

## Customer service Standard Terms and Conditions Annex N1 – Customer service standard tariff and limits Valid from November 20, 2023

Credo Universal Tariffs and Limits		
Credo Universal Service fee	65 GEL - Annually	
	6 GEL - Monthly	
Current accounts		
Current account opening	Free	
Adding current account currency	Free	
Current account service fee (monthly)	Free	
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	0.1% Of the amount (min 0.20 GEL)	
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	_	
(any currency)	Free	
Money transfer within the bank system between the accounts of different		
clients	0.07% of the amount (min 0.5 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 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	0.15 % (min. 35 EUR; max. 150 EUR)	
account of the recipient - in Euro and other currencies		



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Manay transfers from accounts ( Mysrada sa)	
Money transfers from accounts ( Mycredo.ge)	
Money transfer within the bank system between the client own accounts	Free
(any currency)	
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)	Free
Money transfer outside the bank system (from 1000 GEL to 10 000 GEL)	Free
Money transfer outside the bank system (from 10 000 GEL to 100 000 GEL)	Free
Money transfer outside the bank system (from 100 000 and more)	Free
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 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 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	
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
Cartificate as the surrout debt	in case of existence of debt - free
Certificate on the current debt	in case of absence of debt - 20 GEL
Certificate on the current debt / absence of debt (if a third person -	20 GEL
guarantor , owner of real estate / collateral requests a certificate )	20 GEL
Current account statement in Georgian	Once per month - free
	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
SMS notifications	
SMS Service	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 Universal (Debit Card)		
Currency	GEL / USD / EUR	
Service fee		
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		
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		
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 - Free, USD / EUR - 0.5% (min 0.5 USD / EUR)	
Other Banks ATM's (Georgia)	GEL - Free, USD / EUR - 0.5% (min 0.5 USD / EUR)	
Other Banks ATM's (Abroad)	3 % of the amount (min 8 GEL / 4 USD / 4 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