

## Glossary of services associated with a payment account

<b>General services linked to a payment account</b>	
Maintaining the account	The account provider manages the account used by the customer.
Credit transfer	The account provider carries out money transfers from the customer's account to another account on the customer's instructions. <i>A relevant payment account service within the meaning of section 2(6) of the ZKG exists if a transfer is made in euros within the EEA states.</i>
Crediting a transfer	The customer receives the amount of a transfer from the EEA states credited to his payment account in euros.
Standing order	The account provider regularly transfers a fixed amount of money from the customer's account to another account on the customer's instructions. <i>A relevant payment account service within the meaning of section 2(6) of the ZKG exists if a transfer is made in euros within the EEA states.</i>
Direct debit	The customer authorises another person (recipient) to instruct the account provider to transfer money from the customer's account to the recipient's account. The account provider then transfers money from the customer's account to the beneficiary's account on a date or dates agreed by the customer and the beneficiary. <i>A relevant payment account service within the meaning of section 2(6) of the ZKG exists if a transfer is made in euros within the EEA states.</i>
Legitimate refusal to accept a direct debit	The fee is due if the payment service provider legitimately does not redeem a direct debit in euros from EEA states.
Legitimate refusal to execute a transfer order	The fee is due if the payment service provider legitimately refuses to execute a credit transfer order in EEA States.
<b>Cards and Cash</b>	
Issuing a debit card	The account provider issues a payment card linked to the customer's account. The amount of each transaction through the use of the payment card is debited directly and in full from the customer's account.

Issuing a credit card	The account provider issues a payment card linked to the customer's account. The total amount of transactions through the use of the payment card within an agreed period of time is debited in full or in part from the customer's account on a specified date. A credit agreement between the provider and the customer specifies whether the customer will be charged interest for using the credit.
Cash deposit	The customer deposits cash in euros into his account at the counter or at the ATM of his payment service provider.
Cash Withdrawal	The customer withdraws cash from his account. <i>A relevant payment account service within the meaning of section 2(6) of the ZKG exists if a transfer is made in euros within the EEA states.</i>
Cash withdrawal with the debit card at an ATM	The customer withdraws cash in euros from his account with the debit card at an ATM within the EEA states.
Cash withdrawal with the debit card at foreign ATMs in foreign currency	The customer withdraws cash from his account with his debit card in foreign currency (not in euros) at foreign ATMs.
Cash withdrawal with the credit card at an ATM	The customer withdraws cash in euros from his account with the credit card at an ATM within the EEA states.
Cash withdrawal with the credit card at foreign ATMs in foreign currency	The customer withdraws cash from his account with his credit card in foreign currency (not in euros) at foreign ATMs.
Use of the debit card to pay in foreign currency	The customer uses the debit card to pay for goods or services in foreign currency (not in euros) at terminals.
Use of the credit card to pay in foreign currency	The customer uses the credit card to pay for goods or services in foreign currency (not in euros) at terminals.
<b>Overdrafts and related services</b>	
Granted Overdraft	The account provider and the customer agree in advance that the customer can debit his account even if there is no more money in the account. The agreement specifies the maximum amount that can still be debited from the account in this case and whether the customer will be charged fees and interest.
Tolerated Overdraft	The customer exceeds his credit balance or the overdraft granted to him with a payment order. The payment order is nevertheless executed and the payment account is debited accordingly.