bank statement of the account to the customer. In this overview at least, provides information on the account balance and debit- and credit transactions.