



Name of the account provider: Bank of Valletta p.l.c.

Account name: Call Account

Date: 01.07.2024

- This document informs you about the fees for using the main services linked to the payment account. It will help you to compare these fees with those of other accounts.
- Fees may also apply for using services linked to the account which are not listed here. Full information is available in the Tariff of Charges found on the Bank's website [Tariff of Charges - Bank of Valletta - BOV Group](#)
- A glossary of the terms used in this document is available free of charge.

Service	Fee
General account services	
Maintaining the account Default paper statements	For customers without BOV 24x7 Free
Request for up-to-date paper statement (update from the last official statement issued)	Monthly requests Free
Additional requests for paper statement: over the counter	Per statement Free
or through digital channels (24x7)	Per statement €1.50
Request for back-dated paper statement	
Over the counter Immediate print	For the previous 10 years Free
Through digital channels (24x7)	Per printed page €1.25
Official statement by post	Per printed page €1.50

Statement images – available for customers through BOV 24X7 free of charge (printable)		Free
Issue of Bill Payable		€5.00
BOV Securekey (Personal)	Per Year	€10.00
	Replacement for willful or negligent damages, loss or theft	€25.00
Transfer of funds from Savings to Current/Overdraft	In line with customer's instructions – with receipt	€0.70
Transfer of funds from Savings to Current/Overdraft	In line with customer's instructions – without receipt	€0.23
Account Inactivity Fee	For accounts that has not been used/idle for two years	€35.00
Foreign Cheque Deposit		
Return of Unpaid Overseas Foreign Bank Cheques		€5.00 + 0.5% of cheque value (min. €2.33) or €1.16 (for dividend/interest cheques) + Foreign Bank Charges and any out-of-pocket expenses
Return of Unpaid Overseas Foreign Bank Cheques sent for collection		€20 + Courier Fee (if applicable) + Foreign Bank Charges and any out-of-pocket expenses
Sale of Foreign Drafts drawn on Overseas Banks		€35.00 on All Amounts (Plus Foreign Bank Charges when applicable)
Stop Payment - Foreign Draft		€35.00
Payments (excluding cards)		
Sending money		
Non-Automated	All Currencies	€30.00
In euro via 24x7	Up to €1,000	€1.00
In euro via 24x7	Over €1,000	€4.00

In other currencies via 24x7		€12.00
Non-Automated	All currencies same day value	€40.00
In euro via 24x7	Same day value	€8.00
In other currencies via 24x7	Same day value	€24.00
Non-STP Repairs		€20.00
Cancellations prior Dispatch / Returns / Repairs		€20.00
Investigation	Plus, any out-of-pocket expenses incurred by the Bank	€35.00
Execution of Payment instruction letter		€2.00
Over the counter	Bill payment excluding payments for BOV services	€2.50
Receiving money		
Inward credit transfer	Euro payments up to €10,000	Free
Inward credit transfer	Euro payments over €10,000	€4.00
Non-STP Repairs		€20.00
Cancellations/Rejects		€20.00
Standing order		
Over-the-counter setup fee		€2.50
BOV to BOV	Same customer	Free
BOV to BOV	Third party payment	€1.00
BOV to other banks		€4.00
Payable to another bank	Pledged against a BOV loan	Free
Depending on type of transfer	Maximum fee	€10.00
Unprocessed Standing Order	Due to insufficient funds	€20.00
Direct debit		
Unprocessed Direct debit	Due to insufficient funds	€11.65
Cards and cash		
Providing a credit card		
BOV Visa Classic Card	Yearly fee	€21.00
BOV SkyPass Credit Card	Yearly fee	€35.00
BOV Visa Gold Card	Yearly fee	€69.00
BOV Visa Platinum Card	Yearly fee	€115.00

Cards sent by courier		Cardholder charged as per courier tariffs
Late payment fee on credit cards	1 st month	€5.00
	2 nd month and subsequent months	€15.00
Replacing a card		
Replacement of lost/stolen Visa Card		€5.00
Replacement of lost/stolen Gold/Platinum/ BOV Skypass Card		€11.50
Card Collection from the bank (additional fee)		€10.00
Card Collection from the bank within 24 hours (additional fee)		€15.00
PIN Collection from the Bank (inc. 24 hours collection)		€10.00
Cash withdrawal by means of an ATM		
ATM withdrawal with BOV Credit Card	Via BOV ATM Network	0.40% (min.€0.23)
ATM withdrawal with BOV card	Via other banks' ATM Network	€3.00 plus 0.33%
Overdrafts and related services		
Arranged overdraft		
Service not available		
Penalty fee on outstanding Credit Card Balance		2%

List of the most representative services linked to a payment account (English version)

	Term	Definition
1	Maintaining the account	The account provider operates the account for use by the consumer.
2	Subscribing and renewing internet, mobile and telephone banking	The account provider provides the consumer with access for banking services using the internet, mobile or telephone.
3	Requesting statements	The consumer requests bank statements, in paper or on other durable medium, over and above those which the payment service provider is required to send by law.
4	Cash withdrawal or deposit	The consumer requests to deposit or withdraw cash in or from an account.
5	Standing order	The account provider makes regular transfers, on the instruction of the consumer, of a fixed amount of money from the consumer's account to another account.
6	Providing and renewing a debit card	The account provider provides a payment card linked to the consumer's account, enabling the latter to withdraw and pay, locally, abroad, and even online. The amount of each transaction made using the card is taken directly and in full from the consumer's account.
7	Providing and renewing a credit card	The account provider provides a payment card linked to the consumer'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 consumer's payment account on an agreed date. A credit agreement between the provider and the consumer determines whether interest will be charged to the consumer for the borrowing.

8	Making payments using an International Debit or Credit Card	The account provider enables the consumer to make payments using an international debit or credit card.
9	Making payments using a local Debit or Credit Card	The account provider only enables the consumer to make local payments using a local debit or credit card.
10	Replacing a card	The consumer requests a replacement of a card that was lost, stolen or damaged.
11	Depositing and encashing a cheque	The consumer presents a cheque, whether local or international, for deposit or encashment.
12	Stopping a cheque	The consumer asks the account provider to stop the encashment of a cheque issued by that consumer.
13	Sending money in Euros to other account in the Single Euro Payment Area	The account provider transfers money, in Euros, on the instruction of the consumer, from the consumer's account to another account in a SEPA country.
14	Sending money in other currencies to any other account	The account provider transfers money, in non-euro currencies, on the instruction of the consumer, from the consumer's account to another account.
15	Receiving money – Euro	The consumer receives money in euros from euro account.
16	Receiving money - other currencies	The consumer receives money in non-euro currencies from non-euro account.
17	Arranged overdraft	The account provider and the consumer agree in advance that the consumer 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 consumer.
18	Direct Debit	The consumer permits someone else (recipient) to instruct the account provider to transfer money from the consumer's account to that recipient. The account provider then transfers money to the recipient on a date or dates agreed by the consumer and the recipient. The amount may vary.

List of the most representative services linked to a payment account (Maltese version)

	Frazi	Definizzjoni
1	Iżżomm il-kont	Il-fornitur tal-kont jopera l-kont għall-użu mill-konsumatur.
2	Applikazzjoni u tiġdid għal servizzi bankarji permezz tal- Internet, il- mowbajl jew it- telefown	Access għas-servizzi bankarji permezz tal- internet, il-mowbajl jew it-telefown tiegħek.
3	Talba għal-rendikonti bankarji	Talba għal rendikonti bankarji stampati jew fuq mezz durabbli ieħor oltre minn dawk li l-bank huwa obligat jibgħat skont il-liġi.
4	Ġbid ta' flus minn jew depożitu ġo kont	Talba sabiex konsumatur jiddepożita ġewwa jew jiġbed flus kontanti minn kont.
5	Ordnijiet permanenti	Il-fornitur tal-kont jagħmel trasferimenti regolari, wara struzzjoni mill-konsumatur, ta' ammont fiss ta' flus mill-kont tal-konsumatur għal kont ieħor.
6	Il-forniment jew tiġdid ta' karta ta' debitu	Il-fornitur tal-kont iforni karta ta' pagament marbuta mal-kont tal-konsumatur li biha jkun jista' jiġbed flus u jagħmel pagamenti lokalment, barra minn Malta u saħansitra onlajn. L-ammont ta' kull transazzjoni blużu tal-karta ta' debitu jittiehed direttament u b'mod sħiħ mill-kont tal-konsumatur.
7	Il-forniment u tiġdid ta' karta ta' kreditu	Il-fornitur tal-kont iforni karta ta' pagament marbuta mal-kont tal-pagamenti tal-klijent. L- ammont totali tat-tranzazzjonijiet permezz tal- karta matul perjodu maqbul jittiehed jew b'mod sħiħ jew parzjali mill-kont tal-pagamenti tal-klijent f'data maqbula. Ftehim ta' kreditu bejn il-fornitur u l-konsumatur li jiddetermina jekk hux se jkun hemm imgħax meta l-konsumatur jissellef.
8	Pagamenti b'użu ta' karta ta' debitu jew karta ta' kreditu internazzjonali	Meta l-fornitur tal-kont jhalli l-konsumatur jagħmel pagamenti permezz ta' karta ta' debitu jew karta ta' kreditu internazzjonali.
9	Pagamenti b'użu ta' karta ta' debitu jew karta ta' kreditu lokali	Meta l-fornitur tal-kont iħalli l-konsumatur jagħmel pagamenti lokali permezz ta' karta ta' debitu jew karta ta' kreditu lokali.
10	Bdil ta' karta ta' debitu internazzjonali jew Karta ta' kreditu	Bdil ta' karta ta' debitu internazzjonali jew karta ta' kreditu jew hruġ ta' karta ġdida f'każ li tintilef, tinsteraq jew titħassar.
11	Depożitu u tisirif ta' ċekk	Meta tippreżenta ċekk, kemm lokali kif ukoll internazzjonali, biex jiġi depożitat jew imsarraf.

12	Twaqqif ta' ċekk	Meta l-konsumatur jitlob lill-fornitur tal-kont sabiex iwaqqaf ċekk li jkun ħareġ il-konsumatur, milli jissarraf.
13	Tibgħat ewro f'kont ieħor fiż- Żona Unika ta' Pagamenti bl- Ewro (SEPA)	Trasferiment ta' ewro bejn bank u ieħor fiż-Żona Unika ta' Pagamenti bl-ewro (SEPA), fuq struzzjonijiet tal-konsumatur.
14	Tibgħat flus fi kwalunkwe munita oħra ħlief l-ewro lill kwalunkwe bank ieħor	Meta l-fornitur tal-kont jibgħat flus fi kwalunkwe munita oħra ħlief l-ewro, fuq struzzjonijiet tal-konsumatur mill-kont ta' dak il-konsumatur għal kont ieħor.
15	Tirċievi ewro f'kont bankarju flewro	Meta l-konsumatur jirċievi pagament f'ewro minn kont ieħor denominat fl-ewro.
16	Tirċievi flus ġo kont bankarju (mhux denominat fl-ewro) f'Malta f'munita li mhix l-ewro	Meta konsumatur jirċievi pagamenti f'munita li mhix lewro direttament fil-kont tiegħu li ma jkunx denominat fl-ewro.
17	Overdraft	Il-fornitur tal-kont u l-konsumatur jaqblu minn qabel li l-konsumatur jista' jissellef il-flus meta m'hemmx aktar flus fil-kont. Il-ftehim jiddetermina ammont massimu li jista' jiġi missellef, u jekk it- tariffi u l-imagħax hux se jiġu ċċarġjati lill-konsumatur.
18	Direct Debit	Il-konsumatur jippermetti li ħaddieħor (riċevitur) jagħti struzzjonijiet lill-fornitur tal-kont biex jittrasferixxi l-flus mill-kont tal-konsumatur għal dak irriċevitur. Il-fornitur tal-kont imbagħad jittrasferixxi l-flus lir-riċevitur f'data jew dati li jkunu maqbula mill-konsumatur u r-riċevitur. L-ammont jista' jvarja.