

Fees and Services



Fees and Services

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1 Account maintenance price and service features

Price models for private clients

1.1 PRIVATE CURRENT ACCOUNT BASIC

Flat fee private current account basic, normal per account, per month	€ 7.50
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Prices for additional services:

Mailing of periodic statements upon the request of the customer, plus any applicable postage:

Fortnightly statement	€ 0.30
Weekly statement	€ 0.30
Preparation of account movement statement	€ 0.30

Flat private current account basic, online per account, per month	€ 2.50
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The flat fee includes the following services:

- Account maintenance
- Cash withdrawals from cash machines (ATMs) of banks in Germany using the debit card¹⁾
- Standing orders in Euro within SEPA (set-up, deletion, modification, suspension)
- SEPA credit transfers
- Monthly mailing of account statements
- Debit card for the account holder, maximum of two cards

The flat fee includes the following services:

- all services included in the account private current account basic, normal as well as the presentation of SEPA direct debits

1.2 PRIVATE CURRENT ACCOUNT PLUS

Private current account plus, normal per account, per month	€ 10.00
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Private current account plus, online per account, per month	€ 5.00
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The flat fee includes the following services:

- all services included in the account model private current account basic, normal plus
- Mastercard Standard (credit card) for the account holder(s), maximum of 2 cards

The flat fee includes the following services:

- all services included in the account model private current account basic, online plus
- Mastercard Standard (credit card) for the account holder(s), maximum of 2 cards

1.3 PRIVATE CURRENT ACCOUNT GOLD

Private current account gold, normal per account, per month	€ 12.50
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Private current account gold, online per account, per month	€ 7.50
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The flat fee includes the following services:

- all services included in the account model private current account basic, normal plus
- Mastercard Gold (credit card) for the account holder(s), maximum of 2 cards

The flat fee includes the following services:

- all services included in the account model private current account basic, online plus
- Mastercard Gold (credit card) for the account holder(s), maximum of 2 cards

¹⁾ Independent thereof, ATM operators may directly charge a customer fee for the use of your debit/credit card at an ATM which is charged directly to you and which is not assumed by Hamburg Commercial Bank. Please refer to the charges displayed by the respective ATM.

1.4 INTEREST RATES FOR THE BASIC, PLUS AND GOLD PRIVATE CURRENT ACCOUNT MODELS

Interest on credit balances (demand deposits)	see price list
Overdraft facilities	see price list
Other overdrafts	see price list

1.5 CORPORATE CLIENTS

Interest rate for demand deposits	none
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1.6 PROVIDING THE STATEMENT OF FEES ACCORDING TO "ZÄHLUNGSKONTENGESETZ"

We provide the consumer with the statement of fees according to "Zahlungskontengesetz" annually from the first business day of the year for the previous calendar year and at the end of the contract. To request the statement of fees, please contact your relationship manager.

1.7 INVESTMENT MODEL

Private assets account pro

Account maintenance	free	Mailing of account statements	
All account postings in connection with investment transactions entered into with Hamburg Commercial Bank	free	• weekly mailing	free
		• only any applicable postage is charged for daily preparation	
		Interest on money market-related credit balances	see product information

2 Prices for standardised business transactions

2.1 SAVINGS ACCOUNTS

Services relating to savings accounts

Preparation of		Reporting of loss of a savings book, if caused by circumstances for which the customer is responsible	€ 10.00
Account statements, per statement	free	Issuance of a new savings book (substitute), if caused by circumstances for which the customer is responsible	€ 10.00
Duplicate account statement, if caused by circumstances for which the customer is responsible	€ 5.00	Transfer of a savings agreement	free
Interest confirmations, per confirmation	€ 5.00	Early cancellation of a capital-building payments (VL) agreement, one-off	€ 25.00
Credit transfer forms, per form	€ 2.50	Interest on credit balances	
Key word agreement, one-time	€ 3.50	• Three-month call savings	see price list
Pre-notification of cancellation	free	• VL savings	see price list
Closing of a savings account	free		
Sending of savings books	€ 2.50		

2.2 ACCOUNT OVERDRAFTS

Contractually agreed overdraft interest is payable on the drawing down of an account that is not covered by a credit balance or a previously granted credit line (overdrafts).

In the event that the agreement does not contain such an arrangement, the overdraft interest rates contained in the price list are payable. As an exception to this the Bank determines the amount of overdraft interest for corporate customers at its own discretion (Section 315 of the German Civil Code (BGB)). Statutory provisions additionally apply to consumer loan agreements.

2.3 CHEQUE TRANSACTIONS

General

Payment notifications and cheque confirmations obtained by telephone	€ 5.00 plus expenses
Fee for the presenter of a cheque when such is re-debited (irrespective of whether the returned item is received by another bank or us)	1.0 ‰, min. € 5.00, max. € 125.00, plus third party expenses
Cut-off deadline for presentation of cheques for collection	2 p.m.
Fee for each item/ plus each presentation of SEPA cheques	€ 2.50/ € 2.50

3 Provision of payment services

The following fees are not charged where the provision of the services to be charged is already included in the total fee for a complete account maintenance package (private client price models) or in individual agreements with corporate customers.

3.1 ACCOUNT MAINTENANCE, PREPARATION OF ACCOUNT STATEMENTS AND MAILING

The Bank will send account information /account statements to the customer according the agreed form at least once a month. The account statements especially include cash deposits, cash withdrawal, withdrawal trough direct debit, credit transfer as well as card transactions or transactions with similar payments instruments. Non-consumer customers can individually agree on the form and frequency of the account statements.

Account statements in agreed form, frequency and agreed method	free
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If the customer requires additional services exceeding the above mentioned legal minimum requirements:

Account maintenance fee, per account per month	€ 20.00
Account statement DIN A4	€ 0.55
Account statement DIN C6	€ 0.55
Mailing costs	applicable postage
Electronic account statements, per account per month, if requested by the customer additionally to the paper-based statements	€ 15.00
Electronic account "pre-notification items" information, per account per month	€ 15.00
Bank confirmation upon request	€ 100.00

Changes in postage costs take effect immediately and without prior notification.

3.2 CARD-BASED PAYMENT TRANSACTIONS

Debit cards

Annual card fee (per card)	€ 5.00
Special mailing (card/PIN)	each € 13.50
Total daily transaction limit:	€ 3,000.00
• of which: non-cash payments at merchants / service companies in Germany	€ 2,000.00
• of which: non-cash payments at merchants / service companies abroad	€ 2,000.00
• of which: cash withdrawals from ATMs within Germany	€ 1,000.00
• of which: cash withdrawals from ATMs located abroad	€ 1,000.00

Credit cards

Annual fee for Mastercard Standard (per card)	€ 25.00
Annual fee for Mastercard Gold (per card)	€ 60.00
PIN (when subsequently ordered)	€ 5.00
Duplicate Credit card statement, if caused by circumstances for which the customer is responsible	€ 5.00

Cash withdrawals in euro

Using debit card:	
• at savings banks/banks in Germany	free
• at banks in the EU/EEA countries	free

Card use in non-euro currencies outside an EU/EEA country ^{1) 2) 3)}

Using debit card:	
• non-cash payments at merchants/service providers	1 % of the amount, min. € 0.77, max. € 3.83
• cash withdrawal at ATMs	1 % of the amount, min. € 3.50, max. € 5.00
Using credit card:	
• non-cash payments at merchants/service providers	1 % of the amount
• cash withdrawal at ATMs	2 % of the amount, min. € 5.00, plus 1 % of the amount

Execution deadline

The amount to be paid via the card is received by the payment recipient's payment service provider at the latest as shown below:	
• Card payments in euro within the EEA	1 business day
• Card payments in a non-euro currency within the EEA	4 business days
• Card payments independent of the currency outside the EEA	as soon as possible

Using credit card:	
• at ATMs in Germany and in EU/EEA countries	2 % of the amount, min. € 5.00

3.3 CREDIT TRANSFERS IN EURO WITHIN SEPA

Payee and transferor bear the fees for credit transfers charged by their respective payment service provider.

Credit transfer orders Fees for each item / plus for each presentation

Paperless SEPA credit transfer order	€ 0.10 / € 1.20
Paperless SEPA credit transfer order without electronic signature	€ 0.10 / € 10.00
Paperless express credit transfer order	€ 3.00 / € 0
Incoming transfer	€ 0.10 / € 0

Cut-off time and execution deadlines

The Bank is obliged to ensure that the credit transfer amount is received by the payment recipient's payment service provider at the latest as shown below:

Paperless express credit transfer in euro	same day, cut-off deadline 4 p.m.
Paperless credit transfer order in euro	1 business day, cut-off deadline 4 p.m.⁴⁾

Fees for additional services

Manual post processing of credit transfer orders, if caused by circumstances for which the customer is responsible	€ 6.00
Justified rejection of the execution of a credit transfer order by the bank	free
Investigation of credit transfer orders at the request of the customer, if the investigation is carried out as a result of circumstances for which the customer is responsible	€ 2.50
Preparation of a copy of a customer order / statement at the request of the customer, if caused by circumstances for which the customer is responsible	€ 2.50
Duplicate account statement, if caused by circumstances for which the customer is responsible	€ 2.50
Recall of credit transfers, by order and on behalf of the customer	€ 5.00 plus third party expenses
Terms and conditions for additional services	upon request

¹⁾ European Union (currently: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, Rumania, Slovakia, Slovenia, Spain, Sweden, United Kingdom of Great Britain and Northern Ireland)

²⁾ EEA countries (Member States of the European Union and currently: Iceland, Liechtenstein and Norway)

³⁾ Third countries are all countries outside the European Union and the EEA countries.

⁴⁾ Presentation without electronic signature cut-off deadline 2 p.m.

3.4 CREDIT TRANSFERS WITHIN THE EUROPEAN UNION ¹⁾ AND EEA COUNTRIES ²⁾ IN A CURRENCY OTHER THAN EURO AND CREDIT TRANSFERS WITHIN THE EUROPEAN UNION AND EEA COUNTRIES IN CURRENCIES OF A COUNTRY OUTSIDE THE EEA (THIRD COUNTRY CURRENCY) AS WELL AS CROSS-BORDER CREDIT TRANSFERS IN COUNTRIES OUTSIDE THE EUROPEAN UNION AND EEA COUNTRIES (THIRD COUNTRIES ³⁾)

Fees charged by the respective payment service provider for a credit transfer within the European Union as well as EEA countries are borne by the payee and transferor ("SHARE").

Additional arrangements ("OUR" or "BEN") are possible for a credit transfer outside the European Union and EEA countries:

OUR	Transferor bears all fees
SHARE	Payee and transferor bear the fees charged by their respective payment service provider
BEN	Payee bears all fees

Credit transfers

Hamburg Commercial Bank may, in the case of a "BEN" fee charging instruction, deduct the fees to which it is entitled from the amount transferred.

International payment order	1.5 ‰, min. € 15.00, max. € 250.00
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Standardized charge of third party expenses for payments with the instruction "OUR"	€ 15.00
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Additional fee for "OUR" instruction; no additional charge of third party expenses for payments in USD or EUR (except for same-day value in EUR or specification of a payment route)	third party expenses from € 20.00 are additionally charged for other currencies
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Surcharge for manual post-processing of credit transfer orders, if caused by circumstances for which the customer is responsible	€ 10.00
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Standing foreign payment order per set-up/change/cancellation	free
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Justified rejection of an execution by the bank	free
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Surcharges for additional services:	
• SWIFT expenses for normal priority	€ 1.50
• SWIFT expenses for express priority	€ 3.00
• Provision of cover where order currency is not the same as that of the recipient country	€ 1.50
• SWIFT copy including mailing	€ 15.00

Cut-off time

Order currency same as the account currency	2.30 p.m.
Only USD to the debit of a USD account and only on electronic presentation	4 p.m.
Order currency not the same as the account currency	11.30 a.m.

Execution deadlines

The Bank is obliged to ensure that, in the case of a credit transfer within the European Union and the EEA in an EEA currency other than the euro, the amount transferred is received by the payment recipient's payment service provider within 4 business days at the latest. Credit transfers in a currency other than the euro and other than the currency of a member of the European Economic Area (EEA) (third-country currency) are executed as soon as possible.

Incoming payments

Hamburg Commercial Bank may, in the case of a "SHARE" or "BEN" fee charging instruction, deduct the fees to which it is entitled from the amount transferred prior to crediting it to an account.

Receipt of international payment	1 ‰, min. € 10.00, max. € 150.00
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Credit subject to receipt of funds

Incoming payments in euro or foreign currency for the credit of euro or foreign currency accounts are executed subject to the receipt of the equivalent value (credit subject to receipt of funds).

¹⁾ European Union (currently: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, Rumania, Slovakia, Slovenia, Spain, Sweden, United Kingdom of Great Britain and Northern Ireland)

²⁾ EEA countries (Member States of the European Union and currently: Iceland, Liechtenstein and Norway)

³⁾ Third countries are all countries outside the European Union and the EEA countries.

3.5 DIRECT DEBITS IN SEPA

Fees for each item /plus for each presentation

Direct debits for collection	€ 0.10 / € 1.20
Direct debits for collection without electronic signature	€ 0.10 / € 10.00

Cut-off times

SEPA Core Direct Debits initial and subsequent direct debit	2 business days prior to the due date by 4 p.m.
SEPA Business-to-Business Direct Debits initial and subsequent direct debit	2 business days prior to the due date by 4 p.m.

Fee per item

Direct debit charge	€ 0.10
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Fees for additional services

Returned direct debits; the party presenting the direct debit is charged	€ 5.00 plus third party expenses
Recall of a direct debit	€ 5.00
Terms and conditions or additional services	upon request
Justified rejection of the collection of an authorised direct debit due to insufficient funds in the account by the bank	€ 2.50
Depositing of a mandate confirmation for a SEPA Business-to-Business Direct Debit for the payer, per year	€ 10.00
Depositing of a white list for a SEPA Business-to-Business Direct Debit for the payer	€ 10.00

Execution deadline

The Bank is obliged to ensure that the direct debit amount debited to the customer's account by it is received by the payee's payment service provider within 1 business day at the latest.

3.6 EXCHANGE RATES APPLIED TO PAYMENT SERVICES IN FOREIGN CURRENCIES

Rates per the daily updated foreign exchange rates (can be accessed after 3 p.m. at www.hcob-bank.com)

Conversion of foreign currency receipts	Offer price
Conversion of foreign currency payments	Bid price

The Bank settles customer transactions denominated in foreign currencies at a bid/offer price determined by it and published on its website. This price is calculated taking into account the exchange rates traded in the international currency markets at the time of settlement.

The currency exchange rate applied when the Mastercard (credit card) is used abroad may be found in Section 16 of the Mastercard terms and conditions.

The currency exchange rates applied to Maestro transactions in non-euro currencies are available under <http://www.firstdata.de/fremdwahrungskurse/>

Changes in exchange rates take effect immediately and without prior notification.

3.7 E-BANKING USING EBICS

e-banking using EBICS

Setting up access to EBICS	€ 75.00
Change to/deletion of access to EBICS	€ 25.00

4 Commissions and fees for securities transactions ¹⁾

4.1 TRANSACTION COSTS

Purchase and sale of

Shares, certificates, warrants ²⁾	1.00 % of the market value
• Minimum commission domestic Stock Exchange centres	€ 50.00
• Minimum commission foreign Stock Exchange centres	€ 100.00

Funds

When executed via the investment company	not applicable depends on the fund
• Commission	
• Front-end load	
When executed via a stock exchange	1.00 % of the market value
• Minimum commission domestic Stock Exchange centres	€ 50.00
• Minimum commission foreign Stock Exchange centres	€ 100.00

Bonds ³⁾	0.50 % of the market value
• Minimum commission domestic Stock Exchange centres	€ 50.00
• Minimum commission foreign Stock Exchange centres	€ 100.00
• Hamburg Commercial Bank emissions (first draw)	free

Options and futures on Eurex

Share and index options	
• up to 2,500	2 % of the transaction value
• 2,501 – 5,000	1 % of the transaction value plus € 25.00
• 5,001 – 12,500	0.7 % of the transaction value plus € 40.00
• 12,501 – 25,000	0.5 % of the transaction value plus € 65.00
• from 25,001	0.4 % of the transaction value plus € 90.00
• Minimum commission	€ 45.00
Options on money market and interest rate futures	per contract € 15.00 min. € 30.00
Interest and money market futures	per contract € 15.00 min. € 30.00
DAX [®] , STOXX [®] und MDAX [®] futures	per contract € 15.00 min. € 30.00

Non-Eurex stock and index options

Options	2.00 % of the market value
Minimum commission	€ 75.00
Futures	per lot € 60.00
Minimum commission	€ 120.00

Execution & clearing (third party costs included)

stock options at the CBOE	per lot USD 1.85
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Subscription rights

Capital measures	free
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Exchange rates in foreign currency transactions

For securities transactions in foreign currencies, the Bank applies the relevant bid-/ask-exchange rate for each relevant foreign currency from its exchange-rate-indications (“Hamburg Commercial Bank-Kursindikation”) as published on the internet (www.hcob-bank.com) each trading day at 15:00 o'clock CET.

The exchange rates are determined under consideration of the exchange rates from transactions until due date for each relevant foreign currency traded in the international foreign currency market between 12:50 and 13:10 o'clock CET.

¹⁾ It is possible that additional costs and taxes may be incurred on transactions in connection with the financial instrument or securities service, which are not paid or invoiced by Hamburg Commercial Bank AG.

²⁾ Transaction value in EUR

³⁾ Transaction value in EUR

4.2 SAFE CUSTODY / PORTFOLIO MANAGEMENT

Safe custody/portfolio management

(quarterly account), all amounts including VAT

Per position	0.119% of the market value
• Minimum commission	€ 23.80 per year
• Maximum amount	€ 714.00 per year
Securities accounts without holdings	free
Hamburg Commercial Bank AG issues	free

Transfer, delivery of securities

All amounts including VAT

Crediting of securities from within the collective custody system	free
Transfer within the collective custody system	free
Physical delivery of securities eligible for collective custody for	
• collective safe custody	€ 11.90
• jacket custody	€ 29.75
• physical transfer	free
• Physical delivery	free
Re-registration of registered shares	
• within the giro collective custody system	€ 5.95
• in jacket custody and securities accounting	€ 11.90

Securities held in safe custody abroad

All amounts including VAT

Crediting of securities held in safe custody abroad	free
Transfer	
• to other financial institutions	free
• to another safe custody account within the Bank	free
Physical receipt	€ 14.88
Physical delivery	free

4.3 OTHER

Information on securities transactions

Annual safe custody account statement, annual schedule of income	free
Non-scheduled safe custody account statements	
• without prices and price valuation	€ 5.00
• each further page	€ 2.50
• with prices and price valuation	€ 7.50
• each further page	€ 5.00

Duplicates ordered at a later date

Annual safe custody account statement, annual schedule of income	€ 2.50
Interest, dividends and income credited	
• without tax certificate	€ 2.50
• with tax certificate	€ 5.00
Posting advices, purchase and sale confirmations	€ 2.50

Redemption of securities and coupon collection

These services are not subject to VAT

€/DM coupons and bonds due for payment	
• of Hamburg Commercial Bank AG	free
• of other domestic Landesbanks	free
• for which Hamburg Commercial Bank AG is the paying agent as the successor financial institution	free
Coupons on other securities denominated in €/DM	
• Safe custody business	free
Other bonds denominated in €/DM	
• Safe custody business	free
Coupons and bonds due for payment denominated in foreign currency (collection process)	
• Safe custody business	free

Limits

Issuance/Change/Cancellation/Extension	free
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Services regarding the withholding tax refund procedure under double taxation agreements (DTA power of attorney)

• Fee per order	€ 50.00
plus	
• fee for each order item	€ 5.00
(plus any third party depository costs incurred)	

Third party costs of domestic stock exchanges

Various fees, costs and taxes are payable based on the location of the stock exchange. In particular, different bases for calculating the broker commission and/or flat fees may apply depending on the stock exchange and/or securities type. Please ask your customer advisor for more detailed information on the amount of third party fees incurred on your individual securities order.

Other trading centres, in particular foreign stock exchanges

Various fees, costs and taxes are payable based on the location of the third party / foreign country. Please ask your customer advisor for more detailed information on the amount of third party fees incurred on your individual securities order.

Transfer fee

A transfer fee is charged if the sale occurs at a place of safe custody other than where the customer portfolio is booked. The amount depends on the place of safe custody.

4.4 SERVICES

4.4.1 Asset management All-in fee

1. Management fee (including VAT)

The following management fees p. a., which take the assets to be managed into account, are charged:

Volume (in EUR)	Conservative	Growth	Opportunity	Speculative
from 500,000.00	0.476 %	0.595 %	0.7735 %	0.8925 %

Besides the investment strategy, the value of the assets under management at the end of the respective quarter shall serve as the basis for calculating the fee. If the agreement starts in the course of a month, the fee will be calculated pro rata temporis. The fee will be debited from the Customer's asset management account after the end of each quarter. If the agreement is terminated, the fee will be charged pro rata temporis up to the effective date of the termination.

2. Fees for securities transactions (including VAT)

A flat fee is charged p. a. for transaction costs under the agreement covering the purchase and sale of securities and option rights in the following amounts:

Volume (in EUR)	Conservative	Growth	Opportunity	Speculative
from 500,000.00	0.476 %	0.595 %	0.7735 %	0.8925 %

The fee is charged quarterly pro rata temporis. Besides the investment strategy, the value of the assets under management at the end of the respective quarter shall serve as the basis for calculating the fee. If the agreement starts in the course of a month, the fee will be calculated pro rata temporis. The fee will be debited from the Customer's asset management account after the end of each quarter. If the agreement is terminated, the fee will be charged pro rata temporis up to the effective date of the termination.

The lump-sum fee includes the release from all costs incurred by the Bank for the buying and selling of securities and options. If fund shares are bought, the Bank compensates the Customer for any distribution and portfolio commission it receives. No fee is charged for the selling of fund shares. Any third-party costs will be charged to the Customer. The lump-sum transaction fee will be debited from the Customer's asset management account.

4.4.2 Trust Advisory

The philanthropy and trust department advises non-profit organisations, private and corporate clients including inter alia:

- formation of a trust
- hereditary succession
- strategy for product placement
- trust fundraising
- trust management
- trust cooperation
- corporate social responsibility
- sponsorship
- company succession
- contact to trustors and trusts

Moreover the philanthropy and trust department offers /hosts individual events and workshops relating to the subjects mentioned above. Price upon request.

5 Special lending business services

Charged based on the expense incurred. Your relationship manager will be happy to inform you with regard to fees which could arise in connection with your financing.

6 Exchange rates applied to foreign currency transactions (except payment services) for private customers and corporate

The Bank settles customer transactions denominated in foreign currencies at a bid/offer price determined by it and published on its website. This price is calculated taking into account the exchange rates traded in the international currency markets at the time of settlement.

The Bank settles securities transaction denominated in Euro to foreign currencies or in foreign currencies to Euro by arm's-length transaction. These rates are determined taking into account the exchange rates at which the respective currency is traded in the international currency markets at the time of settlement and are available on request.

7 Value Added Tax (VAT)

As far as not stated differently in the above sections the shown prices do not include VAT. For private consumers the shown prices represent the final considerations. However, the bank reserves its right to exercise the option to charge VAT to corporate clients; in that case the prices will be increased by VAT if not stated above expressly that certain prices include VAT.

8 Information notice concerning the processing of personal data according to the EU Funds Transfers Regulation

The “Regulation (EU) 2015/847 of the European Parliament and of the Council of 20 May 2015 on information accompanying transfers of funds” (EU Funds Transfers Regulation) serves the purpose of preventing, detecting and investigating money laundering and terrorist financing. According to the regulation it is our duty to ensure that transfers of funds are accompanied by the verified information on the payer and the payee. The information consists of the name and the payment account number of the payer and the payee and the address of the payer. Transfers of funds within the Union shall be accompanied by at least the payment account number of both the payer and the payee, the payment service provider of the payee can additionally request for the address of the payer. We use the data stored in our systems (name and address if necessary) to comply with legal obligations. The regulation requires that the identity of the payer and the payee are clearly determinable through the payments data. That also means that the bank has to verify payment details, answer requests of other banks concerning the identity of the payer or the payee and on request provide the data to the competent authorities.

9 General information on the Bank

Name and address of the Bank
Hamburg Commercial Bank AG

Head office
Hamburg Commercial Bank AG
Gerhart-Hauptmann-Platz 50
D-20095 Hamburg

Supervisory authority responsible
Competent bank licensing supervisory authority:
European Central Bank
Sonnemannstraße 20
D-60314 Frankfurt am Main
www.ecb.europa.eu

Competent supervisory authority for consumer protection:
Bundesanstalt für Finanzdienstleistungsaufsicht
Graurheindorfer Str. 108
D-53117 Bonn
and
Marie-Curie-Str. 24–28
D-60439 Frankfurt am Main
www.bafin.de

Entry in the commercial register
Hamburg District Court (Amtsgericht Hamburg)
HRB 87366

Contract language
The governing language for customer relationships is German.

Business day
A business day is any day on which the payment service providers involved in a payment transaction maintain the business operations necessary for the execution of payment transactions. Hamburg Commercial Bank maintains business operations necessary for the execution of payment transactions on all working days with the exception of
– Saturdays
– 24. and 31 December

VAT identification number (VAT id. no.)
DE 813 725 193

Pre-contractual information
Corporate clients may receive additional pre-contractual information on our payment services (Art. 248 EGBGB) upon request.

Out-of-court dispute resolution

In the event of disputes with the Hamburg Commercial Bank AG, consumers have the option of calling the services of the Ombudsman for public-sector banks. For disputes regarding payment services and e-money, customers who are not consumers may also call on the Ombudsman for public-sector banks.

A complaint must be submitted in text form to
Bundesverband Öffentlicher Banken Deutschlands
Kundenbeschwerdestelle
Postfach 11 02 72, D-10832 Berlin
E-mail: ombudsmann@voeb-kbs.de
www.voeb.de

Details may be found in the “Verfahrensordnung für die Schlichtung von Kundenbeschwerden im Bereich des Bundesverbandes Öffentlicher Banken Deutschlands (VÖB)” (procedural rules available only in German), which may be ordered on request or can be downloaded from the Internet at www.voeb.de.

Hamburg Commercial Bank AG participates in the consumer complaint system of this approved consumer dispute resolution scheme.

The European Commission has set up an online dispute resolution platform (ODR platform). This ODR platform can only be used for out-of-court resolutions of disputes arising of purchase and services contracts concluded online. The ODR platform is accessible via the following link:
<http://ec.europa.eu/consumers/odr/>

E-Mail Address of Hamburg Commercial Bank AG:
info@hcob-bank.com

In the case of alleged breaches
– of the Payment Services Supervision Act (Zahlungsdiensteaufsichtsgesetz),
– of Sections 675c to 676c of the German Civil Code (BGB) or
– Article 248 of the Introductory Act to the German Civil Code a complaint may additionally be submitted in writing to the Bundesanstalt für Finanzdienstleistungsaufsicht.

Address:
Bundesanstalt für Finanzdienstleistungsaufsicht
Graurheindorfer Str. 108
D-53117 Bonn

and
Marie-Curie-Str. 24–28
D-60439 Frankfurt am Main

In addition, any complaints may be addressed directly to our Complaint Management Department at Hamburg Commercial Bank AG, Zentrales Beschwerdemanagement, D-20079 Hamburg. Hamburg Commercial Bank will respond to complaints in writing, e. g. via letter, fax, or email.