



Fees and Terms

Extract



Raiffeisen

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OUR SOLUTIONS TAILORED TO YOUR NEEDS

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Three incandescent light bulbs hang from thin cords against a grey background. The central bulb is lit, casting a soft glow, while the two flanking bulbs are unlit. A solid lime green horizontal bar is at the top left, and a vertical lime green bar runs down the right side of the page.

OUR
SOLUTIONS
TAILORED TO
YOUR NEEDS



OPERA PLUS

Description

Make Raiffeisen your main bank and take advantage of our very attractive OPERA PLUS offer which rewards you for your trust in our bank, all in a cooperative spirit.

OPERA PLUS brings together all the banking products required for your day-to-day transactions and offers many advantages ranging from your loans, investments and pension, to the rental of a safe-deposit box.

Collect OPERA points by trusting us with your savings and credit needs, and use your OPERA points to pay part or all of your monthly OPERA PLUS fee.

The more you work with Raiffeisen, the more OPERA points you earn and the less your OPERA PLUS costs.

Advantages over the standard fees

___ OPERA PLUS monthly fee	€10.75 Option to pay using your OPERA points
___ Providing a debit card V PAY	Included
___ Providing a credit card Visa Gold	Included
___ Providing a credit card Visa Platinum ¹	€ 4.50 / month
___ Maintaining the account - Account balancing - Main current account	Included
___ Monthly account statement	Included
___ SEPA electronic credit transfers – Main root	Included
___ Paper-based credit transfers to Raiffeisen third-party accounts	Included
___ Paper-based credit transfers in Euro to other banks, SEPA countries	5 / month included
___ ATM cash withdrawal using a debit card: Raiffeisen or POST Luxembourg	Included
___ ATM cash withdrawal using a debit card: other banks	1 / month included
___ Cash withdrawal at a branch	Included
___ Personal loans - Administrative fees	25 % discount
___ Housing loans - Administrative fees	25 % discount
___ Safe-deposit box rental	20 % discount
___ R-PlanInvest - Subscription fee	20 % discount
___ R-Pension - Subscription fee	20 % discount
___ R-Invest – Annual fee	20 % discount
___ Card blocking fee	Included
___ Card replacement fee	Included
___ Providing a debit card V PAY and a credit card Visa Gold or Visa Platinum for a second account holder ²	€2.50 / month

¹ Non-cumulative offer (either VISA Gold or VISA Platinum) ² additional cards are of the same type as those of the first holder



OPERA

Description

Raiffeisen is a cooperative bank. And that makes all the difference.

You can become a member and enjoy the numerous OPERA advantages.

As a Raiffeisen member, you are rewarded for your trust in us through preferential pricing terms, OPERA points to collect, and services and products tailored to your needs.

Collect OPERA points by entrusting Raiffeisen with your savings or the financing of your projects. Then use the points to pay your fees related to the provision of a credit and debit card, contribute to your children's or grandchildren's savings, or even to make a donation to a charity.

Place your savings in a sight deposit or term deposit account or in the R-TOP savings account and obtain OPERA points proportional to the amounts saved.

You can also receive OPERA points by taking out a car loan, a housing loan for your family, a loan to furnish your home or to finance the third level education of your children.

And, the more you work with the Bank, the more points you earn.

Use your OPERA points

You can use all or a portion of your OPERA points in one of several ways:

- Pay the monthly fee for your OPERA PLUS product
- Pay the fee for the provision of your credit or debit card
 - > V PAY debit card
 - > VISA Basic credit card
 - > VISA Classic credit card
 - > VISA Gold credit card
 - > VISA Platinum credit card
- Do a good deed:
 - > by contributing to a charity donation by Raiffeisen
 - > by exchanging your OPERA points for the planting of a tree by one of our partners
- Build up your savings even faster, or those of your children and grandchildren:
 - > Payment in favour of an R-PlanInvest contract, a flexible and transparent formula that combines provident insurance with savings
 - > Payment to a Green Code KIDS savings account (0-12 years)
 - > Payment to a Green Code 12-18 savings account
- Take some time for leisure activities
 - > as a Green Code customer, you can exchange your OPERA points for cinema tickets
 - > exchange your OPERA points for gift vouchers to be used in POST Telecom shops

View your OPERA points

You can view your points at any time on the R-Net online banking app.

In addition to that, you will also receive a statement of your OPERA points on a quarterly basis.

To find out how many points you can obtain with your assets, use the simulator available on www.raiffeisen.lu or contact your usual Raiffeisen adviser.



Advantages over the standard fee

Your OPERA advantages include preferential terms:

A preferential interest rate on arranged overdraft related to a credit card:

- A 1 % reduction on the borrowing rate usually applicable

Discounts on the subscription fees of our main SICAV funds:

- 30 % discount on the SICAV LUX subscription fee
- 30 % discount on the SICAV Vontobel subscription fee
- 30 % discount on the SICAV Union Invest subscription fee

Discounts on the annual fees of our discretionary asset management mandates:

- 10 % discount on the R-Gestion management fee
- 10 % discount on the R-Conseil annual fee
- 10 % discount on the R-Invest annual fee

Use your OPERA points:

- Pay the monthly fee for your OPERA PLUS product
- Pay the fee for the provision of your credit or debit card
 - > Debit card V PAY
 - > Credit card VISA Basic
 - > Credit card VISA Classic
 - > Credit card VISA Gold
 - > Credit card VISA Platinum
- Do a good deed:
 - > by contributing to a charity donation by Raiffeisen
 - > by exchanging your OPERA points for the planting of a tree by one of our partners
- Build up your savings even faster, or those of your children and grandchildren:
 - > Payment in favour of an R-PlanInvest contract, a flexible and transparent formula that combines provident insurance with savings
 - > Payment to a Green Code KIDS savings account (0-12 years)
 - > Payment to a Green Code 12-18 savings account
- Take some time for leisure activities
 - > as a Green Code customer, you can exchange your OPERA points for cinema tickets
 - > exchange your OPERA points for gift vouchers to be used in POST Telecom shops



R-INVEST

Description

R-Invest is for investors looking for occasional advice on how to invest their money.

You benefit from the services of a personal adviser, products selected by our experts, access to our "investor hotline", a quarterly portfolio statement as well as a series of preferential terms.

Qualifying threshold: **no minimum required**

Advantages over the standard rate

__ Annual fee	€250 + VAT €225 + VAT for OPERA members €200 + VAT for OPERA PLUS customers
__ Stock market orders	25 % discount on the standard rate
__ Stock market orders via R-Net	R-Net rate
__ Tax reporting on request	free of charge
__ Personal adviser	
__ Access to our "investor hotline"	
__ Quarterly portfolio statement	



R-GESTION

Description

R-Gestion is for investors wishing to benefit from the expertise of our discretionary fund management specialists. When you call on our services, you benefit from a personal adviser who will keep you up-to-date with the movements of your portfolio. Your assets are managed according to your risk profile and the selected discretionary management strategy. In addition, you will receive our 'Investors' Outlook' publication every quarter plus a quarterly statement with various performance indicators, and an annual tax declaration statement of the position of your assets in our books.

You benefit from access to our "investor hotline" and substantial preferential terms.

Entry threshold: €125,000

Advantages over the standard rate

___ Standard rate	
Annual fee	0.50 % p.a.+ VAT
Raiffeisen Member discount	10%
OR	
___ Performance rate	
Annual Fee	0.30 % p.a. + VAT
Raiffeisen Member discount	10%
Performance fee	Only applicable if net performance >2 % (net performance – 2 %) * 0.10 p.a. + VAT
___ Stock market orders	50 % discount on the standard rate
___ Tax reporting on request	free of charge
___ Personal adviser	
___ Access to our "investor hotline"	
___ Our quarterly "Investors' Outlook" publication, which highlights current themes and our macroeconomic vision	
___ A quarterly statement with various performance indicators	



R-CONSEIL

Description

R-Conseil is intended for investors looking for regular, proactive investment advice. You benefit from a preferential contact with a specialised adviser and products selected by our experts. You receive our “Investors’ Outlook” publication every quarter, plus a quarterly statement with various performance indicators, and an annual tax declaration statement of the position of your assets in our books.

You also benefit from access to our “investor hotline” and substantial preferential terms.

Entry threshold: **€125,000**

Advantages over the standard rate

__ Annual fee	0.50 % + VAT calculated only on the securities portfolio (excluding cash assets) 0.45 % + VAT for OPERA members calculated only on the securities portfolio (excluding cash assets)
__ Stock market orders	50 % discount on the standard rate
__ Stock market orders via R-Net	50 % discount on the R-Net rate ¹
__ Tax reporting on request	free of charge
__ Personal adviser	
__ Access to our “investor hotline”	
__ Our quarterly “Investors’ Outlook” publication, which highlights current themes and our macroeconomic vision	
__ A quarterly statement with various performance indicators	

¹ Not applicable to Vontobel funds and third party funds



GREEN CODE 12-18

Description

Are you 12 to 18 years of age?

If so, **Green Code 12-18** is perfect for you.

Green Code 12-18 allows you to save while benefiting from attractive interest rates, make payments using your free V PAY cards and your free Visa Basic, and manage your accounts with the R-Net online banking application.

As a Green Code customer, you benefit from a range of advantages and reductions on various leisure activities.

Advantages over the standard rate

__ Savings accounts	very attractive interest rates
__ Maintaining the account - Account balancing - Main current account	free of charge
__ Maintaining the account - Account balancing - Savings accounts	free of charge
__ Monthly account statement	Included
__ Providing a debit card V PAY	free of charge
__ ATM cash withdrawal at other bank	3 / month included
__ Cash withdrawal at a branch	Included
__ Card blocking fee	free of charge
__ Card replacement fee	free of charge

NON-BANKING BENEFITS

Dunkin' Donuts	15% discount on your orders
Burger King	15% discount on your orders
Kieser Training and HCO Health Centre	1 month free of charge on a 12-month subscription for new customers
Just Move	5% discount on subscriptions
Le Cinquième Élément	10% discount on annual subscription
JIMS Fitness	Registration fee and first month free of charge
STA Travel	3% discount on adventure trips and free of charge ISIC Card (International Student Identity)



GREEN CODE STUDY

Description

Are you a student aged between 18 and 30?

If so, **Green Code Study** is ideal for all your banking needs.

With Green Code Study you can save while benefiting from attractive interest rates, make payments using your free V PAY, VISA Basic and VISA Classic cards, and manage your accounts with the R-Net online banking application.

To finance your studies, ask for your CEDIES loan as well as a '0 % advance' loan and take advantage of the Study Plus loan and our rental guarantee.

As a Raiffeisen Green Code customer, you benefit from a range of advantages and reductions on various leisure activities.

Advantages over the standard rate

__ Savings accounts	very attractive interest rates
__ Monthly account statement	Included
__ Maintaining the account - Account balancing - Current account	free of charge
__ Providing a debit card V PAY	free of charge
__ Providing a credit card VISA Basic	1 card (of your choice) free of charge
__ Providing a credit card VISA Classic	
__ ATM cash withdrawal at other bank	4 / month included
__ Rental guarantee	free of charge
__ Membership share	free of charge (value: €25)
__ Card blocking fee	free of charge
__ Card replacement fee	free of charge
__ Purchasing insurance of the credit card VISA Classic:	
• Two years' warranty on top of the manufacturer's warranty	
• Protection from theft or accidental damage affecting your purchases within 90 days	
• Delivery insurance for goods purchased online	

NON-BANKING BENEFITS

See non-banking benefits of Green Code 12-18 or Green Code Job



GREEN CODE JOB

Description

Are you aged between 18 and 30 and about to start your professional career?

If so, **Green Code Job** is ideal for all your banking needs.

Green Code Job allows you to benefit from the **OPERA PLUS** offer free of charge for 2 years. This offer includes a whole range of banking benefits. Save at a very attractive rate of interest, take advantage of a personal loan to finance your projects and manage your accounts via the R-Net online banking app.

As a Green Code customer, you also benefit from a range of advantages and reductions on various leisure activities.

Advantages over the standard rate

__ Monthly fee OPERA PLUS	free of charge for 2 years
__ Savings accounts	very attractive interest rates
__ Maintaining the account - Account balancing - Current account	free of charge
__ ATM cash withdrawal at other bank ATMs	1 / month included
__ Rental guarantee	administrative fees covered and special rate on annual fee
__ Membership share	free of charge (value: €25)

NON-BANKING BENEFITS

Dunkin' Donuts	15% discount on your orders
Burger King	15% discount on your orders
Kieser Training and HCO Health Centre	1 month free of charge on a 12-month subscription for new customers
Just Move	5% discount on subscriptions
Le Cinquième Élément	10% discount on the annual subscription
JIMS Fitness	Registration fee and first month free of charge
STA Travel	3% discount on adventure trips and free of charge ISIC Card (International Student Identity)



R-PRO

Description

Are you a professional customer using MultiLine but you are only making a small number of transfers per month?

Take advantage of R-PRO, which includes the MultiLine fee, a VISA Business credit card, 25 SEPA electronic credit transfers per month and a special rate for subsequent electronic credit transfers.

Advantages over the standard rate

__ Annual fee	€200
__ MultiLine fee	included
__ SEPA electronic credit transfers	25 / month included
__ Additional credit transfers	€0.60 / credit transfer
__ Purchase of credit transfers in batches	not possible
__ Providing a credit card VISA Business	1 card included
__ Maintaining the account - Account balancing - Main current account	included
__ Monthly account statement	Included
__ Card blocking fee	included
__ Card replacement fee	included



R-PRO+

Description

Are you a professional customer using MultiLine with a certain number of transfers per month?

Take advantage of R-PRO+, our premium offer for professional customer. This offer includes the MultiLine fee, two VISA Business cards, 50 SEPA electronic credit transfers per month, a very attractive rate for subsequent credit transfers, and the option of purchasing credit transfers in batches at an even more advantageous rate.

Advantages over the standard rate

__ Annual fee	€325
__ MultiLine fee	included
__ SEPA electronic credit transfers	50 /month included
__ Additional credit transfers	€0.50 / credit transfer
__ Purchase of credit transfers batches	€0.45 / credit transfer
__ Providing a credit card VISA Business	2 cards included
__ Maintaining the account - Account balancing - Main current account	included
__ Monthly account statement	Included
__ Card blocking fee	included
__ Card replacement fee	included





OTHER FEES

CURRENT ACCOUNTS

Current accounts – Account fees	Standard rate	Customers born before 1955	OPERA PLUS	Green Code 12 - 18	Green Code Study	R-PRO R-PRO+
__ Account statement: Free formula	Electronic statements	Monthly statements	Monthly statements	Monthly statements	Monthly statements	Monthly statements
__ Account statement: Other formulas	Luxembourg: €0.80 / statement, Europe: €1.05 / statement, Outside Europe: €1.40 / statement					
__ Account statement: Additional copies	Luxembourg: €1.30 / statement, Europe: €1.55 / statement, Outside Europe: €1.90 / statement					
__ Maintaining the account - Quarterly account balancing	€4 / quarter	€4 / quarter	free of charge for main current account, other accounts: €4 / quarter	free of charge	free of charge	free of charge for main current account, other accounts: €4 / quarter
__ Management of mail in the event of a change of address not communicated to the Bank	€90 + VAT / year / customer					

ARRANGED OVERDRAFT

(CONSUMERS)

	Administrative fees	Debit interest rates
__ Arranged overdraft with collateral	free of charge	4.00 %
__ Arranged overdraft with no collateral	free of charge	5.50 %
__ Arranged overdraft related to a card	free of charge	9.00 %
__ Arranged overdraft related to a card as part of the “OPERA” or “OPERA PLUS” package	free of charge	8.00 %
__ Arranged overdraft related to the Green Code 18-30 package	free of charge	5.00 %



DEBIT CARDS



Become a Raiffeisen member and pay the annual fee of your credit cards using your OPERA points. More details at www.raiffeisen.lu.

	Standard rate	OPERA	OPERA PLUS	Green Code 12 -18	Green Code Study	Green Code Job
— Providing a debit card V PAY: Annual fee	€17	€17 may be paid using OPERA points	free of charge	free of charge	free of charge	free of charge with OPERA PLUS, otherwise €17 ¹
— ATM Cash Withdrawal: Raiffeisen & Post Luxembourg	free of charge					
— ATM cash withdrawal: Other banks in Luxembourg or the European Union	€1.50	€1.50	1 free of charge per month and card, then €1.50	3 free of charge per month and card, then €1.50	4 free of charge per month and card, then €1.50	1 free of charge per month and card, then €1.50
— ATM cash withdrawal: Outside the European Union ²	€4					
— Point-of-sale terminal payment (POS): in Luxembourg or the European Union ²	free of charge					
— Point-of-sale terminal payment (POS): outside the European Union ²	€1.50					

¹ OPERA PLUS is offered free of charge for 2 years to Green Code Job customers.

² For transactions in foreign currencies, the bank applies the following supplements to the daily exchange rates of Mastercard / Visa:

	V Pay	Visa	Mastercard
GBP	1.25 %	1.25 %	1.00 %
USD	1.25 %	1.25 %	1.00 %
CHF	0.40 %	0.40 %	0.85 %
Other currencies	1.00 %	1.00 %	1.00 %



DEBIT CARDS (FOLLOWING)

	Standard rate	OPERA	OPERA PLUS	Green Code 12 -18	Green Code Study	Green Code Job
__ Card replacement fee	€10	€10	free of charge	free of charge	free of charge	free of charge with OPERA PLUS, otherwise €10 ¹
__ Card blocking fee	€10	€ 10	free of charge	free of charge	free of charge	free of charge with OPERA PLUS, otherwise €10 ¹
__ Urgent card order	€100					
__ Urgent PIN code order	€100					

¹ OPERA PLUS is offered free of charge for 2 years to Green Code Job customers.



CREDIT CARDS



Become Raiffeisen member and pay the annual fee on your credit cards using your OPERA points. More details at www.raiffeisen.lu

		Standard rate	OPERA	OPERA PLUS	Green Code 12-18	Green Code Study	Green Code Job	R-PRO	R-PRO+
Providing a credit card	__ VISA Basic Annual fee	€17	€17 may be paid using OPERA points	€17	n/a	Basic or Classic free of charge	€17	n/a	n/a
	__ VISA Classic Annual fee	€22	€22 may be paid using OPERA points	€22	n/a	Basic or Classic free of charge	€22	n/a	n/a
	__ VISA Gold Annual fee	€65	€65 may be paid using OPERA points	free of charge	n/a	€65	with OPERA PLUS free of charge¹²; otherwise 65	n/a	n/a
	__ VISA Platinum Annual fee	€120	€120 may be paid using OPERA points	€54 ²³	n/a	€120	with OPERA PLUS: €54¹²³; otherwise €120	n/a	n/a
	__ VISA Business Annual fee	€50	n/a	n/a	n/a	n/a	n/a	1 free of charge card, then €50	2 free of charge cards, then €50
Other fees	__ ATM Cash Withdrawal ⁴	€2.50 + 2% of amount advanced							
	__ Point-of-sale terminal payment (POS) ⁴	free of charge							

¹ OPERA PLUS is offered free of charge for 2 years to Green Code Job customers.

² Non-cumulative offer (either VISA Gold or VISA Platinum)

³ Monthly fee of € 4.50 for providing a credit card VISA Platinum included in OPERA PLUS.

⁴ For transactions in foreign currencies, the bank applies the following supplements to the daily exchange rates of Mastercard / Visa:

	V Pay	Visa	Mastercard
GBP	1.25 %	1.25 %	1.00 %
USD	1.25 %	1.25 %	1.00 %
CHF	0.40 %	0.40 %	0.85 %
Other currencies	1.00 %	1.00 %	1.00 %



CREDIT CARDS (FOLLOWING)

		Standard rate	OPERA	OPERA PLUS	Green Code 12-18	Green Code Study	Green Code Job	R-PRO	R-PRO+
Other fees	__ Card replacement fee	€10	€10	free of charge	free of charge	free of charge	free of charge with OPERA PLUS ¹ ; otherwise €10	free of charge	free of charge
	__ Card blocking fee	€10	€ 10	free of charge	free of charge	free of charge	free of charge with OPERA PLUS ¹ ; otherwise €10	free of charge	free of charge
	__ Urgent card order	€100							
	__ Urgent PIN code order	€100							
	__ Duplicate of monthly statement	€15							

¹ OPERA PLUS is offered free of charge for 2 years to Green Code Job customers.



OUTGOING AND INCOMING CREDIT TRANSFERS

Outgoing electronic transfers (R-Net online banking, MultiLine, standing order)¹

	Standard rate	Customers born before 1955	OPERA PLUS	R-PRO	R-PRO+
__ ...to a Raiffeisen account	free of charge				
__ ...to a POST account	free of charge				
__ ...to another bank in a SEPA ² country: in EUR	5 free of charge / month, then €0.75	5 free of charge / month, then €0.75	Main root free of charge	25 free of charge / month, then €0.60	50 free of charge / month, then €0.50
__ ... to another bank in a SEPA ² country: in foreign currencies	0.2% (min. €9 / max. €250)				
__ ...to another bank in a country outside SEPA ² : in EUR or other currency	0.2% (min. €9 / max. €250)				
__ Purchase of credit transfer in batches: Price per credit transfer	n/a	n/a	n/a	n/a	€0.45
__ Payment refused: Processing costs	€5				
__ Intervention fee for incomplete transaction or request for return and/or cancellation (these fees can be cumulated with eventual correspondent fees)	€5				
__ Multiline annual subscription	€150 / year	n/a	n/a	free of charge	free of charge

¹ Expenses applicable if the beneficiary's account is shown in IBAN format and the "shared fees" option applies. If the fees are payable by the payer, these fees can be combined with any correspondent fees.

² SEPA countries: all European Union countries plus the following countries: Iceland, Liechtenstein, Norway, Monaco, Switzerland, San Marino.

Outgoing paper-based credit transfers (pre-printed paper-based credit transfer form, credit transfers entered at the branch)¹

	Standard rate	Customers born before 1955	OPERA PLUS
___ ...to a Raiffeisen account: same root number	free of charge		
___...to a Raiffeisen third-party account	€0.75	free of charge	free of charge
___ ...to another bank in a SEPA ² country: in EUR	€1.50	5 free of charge / month, then €1.50 / transfer	5 free of charge / month, then €1.50 / transfer
___ ...to another bank in a SEPA ² country: in foreign currency	0.2% (min. €9 / max. €250)		
___ ...to another bank in a country outside SEPA ² : in EUR or other currency	0.2% (min. €9 / max. €250)		
___ Additional charge for entering a credit transfer at the counter	+ €3	free of charge	+ €3
___ Additional charge for payment confirmation via Fax / SWIFT	€10		
___ Payment refused: Processing costs	€5		
___ Transfer not compliant with optical reading	€5		
___ Intervention fee for incomplete transaction or request for return and/or cancellation (these fees can be cumulated with eventual correspondent fees)	€5		
___ Pre-printed paper-based credit transfers	€5 / 50 credit transfers		

¹ Expenses applicable if the beneficiary's account is shown in IBAN format and the "shared fees" option applies. If the fees are payable by the payer, these fees can be combined with any correspondent fees.

² SEPA countries: all European Union countries plus the following countries: Iceland, Liechtenstein, Norway, Monaco, Switzerland, San Marino.

Incoming credit transfers¹

	Standard rate
___ ...from a Raiffeisen account	free of charge
___ ...from another bank in a SEPA ² country: in EUR	free of charge
___ ...from another bank in a SEPA ² country: in foreign currencies	0.2% (min. €9 / max. €37)
___ ...from another bank in a country outside SEPA ² : in EUR or other currency	0.2% (min. €9 / max. €37)

¹ Expenses applicable if the beneficiary's account is shown in IBAN format and the "shared fees" option applies. If the fees are payable by the payer, these fees can be combined with any correspondent fees.

² SEPA countries: all European Union countries plus the following countries: Iceland, Liechtenstein, Norway, Monaco, Switzerland, San Marino.



Execution lead times (end-to-end) - Outgoing credit transfers

	Receipt of instruction	Electronic credit transfer at the latest	Paper-based credit transfer at the latest
D (*) before 3pm	in EUR	D (*) + 1	D (*) + 2
	in PSD currency (**)	D (*) + 2	D (*) + 3
D (*) after 3pm	in EUR	D (*) + 2	D (*) + 3
	in PSD currency (**)	D (*) + 3	D (*) + 4

(*) D: day on which the instruction is received (business day)

(**) Other currencies: GBP, SEK, CZK, DKK, HUF, PLN, NOK, CHF.

Value dates applied to payment transactions on payment accounts

Cash outflows: the debit value date corresponds to the transaction execution date

Incoming fund credit transfer in EUR, without FX: the value date corresponds to the date of availability of funds

Conditional standing orders and direct debit

__ Conditional Standing Order (same root)	free of charge
__ Direct debit	free of charge
__ SEPA Direct Debit annual subscription	€150 / year
__ R-Transaction	any correspondent fees

DEPOSITS

__ ...on a Raiffeisen own account (consumer account)	free of charge
__ ...to a non-consumer account	€5
__ ...to a Raiffeisen third-party account	€5

CASH WITHDRAWAL AT A BRANCH

Cash withdrawal	Standard rate	Customers born before 1955	OPERA PLUS	Green Code 12-18
__ Withdrawal in EUR or foreign currencies	3 €/withdrawal	free of charge	free of charge	free of charge



NIGHT DEPOSIT / COLLECTION

__ Access to “Night deposit” and “Collection” services

free of charge

__ Use of “Night deposit” and “Collection” services

4 free payments / month; then €5 / additional payment

SAVINGS ACCOUNTS

Savings account fees	Standard rate	Green Code 0-18	Customers born before 1955	OPERA PLUS	Green Code Study	R-PRO/ R-PRO+
__ Account statement: Free formula	Electronic statements	Monthly statements	Monthly statements	Monthly statements	Monthly statements	Monthly statements
__ Account statement: Other formulas	Luxembourg: €0.80 / statement, Europe: €1.05 / statement, Outside Europe: €1.40 / statement					
__ Account statement: Additional copies	Luxembourg: €1.30 / statement, Europe: €1.55 / statement, Outside Europe: €1.90 / statement					
__ Maintaining the account - Annual account balancing	€4 / year	free of charge	€4 / year	€4 / year	free of charge	€4 / year



LOAN AND CREDIT ACCOUNTS

Loan and credit account fees

Loan and credit account fees	Standard rate	Customers born before 1955	OPERA PLUS	Green Code Study	R-PRO/ R-PRO+
__ Account statement: Free formula	Electronic statements	Monthly statements	Monthly statements	Monthly statements	Monthly statements
__ Account statement: Other formulas	Luxembourg: €0.80 / statement, Europe: €1.05 / statement, Outside Europe: €1.40 / statement				
__ Account statement: Additional copies	Luxembourg: € 1.30 / statement, Europe: €1.55 / statement, Outside Europe: €1.90 / statement				
__ Quarterly account balancing	€4 / account balance	€4 / account balance	€4 / account balance	free of charge	€4 / account balance
__ Maintaining the account	€2 / quarter				

Loan and credit accounts - other fees

__ Personal loans - Administrative fees	0.5 % of the amount borrowed (min. €125)*
__ Housing loans - Administrative fees	0.5 % of the amount borrowed (min. €250)*
__ Change in repayment plan	min. €100
__ Change in guarantee (at customer's request, excl. release)	min. €100
__ Release of mortgage	min. €100
__ Mortgage extension	min. €100
__ Reminder letter	min. €100
__ Various interventions on leasing contracts	min. €75

*unless otherwise provided for in the contract

RENTAL GUARANTEE

	Standard rate	Green Code Study	Green Code Job
__ Administrative fees	0.25 % of the amount (min. €125)	free of charge	free of charge
__ Annual fee	1 % of the amount (min €50)	free of charge	€50



SAFE-DEPOSIT BOX RENTAL¹

Inner height	Standard rate	OPERA PLUS
__ < 7.5 cm	€40.00 + VAT per year	€32.00 + VAT per year
__ ≥ 7.5 cm and < 12.5 cm	€57.00 + VAT per year	€45.60 + VAT per year
__ ≥ 12.5 cm and < 25 cm	€79.00 + VAT per year	€63.20 + VAT per year
__ ≥ 25 cm and < 37.5 cm	€105.00 + VAT per year	€84.00 + VAT per year
__ ≥ 37.5 cm and < 50 cm	€118.00 + VAT per year	€94.40 + VAT per year
__ ≥ 50 cm	€196.00 + VAT per year	€156.80 + VAT per year

¹ Mandatory insurance (insured value: €100,000) inclusive. Increase in insured value: €40 per year per tranche of €100,000 (maximum: €1,000,000).

CHEQUES

Issuance of a traditional cheque (The fees below are deducted on cashing)

__ Cheque cashed in EUR in Luxembourg	€5
__ Cheque cashed in foreign currencies and / or abroad	0.20 % + €5 (min. €15 / max. €100)

Issuance of a bank cheque

__ Cheque payable in EUR in Luxembourg	€10
__ Cheque payable in foreign currencies and / or abroad	0.20 % + €10 (min. €20 / max. €100)
__ Bank cheque redemption	€5

Cheque cashing

(The expenses below may be combined with any correspondent fees)

__ Cheque drawn in EUR on our bank	free of charge
__ Cheque drawn in EUR on another bank in Luxembourg	€10
__ Cheque drawn in foreign currencies and / or on a bank abroad*	€20
__ Check returned due to lack of funds	€30

*Cheques in USD or GBP cannot be accepted. Checks drawn on a bank abroad can only be accepted from an equivalent value of 200 €.



R-PLANINVEST

	Standard rate	OPERA PLUS
__ Subscription fee	1.25 % of the invested amount	1.00 % of the invested amount
__ Annual fee	free of charge	
__ Custody fee	free of charge	
__ Redemption fee	free of charge	

R-PENSION

		Standard rate	OPERA PLUS
__ Lux-Pension subscription fee Sub-fund 1-4: 25 % - 100 % equities	< €25,000	2.50 % of the invested amount	2.00 % of the invested amount
	€25,000 - €75,000	2.00 % of the invested amount	1.60 % of the invested amount
	€75,000 - €125,000	1.50 % of the invested amount	1.20 % of the invested amount
	> €125,000	1.00 % of the invested amount	0.80 % of the invested amount
__ Lux-Pension subscription fee Sub-fund 5: Money market		0.10 % of the invested amount	0.08 %
__ Custody fee	free of charge		
__ Redemption fee	free of charge		

R-VIE PENSION

	Standard rate
__ Entry fee	2.00 % of premiums
__ Management fee	0.10 % / month of accumulated savings
__ Exit fee during first 10 years of contract	10% of the amount withdrawn, then decreasing annually by 0.5 %
__ Exit fee after 30 years	free of charge



PRIVATE BANKING: R-GESTION, R-CONSEIL AND R-INVEST



Become a Raiffeisen member and receive a 10% discount on annual R-Invest, R-Conseil and R-Gestion fees. More details at www.raiffeisen.lu.

R-Gestion (Discretionary management)¹

Standard rate (without performance fee)

	Standard rate	OPERA	OPERA PLUS
___ Minimum threshold	€125,000		
___ Management fee (debited twice a year)	0.50 % p.a. + VAT	0.45 % p.a. + VAT	0.45 % p.a. + VAT

Performance rate

	Standard rate	OPERA	OPERA PLUS
___ Minimum threshold	€125,000		
___ Management fee (debited twice a year)	0.30 % p.a. + VAT	0.27 % p.a. + VAT	0.27 % p.a. + VAT
___ Performance fee (debited twice a year)	– if net performance ≤ 2 % : €0 – if net performance > 2 % : (net performance – 2 %) * 0.10 p.a. + VAT		

R-Conseil¹

	Standard rate	OPERA	OPERA PLUS
___ Minimum threshold	€125,000		
___ Annual fee (debited twice a year)	0.50 % p.a. on the securities portfolio (excluding cash assets) + VAT	0.45 % p.a. on the securities portfolio (excluding cash assets) + VAT	0.45 % p.a. on the securities portfolio (excluding cash assets) + VAT

R-Invest²

	Standard rate	OPERA	OPERA PLUS
___ Annual fee (debited twice a year)	€250 p.a. + VAT	€225 p.a. + VAT	€200 p.a. + VAT

¹ Stock market transactions carried out under R-Gestion and R-Conseil benefit from a **50% discount on the standard rate and R-Net rate respectively.**

² Stock market transactions carried out under R-Invest benefit from a **25% discount on the standard rate.**



SECURITIES TRANSACTIONS



Become a Raiffeisen member and receive a 30% discount on the subscription fees for LUX Funds, Union Invest and Vontobel. More details at www.raiffeisen.lu.

Purchase / sale / subscription of bonds¹

	Branch fee	R-Net fee
___ < €50,000	0.75 % (min. €65)	0.525 % (min. €50)
___ €50,000 – €125,000	0.60 %	0.42 %
___ > €125,000	0.40 %	0.28 %

¹ In the event of partial execution, the grid applies to each transaction individually.

LUX FUNDS

		OPERA		Standard rate	
		Branch fee	R-Net fee	Branch fee	R-Net fee
___ Luxcash, Lux-Pension money market	Subscription fee	0.10 % (min. €35)	0.07 % (min. €24.50)	0.14 % (min. €50)	0.10 % (min. €35)
___ Lux-Bond ¹	≤ €125,000	0.98 % (min. €35)	0.69 % (min. €24.50)	1.40 % (min. €50)	0.98 % (min. €35)
	> €125,000	0.49 %	0.35 %	0.70 %	0.49 %
___ Lux-Croissance ¹	≤ €125,000	1.47 % (min. €35)	1.03 % (min. €24.50)	2.10 % (min. €50)	1.47 % (min. €35)
	> €125,000	0.98 %	0.69 %	1.40 %	0.98 %
___ Redemption fee		free of charge			

¹ Fee for change of sub-fund: 0.50 %



Vontobel SICAV

		Standard rate		OPERA	
		Branch fee	R-Net fee	Branch fee	R-Net fee
— Subscription fee	Equity funds	3.00 % (min. €75)	2.10 % (min. €40)	2.10 % (min. €40)	1.47 % (min. €40)
	Mixed funds/derivatives	2.50 % (min. €75)	1.75 % (min. €40)	1.75 % (min. €40)	1.225 % (min. €40)
	Bond funds	2.00 % (min. €75)	1.40 % (min. €40)	1.40 % (min. €40)	0.98 % (min. €40)
— Redemption fee		free of charge			

“Best of” fund selection

		Branch fee	R-Net fee
— Subscription fee	Equity funds	3.00 % (min. €75)	2.10 % (min. €40)
	Mixed funds/derivatives	2.50 % (min. €75)	1.75 % (min. €40)
	Bond funds	2.00 % (min. €75)	1.40 % (min. €40)
— Redemption fee		1.00 % (min. €75)	

Other funds (SICAVs)

		Branch fee	R-Net fee
— Subscription fee	Equity funds	3.50 % (min. €75)	2.45 % (min. €40)
	Mixed funds/derivatives	3.00 % (min. €75)	2.10 % (min. €40)
	Bond funds	2.50 % (min. €75)	1.75 % (min. €40)
— Redemption fee		1.00 % (min. €75)	

Profit Units Raiffeisen

	Fee
— Subscription fee	free of charge

Purchase/sale of ETF (exchange-traded funds)

		Branch fee	R-Net fee
— Subscription fee	< €50,000	1,000 % (min. €75)	0,700 % (min. €45)
	€50,000 – €125,000	0.875 %	0.6125 %
	> €125,000	0.750 %	0.525 %
— Redemption fee	< €50,000	1.000 % (min. €75)	0.700 % (min. €45)
	€50,000 – €125,000	0.875 %	0.6125 %
	> €125,000	0.750 %	0.525 %

Purchase/sale of shares, warrants and rights¹

		Branch fee	R-Net fee
— Main stock markets (Australia, Austria, Belgium, Canada, Denmark, England, Finland, France, Germany Greece, Hong Kong, Italy, Japan, Luxembourg, Netherlands, Norway, Portugal, Spain, Sweden, Switzerland, United States)	< €50,000	1,000 % (min. €75)	0,700 % (min. €45)
	€50,000 – €125,000	0.875 %	0.6125 %
	> €125,000	0.750 %	0.525 %
— Other stock markets	< €50,000	1.500 % (min. €100)	1.250 % (min. €75)
	€50,000 – €125,000	1.375 %	1.125 %
	> €125,000	1.250 %	1.000 %

N.B.: Taxes applicable on different stock markets (e.g.: Tax on financial transactions, stamp duty, etc.) are charged in addition.

Purchase/sale/subscription of structured products (excluding R-Rendement in subscription phase)¹

	Branch fee	R-Net fee
— < €50,000	0.75 % (min. €65)	0.525 % (min. €50)
— €50,000 – €125,000	0.60 %	0.42 %
— > €125,000	0.40 %	0.28 %

¹ In the event of partial execution, the grid applies to each transaction individually.

R-Rendement in subscription phase

	Standard fee		Fee R-Conseil, R-Gestion, R-Invest
	Branch fee	R-Net fee	
— Subscription fee	0.50 %	0.35 %	Free of charge



Transfer / Physical withdrawal

Physical withdrawal: SICAV with participation by Banque Raiffeisen	€37.50 per share position
Physical withdrawal: Other	€50 per share position
External transfer	€75 per share position
Internal transfer	€12.50 per share position

Custody fees¹

__ LUX Funds		free of charge
__ Securities, certificates issued by Banque Raiffeisen		free of charge
__ Profit Units Raiffeisen		free of charge
__ Structured products Vontobel R-Rendement		free of charge
__ Vontobel SICAV ²		0.10 % + VAT p.a.*
__ Structured products Vontobel (excluding R-Rendement) ²	< €625,000	0.20 % + VAT p.a.*
	€625,000 - €1,250,000	0.15 % + VAT p.a.*
__ Other securities ²	> €1,250,000	0.10 % + VAT p.a.*
__ Statement of securities with valuation requested by the customer		€12.50

*minimum per position: € 4 + VAT / quarter

¹ Irrespective of the rates indicated, custody fees and other costs actually invoiced by third parties (e.g. custodians or sub-custodians) that exceed custody fees calculated on the basis of the rates indicated are recharged to customers.

² Custody fees are debited at the end of the quarter and are based on the average of the last quarter's rates. The thresholds are applied by position.

Securities collection

__ Securities collection fee	0.50 % (min. €9)
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Precious metals

__ Custody fee ¹	< €250,000	0.25 % (min. €4 + VAT / quarter)
	≥ €250,000	0.175 %
__ Precious metal collection fee		0.50 % (min. €50)
__ Precious metal transaction fee ²		0.50 % (min. €50)
__ Physical withdrawal		€50 per position

¹ Custody fees are debited at the end of the quarter and are based on the average for the previous quarter. The thresholds are applied by position.

² The purchase of silver ingots (with physical delivery or on security deposit) is subject to VAT.



Value dates

		Purchase / Subscription	Sale / Redemption
__Equities / Warrants / ETFs	main global stock markets	+2 business days	+2 business days
	other stock markets	+3 business days	+3 business days
__Bonds	all markets	+2 business days	+2 business days
	primary	issue date of the security	n/a
__Structured products	primary	issue date of the security	n/a
	secondary	+2 business days	+2 business days
__SICAV*	LUX Funds	NAV date +2 business days	NAV date +2 business days
	Vontobel SICAV	depends on the fund in question *	depends on the fund in question *
	"Best of" Funds / Other Funds	depends on the fund in question *	depends on the fund in question *
__Precious metals	off-exchange	+2 business days	+2 business days
__Dividends, coupons and redeemable securities		Day of transaction	

* For further details, please refer to the fund prospectus.



ONE-OFF FEES AND EXPENSES

Research, auditor letters and certificates

Research	€60 / hour (min. €30 + VAT)
Photocopy	€1 / item + VAT
Publication of auditor's letter (basic)	€150 + VAT
Publication of auditor's letter (detailed)	€200 + VAT
Balance confirmation only	€50
Company incorporation certificate	€150
Statement from the trade register	€21.37 + VAT
Duplicate / Reissue of an account statement	€5
Duplicate of a certificate of interest	€25
Other certificates	€15

Special accounts / complex structures

Annual fees - Special accounts / complex structures	€400 per year
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Miscellaneous

Termination of a business relationship on initiative of the bank / on initiative of the customer not falling within the scope of application of banking mobility		min. €25
Closure of a current account in the context of banking mobility at the customer's initiative	< 1 year after opening	€25
	> 1 year after opening	free of charge
File opening fee – Litigation / Recovery		min. €25
Closing / archiving costs		min. €25
Management fees for inactive customers		€150 + VAT p.a. per customer (applicable from 39 months of inactivity)
Address research fee		actual cost + €30 bank intervention fee
Sending of registered letter		€25
Estimate of precious metals		€30 / piece
Early redemption costs on savings certificates		€100
Early redemption costs for term deposit		€100
Early redemption costs for annuity savings		€100
Exchange fee / handling of notes for passing customers		1 % min. €5
Exchange of coins / notes (same currency)		€5
Managing and monitoring unclaimed assets		€75 / year + VAT
Tax statement	R-Gestion, R-Conseil and R-Invest customers	free of charge
	Other customers	€50 + VAT
R-Net online banking		free of charge



GLOSSARY

Online banking	The account provider makes an online access to the account available to the customer.
Arranged overdraft	The account provider and the customer agree in advance that the customer may borrow money when there is no money left in the account. The agreement determines a maximum amount that can be borrowed, and whether fees and interest will be charged to the customer.
Direct debit	The customer permits someone else (recipient) to instruct the account provider to transfer money from the customer's account to that recipient. The account provider then transfers money to the recipient on a date or dates agreed by the customer and the recipient. The amount may vary.
Account statement	The account provider makes an account statement available to the customer.
Providing a credit card	The account provider provides a payment card linked to the customer's payment account. The total amount of the transactions made using the card during an agreed period is taken either in full or in part from the customer's payment account on an agreed date. A credit agreement between the provider and the customer determines whether interest will be charged to the customer for the borrowing.
Providing a debit card	The account provider provides a payment card linked to the customer's account. The amount of each transaction made using the card is taken directly and in full from the customer's account.
Standing order	The account provider makes regular transfers, on the instruction of the customer, of a fixed amount of money from the customer's account to another account.
Cash withdrawal	The customer takes cash out of the customer's account.
Maintaining the account	The account provider operates the account for use by the customer.
Credit transfer	The account provider transfers money, on the instruction of the customer, from the customer's account to another account.



GENERAL REMARKS

These fees concern the most common banking transactions but are not an exhaustive and detailed list of all our fees and conditions. Please feel free to contact us directly if you would like additional information. Fees indicated may be changed at any time without prior notice.

Fees and non-monetary benefits received or paid

1. General

As an integral part of the obligations incumbent on the bank to inform customers of the non-monetary fees and benefits received or paid, this document is intended to identify, with regard to the investment services and activities and ancillary services provided by the bank, the circumstances that give rise or are likely to give rise to such fees or non-monetary benefits.

Pursuant to Article 24 of the general terms and conditions, in the event of the transmission of an order to another professional on behalf of the customer or the provision of another investment service or ancillary service to the customer, the bank may require remuneration through retrocession of that professional party's fee or the remuneration or benefit paid to a third party and may be required to pay or provide a remuneration or a benefit to a third party. If the bank receives commission payments as part of the R-Gestion investment service, these will be paid to the customer.

It should be stressed that investment advice and recommendations are not influenced by the benefits paid or received, as the bank always acts in the best interests of its customers. The bank shall take all appropriate measures to detect and avoid or manage possible situations in which conflicts of interest may arise between the interests of a customer and those of the bank (including its officers, employees, tied agents and persons directly or indirectly linked to the bank through a control relationship) or those of another customer in the provision of an investment service and any ancillary service or combination thereof, including those arising from the receipt of inducements from third parties or from the remuneration structure and other incentive structures specific to the banking institution.

From this perspective, the negotiation of commissions received is carried out by persons other than account managers, all in accordance with the bank's conflict of interest policy. Remuneration, fees or non-monetary benefits paid or received by the bank in connection with an investment service are deemed to improve the quality of the service provided to the customer, in particular by increasing access to a wider range of products.

2. Fees received - Fees for distributing UCIs and structured products

2.1. Execution only

The bank offers its customers a wide range of investment products, including units in collective investment undertakings (UCI) promoted by the bank, UCIs and structured products or other products of third parties, to which customers may subscribe on their own initiative, as the bank does not give any recommendation or advice in this respect.

In return for providing these products to customers, providing information and updating this information (prospectus, history, yield and other useful information), the UCI, the issuer of structured products or other products or its representatives may remunerate the bank by commission calculated in particular on the basis of a management commission or other commissions levied in the context of these products. The fee received may vary depending on the asset classes of the investments made or the outstandings generated¹, the net asset value (NAV), its frequency, the rates negotiated under the terms of the distribution agreements, the number of shares in circulation or other factors.

2.2. Consulting and Management

The bank may benefit from the same commission (point 2.1.) when it provides investment advice (remunerated or not) or issues a general recommendation under the same conditions. Similarly, the managing bank (or its management company) may receive from UCIs, issuers of structured products or other products or from their representatives, when their financial instruments are placed in the portfolios of customers, a fee based on the aforementioned criteria which it will subsequently pay back to the customer.

This fee is intended to maintain independent third party fund and product selection in order to best meet the customer's needs. This management approach aims to optimise investor satisfaction and contribute to maximising the return/risk ratio of their investments by diversifying asset classes, geographic areas, market segments and management styles.

The expertise and know-how of external managers ultimately benefit the customer and the quality of the service provided is enhanced. This means the Bank is required to look for management experience, examine the fund universe and other products and analyse the management process. This policy is based on objective quantitative and qualitative criteria such as:

- performance, recurring performance, management style
- the ability to manage risk
- the ability to "outperform" the market
- rigorous adherence to the management style

which require a dedicated infrastructure and considerable monitoring (where necessary analysis of the investment strategy, due diligence, meetings and proximity with UCI and structured product managers and others, presentation to an Investment Committee, on-site visits and monitoring of their performance, investment strategy, and the portfolio's compliance with the management style). The recurrent fees are warranted by this permanent monitoring process.



3. Non-monetary services received

The bank may receive from its intermediaries, for example, financial analyses that it may use among other elements to determine its investment strategy as well as to enhance the investment advice provided. These intermediaries are selected on the basis of objective criteria, both qualitative and quantitative, and do not take into account the non-monetary services received. The procedure for selecting intermediaries is also consistent with the policy for managing conflicts of interest.

4. Fees paid to third parties

The bank may remunerate certain third parties, for example in order to expand its customer fund or as part of a service provider relationship. These third parties do not generally offer custody services which only a credit institution is authorised to provide or do not offer investment services.

These third parties fulfil a selection role vis-à-vis the customer by seeking for the customer the financial institution that will be able to offer the service that best meets their expectations and needs. They propose customers that are part of the bank's target segmentation. The bank has established internal procedures for both the selection of these third parties and its organisation in order to develop long-term relationships and preserve their stability.

The remuneration of these intermediaries may consist in paying them a commission calculated either on the basis of a portion of the commissions received or receivable on the transactions performed or to be performed by the customer, or an amount based on the assets in deposit, or an amount proportional to the customer's entry fees in certain UCIs. This amount can be spread out to preserve the stability of the relationship over time.

The customer may obtain further details on how these benefits are determined by request from their usual manager.

¹ The usual average rate of the benefit received on fees earned, all tranches and all financial instruments combined, does not exceed 1%.

