

# Fees and Services



# Fees and Services

**VERSION:** April 1st, 2022

<b>CONTENTS</b>	<b>PAGE</b>
<b>1 Account maintenance price and service features</b>	
1.1 Private current account basic online	03
1.2 Interest rates for the basic online private current account model	04
1.3 Corporate clients	04
1.4 Providing the statement of fees according to "Zahlungskontengesetz"	04
1.5 Investment model	04
<b>2 Prices for standardised business transactions</b>	
2.1 Savings accounts	04
2.2 Account overdrafts	04
2.3 Cheque transactions	05
<b>3 Provision of payment services</b>	
3.1 Account maintenance, preparation of account statements and mailing	05
3.2 Card-based payment transactions	06
3.3 Credit transfers in euro within SEPA	06
3.4 Credit transfers within the European Union and EEA countries 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)	07
3.5 Direct debits in SEPA	08
3.6 Exchange rates applied to payment services in foreign currencies	08
3.7 e-banking using EBICS	08
<b>4 Commissions and fees for securities transactions</b>	
4.1 Transaction costs	09
4.2 Safe custody / portfolio management	09
4.3 Other	10
<b>5 Special lending business services</b>	11
<b>6 Exchange rates applied to foreign currency transactions (except payment services) for private customers and corporate</b>	11
<b>7 Value Added Tax (VAT)</b>	11
<b>8 Information notice concerning the processing of personal data according to the EU Funds Transfers Regulation</b>	11
<b>9 General information on the Bank</b>	12

# 1 Account maintenance price and service features

Price model for private clients

## 1.1 PRIVATE CURRENT ACCOUNT BASIC ONLINE

---

<b>Flat private current account basic, online per account, per month</b>	<b>€ 2.50</b>
--	---------------

---

### **Prices for additional services:**

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

---

Fortnightly statement	<b>€ 0.30</b>
Weekly statement	<b>€ 0.30</b>
Preparation of account movement statement	<b>€ 0.30</b>

---

### **The flat fee includes the following services:**

- Account maintenance
- Standing orders in Euro within SEPA (set-up, deletion, modification, suspension)
- SEPA credit transfers
- presentation of SEPA direct debits
- Monthly mailing of account statements

## 1.2 INTEREST RATES FOR THE BASIC ONLINE PRIVATE CURRENT ACCOUNT MODEL

Interest on credit balances (demand deposits)	<b>see price list</b>
Overdraft facilities	<b>see price list</b>
Other overdrafts	<b>see price list</b>

## 1.3 CORPORATE CLIENTS

Interest rate for demand deposits	<b>none</b>
-----------------------------------	-------------

## 1.4 PROVIDING THE STATEMENT OF FEES ACCORDING TO "ZAHLUNGSKONTENGESETZ"

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.

## 1.5 INVESTMENT MODEL

### Private assets account pro

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

## 2 Prices for standardised business transactions

### 2.1 SAVINGS ACCOUNTS

#### Services relating to savings accounts

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

### 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

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)	<b>1.5‰, min. € 10.00, max. € 150.00, plus third party expenses</b>
Cut-off deadline for presentation of cheques for collection	<b>2 p.m.</b>
Fee for each item/ plus each presentation of SEPA cheques	<b>€ 5.00/ € 5.00</b>

## 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	<b>free</b>
--	-------------

If the customer requires additional services exceeding the above mentioned legal minimum requirements:

Account maintenance fee, per account per month	<b>€ 40.00</b>
Account statement DIN A4	<b>€ 0.85</b>
Account statement DIN C6	<b>€ 0.85</b>
Mailing costs	<b>applicable postage</b>
Electronic account statements, per account per month, if requested by the customer additionally to the paper-based statements	<b>€ 15.00</b>
Electronic account "pre-notification items" information, per account per month	<b>€ 15.00</b>
Bank confirmation upon request	<b>€ 150.00</b>
Account confirmation upon request	<b>€ 25.00</b>

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

### Other Service Customer Service

Investigation of the facts at the request of the customer who is not a consumer, unless the bank is required to do so by law or contract	
Expenditure per hour	<b>€ 75.00</b>
minimum	<b>€ 25.00</b>

### 3.2 CARD-BASED PAYMENT TRANSACTIONS

#### Business cards

Annual Card fee (per card)	
Business Card Classic	<b>€ 35.00</b>
Business Card Premium	<b>€ 50.00</b>
Business Card Premium Plus	<b>€ 60.00</b>
Duplicate Business card statement, if caused by circumstances for which the customer is responsible	<b>€ 5.00</b>

#### Card use in non-euro currencies (Currency conversion fee)

Using business card	<b>1,5 % of the amount</b>
---------------------	----------------------------

#### Cash withdrawals

Using business card	<b>2% of the amount, min. € 5.00</b>
---------------------	--------------------------------------

#### Execution deadline <sup>1)2)3)</sup>

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	<b>1 business day</b>
• Card payments in a non-euro currency within the EEA	<b>4 business days</b>
• Card payments independent of the currency outside the EEA	<b>as soon as possible</b>

### 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	<b>€ 0.15/ € 1.50</b>
Paperless SEPA credit transfer order without electronic signature	<b>€ 0.15/ € 15.00</b>
Paperless express credit transfer order	<b>€ 4.00/ € 0</b>
Incoming transfer	<b>€ 0.15/ € 0</b>

#### 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	<b>same day, cut-off deadline 4 p.m.</b>
Paperless credit transfer order in euro	<b>1 business day, cut-off deadline 4 p.m.<sup>4)</sup></b>

#### Fees for additional services

Manual post processing of credit transfer orders, if caused by circumstances for which the customer is responsible	<b>€ 20.00</b>
Justified rejection of the execution of a credit transfer order by the bank	<b>free</b>
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	<b>€ 12.50</b>
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	<b>€ 12.50</b>
Duplicate account statement, if caused by circumstances for which the customer is responsible	<b>€ 25.00</b>
Recall of credit transfers, by order and on behalf of the customer	<b>€ 10.00 plus third party expenses</b>
Terms and conditions for additional services	<b>upon request</b>

<sup>1)</sup> 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)

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

<sup>3)</sup> Third countries are all countries outside the European Union and the EEA countries.

<sup>4)</sup> Presentation without electronic signature cut-off deadline 2 p.m.

### 3.4 CREDIT TRANSFERS WITHIN THE EUROPEAN UNION <sup>1)</sup> AND EEA COUNTRIES <sup>2)</sup> 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 <sup>3)</sup>)

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	<b>1.5 ‰, min. € 15.00, max. € 250.00</b>
-----------------------------	---

Standardized charge of third party expenses for payments with the instruction "OUR"	<b>€ 15.00</b>
---	----------------

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)	<b>third party expenses from € 20.00 are additionally charged for other currencies</b>
--	--

Surcharge for manual post-processing of credit transfer orders, if caused by circumstances for which the customer is responsible	<b>€ 10.00</b>
--	----------------

Standing foreign payment order per set-up/change/cancellation	<b>free</b>
---	-------------

Justified rejection of an execution by the bank	<b>free</b>
---	-------------

Surcharges for additional services:	
• SWIFT expenses for normal priority	<b>€ 1.50</b>
• SWIFT expenses for express priority	<b>€ 3.00</b>
• Provision of cover where order currency is not the same as that of the recipient country	<b>€ 1.50</b>
• SWIFT copy including mailing	<b>€ 15.00</b>

#### Cut-off time

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

#### 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	<b>1 ‰, min. € 10.00, max. € 150.00</b>
----------------------------------	---

#### 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).

<sup>1)</sup> 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)

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

<sup>3)</sup> 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	€ 0.15/ € 1.50
Direct debits for collection without electronic signature	€ 0.15/ € 15.00

#### Cut-off times

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

#### Fee per item

Direct debit charge	€ 0.15
---------------------	--------

#### Fees for additional services

Returned direct debits; the party presenting the direct debit is charged	€ 7.50 <b>plus third party expenses</b>
Recall of a direct debit	€ 7.50
Terms and conditions or additional services	<b>upon request</b>
Justified rejection of the collection of an authorised direct debit due to insufficient funds in the account by the bank	€ 2.00
Depositing of a mandate confirmation for a SEPA Business-to-Business Direct Debit for the payer, per year	€ 15.00
Depositing of a white list for a SEPA Business-to-Business Direct Debit for the payer	€ 15.00

#### 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](http://www.hcob-bank.com))

Conversion of foreign currency receipts	<b>Offer price</b>
Conversion of foreign currency payments	<b>Bid price</b>

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.

Business Card transactions within the EEA in an EEA foreign currency will be converted using the latest available European Central Bank (ECB) euro reference exchange rate. Transaction in non-EEA currencies will be converted using reference exchange rates set by Mastercard.

The currency conversion rates applied to non-Euro card transactions are available at <https://misc.firstdata.eu/CurrencyCalculator/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	€ 100.00
New setup/change/deletion per subscriber	€ 25.00
Use of Electronic Banking EBICS system per month	€ 75.00



## 4 Commissions and fees for securities transactions<sup>1)</sup>

### 4.1 TRANSACTION COSTS

#### Purchase and sale of

##### Shares, certificates, warrants<sup>2)</sup> 1.00% of the market value

• Minimum commission domestic Stock Exchange centres	<b>€ 50.00</b>
• Minimum commission foreign Stock Exchange centres	<b>€ 100.00</b>

##### Funds

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

##### Bonds<sup>3)</sup> 0.50% of the market value

• Minimum commission domestic Stock Exchange centres	<b>€ 50.00</b>
• Minimum commission foreign Stock Exchange centres	<b>€ 100.00</b>
• Hamburg Commercial Bank emissions (first draw)	<b>free</b>

#### Subscription rights

Capital measures	<b>free</b>
------------------	-------------

#### 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](http://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.

### 4.2 SAFE CUSTODY / PORTFOLIO MANAGEMENT

#### Safe custody/portfolio management

(quarterly account), all amounts including VAT

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

#### Transfer, delivery of securities

All amounts including VAT

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

#### Securities held in safe custody abroad

All amounts including VAT

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

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

<sup>1)</sup> 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.

<sup>2)</sup> Transaction value in EUR

<sup>3)</sup> Transaction value in EUR

### 4.3 OTHER

#### Information on securities transactions

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

#### Duplicates ordered at a later date

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

#### 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.

#### Limits

Issuance/Change/Cancellation/Extension	<b>free</b>
--	-------------

#### Services regarding the withholding tax refund procedure under double taxation agreements (DTA power of attorney)

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

#### 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.

## 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 gof 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 reaches 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](http://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](http://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.

### Complaints procedure and alternative dispute resolution

Customers have the following out-of-court options:

- Customers may address a complaint to the contact point specified by the Bank in its “List of Prices and Services”. The Bank will answer complaints in an appropriate manner; where payment services contracts are concerned, it will do so in text form (e.g. by letter, telefax or email).
- The Bank participates in the dispute resolution scheme run by the consumer arbitration body “The German Private Banks’ Ombudsman” ([www.bankenombudsmann.de](http://www.bankenombudsmann.de)). Consumers may have any disputes with the Bank resolved by the Ombudsman. Where disputes concerning a payment services contract (Section 675f of the German Civil Code) are involved, customers who are not consumers also may request their resolution by the Ombudsman. Further details are contained in the “Rules of Procedure for the Settlement of Customer Complaints in the German Private Commercial Banking Sector”, which are available on request or can be downloaded from the Internet at [www.bankenverband.de](http://www.bankenverband.de). Complaints should be addressed in text form (e.g. by letter, telefax or email) to the Customer Complaints Office (Kundenbeschwerdestelle) at the Association of German Banks (Bundesverband deutscher Banken), P.O. Box (Postfach) 040307, 10062 Berlin; fax: +49 (0)30 16633169; email: [ombudsmann@bdb.de](mailto:ombudsmann@bdb.de).
- In addition, customers may make complaints at any time in writing or orally on the record to the German Federal Financial Supervisory Authority (Bundesanstalt für Finanzdienstleistungsaufsicht – BaFin), Graurheindorfer Strasse 108, 53117 Bonn, about breaches by the Bank of the German Payment Services Supervision Act (Zahlungsdienstleistungsaufsichtsgesetz – ZAG), Sections 675c – 676c of the German Civil Code (Bürgerliches Gesetzbuch – BGB) or Article 248 of the Act Introducing the German Civil Code (Einführungsgesetz zum Bürgerlichen Gesetzbuch – EGBGB).
- The European Commission has set up a European Online Dispute Resolution (ODR) Platform at <http://ec.europa.eu/consumers/odr/>. Consumers can use the ODR Platform for out-of-court resolution of a dispute arising from online contracts with a company domiciled in the EU.

E-Mail Address of Hamburg Commercial Bank AG:  
[info@hcob-bank.com](mailto:info@hcob-bank.com)