

 $\label{eq:Customer service Standard Terms and Conditions} Annex\ N1-Customer\ service\ standard\ tariff\ and\ limits \\ Valid\ from\ January\ 23\ ,\ 2024$

Expat Package Tariffs and Limits	
Credo Universal Service fee	45 GEL - Annually
Credo Offiversal Service fee	5 GEL - Monthly
Current accounts	
Current account opening	Free
Adding current account currency	Free
Current account service fee (monthly)	1.5 GEL
Dormant account service fee (monthly)	5 GEL
Cash depositing	
Operations in national currency	Free
Operations in foreign currency (except RUR)	Free
Operations in RUR	5% of the amount
Cash withdrawal*	
Operations in national currency	0.2% of the amount (min 0.20 GEL)
Operations in foreign currency	0.6% of the amount (min 0.50 GEL)
Withdrawal of the loan amount in national currency	Free
Withdrawal of the loan amount in foreign currency	Free
Withdrawal amount of the Deposit and Saving account *****	Free
Money transfers from accounts	
Money transfer within the bank system between the client own accounts	Free
(any currency)	rree
Money transfer within the bank system between the accounts of different	0.07% of the amount (min 0.5 GEL)
clients	0.07% of the amount (min 0.3 GEL)
Payments to Credo Bank	Free
Money transfer outside the bank system (up to 1000 GEL)	4 GEL
Money transfer outside the bank system (from 1000 GEL to 10 000 GEL)	4 GEL
Money transfer outside the bank system (from 10 000 GEL to 100 000 GEL)	10 GEL
Money transfer outside the bank system (from 100 000 and more)	100 GEL
Quick (individual) transfer (up to 10 000 GEL)	transfer fee + 1 GEL
Commission for preparing a payment order (excluding payments to Credo	0.50.051
Bank)	0.50 GEL
Commission for preparing a payment order for Payments to Credo Bank	Free
Transfer outside the bank system in USD	0.15 % (min. 30 USD ; max. 150 USD)
Transfer outside the bank system in Euro and other currencies	0.15 % (min. 35 EUR; max. 150 EUR)
Transfer outside the bank system with the guarantee of full crediting the	0.15 % (min. 35 USD ; max. 150 USD)
account of the recipient - USD	
Transfer outside the bank system with the guarantee of full crediting the account of the recipient - in Euro and other currencies	0.15 % (min. 35 EUR; max. 150 EUR)



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Money transfers from accounts (Mycredo.ge)	
Money transfer within the bank system between the client own accounts	Fu
(any currency)	Free
Money transfer within the bank system between the accounts of different	_
clients	Free
Payments to Credo Bank	Free
Money transfer outside the bank system (up to 1000 GEL)	1 GEL
Money transfer outside the bank system (from 1000 GEL to 10 000 GEL)	1 GEL
Money transfer outside the bank system (from 10 000 GEL to 100 000 GEL)	1 GEL
Money transfer outside the bank system (from 100 000 and more)	1 GEL
Quick (individual) transfer (up to 10 000 GEL)	transfer fee + 1 GEL
Transfer outside the bank system in USD	0.15 % (min. 30 USD ; max. 150 USD)
Transfer outside the bank system in Euro and other currencies	0.15 % (min. 35 EUR; max. 150 EUR)
Transfer outside the bank system with the guarantee of full crediting the	0.47.0/ 1. 07.100 470.100
account of the recipient - USD	0.15 % (min. 35 USD ; max. 150 USD)
Transfer outside the bank system with the guarantee of full crediting the	0.15 0/ Junio 25 5UD: 250 450 5UD
account of the recipient - in Euro and other currencies	0.15 % (min. 35 EUR; max. 150 EUR)
Issuing a certificate ***	
Certificate on the balance of the account, certificate on the turnover on the	10.05
account	10 GEL
Issuing a certificate on the existence of an account	Clients – GEL 10, non-clients - 20 GEL
Other type of certificate	Clients – GEL 20, non-clients - 30 GEL
Certificate on the absence of debt	Clients – 20 GEL , non-clients - 30 GEL
Certificate on the current debt	in case of existence of debt - free
	in case of absence of debt - 20 GEL
Certificate on the current debt / absence of debt (if a third person -	20.051
guarantor, owner of real estate / collateral requests a certificate)	20 GEL
Current account statement in Georgian	Once per month - free
Current account statement in Georgian	In other case – 10 GEL
Remittances statement	10 GEL
Current account statement in English (For operations with maturity of 2	For open accounts – 20 GEL
years and less)	For closed accounts – 30 GEL
Current account statement in English (For operations with maturity of more	For open accounts – 30 Gel
than 2 years)	For closed accounts – 40 Gel
Distance Services	
SMS Service	Free
Email Banking	Free
Internet / Mobile banking	
MyCredo.ge	Free
Other services	
Receiving copy of the receipt	10 GEL – for the printed-out copy
	40 GEL- for the archived document copy
Remittances withdrawal	
Remittance withdrawal fee	Free



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MasterCard Debit Card		
Currency	GEL / USD / EUR	
Service fee	<u> </u>	
Card service fee (One-time fee), if purchased in the Branch	Free	
Card service fee, if purchased through Online Banking (MyCredo)	Free	
Card Recovery fee (in case of card loss or damage)	10 GEL	
Card validity period	4 Year	
Daily withdrawal limits	<u>'</u>	
Credo Bank service centers	Unlimited	
Credo Bank ATM's		
UFC network Banks ATM's (TBC, Halyk)		
UFC network Banks service centers	10 000 GEL (Or Equivalent in other currencies)	
Other bank ATM's		
Other bank service center		
Purchase Limit	20 000 GEL (Or Equivalent in other currencies)	
Operation Limit without using PIN Code	100 GEL	
Stop list (Card Blocking)		
Local stop list	Unlimited	
International Stop list	50 USD (Weekly, Per Region)	
Payment fee in merchants		
International merchants	Free	
Local merchants	Free	
Internet	Free	
Cash withdrawal fee	<u>'</u>	
Other Banks service center	3% of the amount (min 8 GEL / 4 USD / 4 EUR)	
Credo Bank ATM's	GEL - Free, USD - 0.3% (min 0.5 USD)	
UFC network Banks ATM's (TBC, Halyk)	GEL - 0.2% (min. 0.5 GEL);	
	USD / EUR - 0.5% (min 0.5 USD / 0.5 EUR);	
Other Banks ATM's (Georgia)	2.5 % of the amount (min 7 GEL / 3 USD / 3 EUR)	
Other Banks ATM's (Abroad)	3.5 % of the amount (min 12 GEL / 5 USD / 5 EUR)	
International Chargeback		
International Chargeback fee	free	
Card Accounts Protection		
Access to high risk merchants	according to customer request	
3D Secure service	free	
Payments in Public Transport (travel fee payment via Pos Terminal)		
Metro, Buses and cable car (Tbilisi City Municipality)	free	
Additional Services		
Pin Code change (ATM)	free	
Pin Code recovery	free	

^{*}for amounts above limits Bank must be informed 3 days before the withdrawal:

⁻ for branches located in high mountain area, the limit is 50 000 Gel (or equivalent in Gel)

⁻ for other branches limit is 100 000 Gel (or equivalent in Gel)

^{***} Certificate should be issued max. in 2 business days

^{*****} Saving Deposit – If withdrawal occurs within less than 7 calendar days after depositing the amount, bank's standard tariff is valid