

GLOBEX Consumer and Pro Program

Account and Card Activation Monthly Administrative Fees				
	Globex Gold	Globex Gold Pro <small>PRO</small>	Globex Black	Globex Black Pro <small>PRO</small>
Package Opening Fee Account, IBAN, Primary Card in plastic and virtual version and eGlobex app access.	€49.90	€69.90	€69.90	€99.90
Package Monthly Service Charges payable by automatic debit.	€9.90	€ 12.90	€9.90	€ 12.90
Virtual Card	€ 0.99			
Account Request Fee Non- refundable, this fee applies to the initial application and to periodic renewals of Personal Information.	€ 10.00			
Inactivity Fee The fee will be charged monthly following 6 months or more without transaction or load activity on the card during card term.	€ 30.00 or 2%* <small>*Fee is calculated as the greater of € 30 or 2% of the total amount</small>			
Expired Card Management Fee The fee will be charged monthly 13 months post expiry.	€ 30.00 or 2%* <small>*Fee is calculated as the greater of € 30 or 2% of the total amount</small>			
Investigation and Verification Processes Fee per month	€ 20.00			
Fraud Investigation Fee per month	€ 20.00			
AML Investigation Fee per month	€ 20.00			
Manual Support Fees Manual Support fees are charged in certain cases to cover the costs of manual account support. These fees may apply in the following situations:	€150			

<p>A. Disputes and Investigations</p> <ul style="list-style-type: none"> When the customer requests arbitration or disputes a transaction with a trusted third party. If the customer mistakenly disputes an authorized transaction, requiring support team assistance. (For example: wrongly disputed chargebacks) <p>B. Account Management</p> <p>Manual intervention is needed to ensure the account complies with terms and conditions. Examples include:</p> <ul style="list-style-type: none"> Refusal or failure to provide required documents (e.g., ID, proof of address, or proof of funds, supporting documents, etc.) within 60 days. Handling requests from verified external or governmental bodies. Returning incoming funds to the sender. Resolving failed account operations due to erroneous information provided by the customer. Accounts restrictions to "spend-only" status. Continued unpaid negative balances after 60 days. <p>C. Special Requests & Compliance</p> <ul style="list-style-type: none"> Complex cases of account recovery after prolonged inactivity or loss of access. Reviewing and issues flagged by systems. 	
<p>Account Monitoring Service and Platform Annual Fee For inactive accounts and payment cards.</p>	€ 80

Card & Account Transaction Fees				
	Globex Gold	Globex Gold Pro PRO	Globex Black	Globex Black Pro PRO
Account to Account, Wallets Transfer Fee	€0.35			
Cash Load to Account	€ 1.00 + 3.3% of amount			
Chargeback Processing Fee	€ 35.00			
Lost/Stolen/Expired Card Replacement Fee	€ 49.90	€ 69.90	€ 69.90	€ 99.90
Account closure	€ 4.00			
Customer Funds Refund / Recall Successful recovery of funds cannot be guaranteed.	€ 34.90			

ATM Transactions

ATM France	€1.90
ATM SEPA	0.55% of amount + € 1.90
ATM International	2% of amount + € 2.20
ATM Balance Inquiry	€0.69
ATM PIN Change	€0.79
Decline Fee	€0.79
FX Charge	6%

POS Transactions

POS France	€0.20
POS SEPA	€0.30 + 0.20% of amount
POS International	€1.60 + 1.25% of amount
Decline Fee	€0.79
FX Charge	6%
POS Cashback	As per ATM fees

Account Loading Fee per Transaction

	Globex Gold	Globex Gold Pro PRO	Globex Black	Globex Black Pro PRO
Load Account by Debit Card Google Pay and Apple Pay supported.	€1.00 + 0.99% of amount			
Load Account by Credit Card Google Pay and Apple Pay supported.	€ 1.00 + 1.99% of amount			
SEPA and Instant SEPA Bank Transfer Incoming	€0.69 + 0.40% of amount	€0.79 + 0.40% of amount	€0.69 + 0.40% of amount	€0.79 + 0.40% of amount
Decline/Return Fee	€ 0.79			

Outgoing Payments Fee per Transaction

	Globex Gold	Globex Gold Pro PRO	Globex Black	Globex Black Pro PRO
Instant SEPA Bank Transfer Outgoing	€1.99	€2.99	€1.99	€2.99
Decline/Return Fee	€ 0.79			