



## PANCRETA BANK

### PRE-CONTRACTUAL INFORMATION

#### TIME DEPOSIT: "TIME DEPOSIT STEP PLUS"

**Product description:** Time deposit in Euros and US Dollars (USD) with a maturity of 6 and 12 months. Monthly interest payments are effected on each anniversary of the inception date to the Service Account designated by the customer.

**Time Deposit Account:** Account held by the customer with the Bank, on which the operation of the Time Deposit is based.

**Service Account:** A first-demand account held in the form of a Savings, Current or Sight Account, which serves the Time Deposit Account at inception, maturity, renewal and premature full or partial repayment, for the purpose of yielding interest and principal. The Service Account has essentially the same beneficiaries and is opened in the same currency as the Time Deposit Account.

#### A. Key Features of a Time Deposit:

- ❖ Product: Time deposit with a maturity of 6 and 12 months, subject to monthly interest payments on each anniversary of the inception date.
- ❖ Beneficiaries: Natural persons
- ❖ Currency: Euro (EUR), US Dollar (USD)
- ❖ Minimum initial deposit amount: €10.000 and \$10.000
- ❖ Available through branch network
- ❖ New funds only
- ❖ Automatic renewal is not supported
- ❖ Interest rate: The interest rate increases depending on the duration of the deposit. Customers may at any time obtain information on effective Time Deposit interest rates from our branch staff as well as from our website [www.pancretabank.gr](http://www.pancretabank.gr).
- ❖ Interest calculation time basis: Actual Days/365-day year ratio or 360-commercial day year ratio. The numerator represents the number of actual days elapsed and the denominator a 365-day year or 360-commercial day year depending on the currency of the time deposit (EUR 365 days/USD 360 commercial days).
- ❖ Start and end time of the interest payment: From the inception date until the day preceding maturity.



- ❖ Interest is paid on a monthly basis at the date set to that effect. Principal is paid at maturity by crediting the relevant amount to the first-demand deposit account designated by the beneficiary.
- ❖ If the anniversary of the interest or principal payment is a Saturday, Sunday or other public holiday, the interest accrual period will be extended until the next business day.
- ❖ Tax on interest: The amount of interest is subject to a tax deduction in favor of the State, in accordance with the applicable tax legislation. The interest tax rate is currently 15%.

#### **B. Time Deposit Options:**

- ❖ A time deposit account may be opened by multiple beneficiaries (Natural Persons) in accordance with the provisions of Law 5638/1932 "Deposits in Joint Account". If any of the joint beneficiaries dies, the deposit is automatically transferred to the surviving joint beneficiaries, down to the last.
- ❖ Amounts withdrawn prematurely are subjected to penalty interest for the period remaining until the agreed maturity date, at the rate applied by the Bank in these situations. Such interest may under no circumstances exceed the amount of interest accrued in the aforementioned period.
- ❖ By exception, penalty interest shall not be charged in case the deposit is prematurely withdrawn in whole or in part on any anniversary of the inception. Penalty interest accrues on the basis of the day on which the time deposit is withdrawn.
- ❖ In addition, in case of partial withdrawal, the deposit continues, until the initially agreed maturity of the term deposit, for the remaining amount.

#### **C. Handling of Complaints/ Requests:**

For any request or complaint regarding the Bank's services and products, you can:

- a) Contact any of the Bank's branches by letter or by filling in a standard complaint form
- b) Send a letter by email to [complaints@pancretabank.gr](mailto:complaints@pancretabank.gr), or by post to: Pancreta Bank S.A., Complaints Management, Ikarou Avenue and Mausolou 71 601, Heraklion, Crete, Greece
- c) Contact the Bank's Call Centre through a recorded telephone call at +30 2810 338787, from Monday to Friday, during business hours from 08:00 to 15:00
- d) Complete the electronic Complaint Form available on the Bank's website ([www.pancretabank.gr](http://www.pancretabank.gr))

As soon as we receive your request, we will contact you in order to:

- To confirm receipt of your request
- To inform you that we will respond in writing within the timeframe set by the applicable regulatory framework (within 45 days from the submission of the relevant complaint). If it is not possible to provide a response within 45 days, we will inform



you of the reason for the delay and the timeframe within which we expect to complete our investigation of the complaint.

#### **D. Alternative dispute resolution for consumer disputes:**

Furthermore, for any dispute, you have at your disposal special procedures for out-of-court dispute resolution by contacting the Competent Authorities and alternative dispute resolution bodies such as:

- The Consumer Ombudsman, 144 Alexandras Street, 11471, Athens, Greece, Tel. 2106460862, e-mail: [grammateia@synigoroskatanaloti.gr](mailto:grammateia@synigoroskatanaloti.gr), Website: <http://www.synigoroskatanaloti.gr>
- The Financial Ombudsman, 1 Massalias Street, 10680 Athens, Tel. 210 3376700, e-mail: [info@hobis.gr](mailto:info@hobis.gr), website: [www.hobis.gr](http://www.hobis.gr)
- the Friendly Settlement Committees provided for in Article 11 of Law 2251/1994, as in force from time to time
- the General Secretariat of Commerce and Consumer Protection of the Ministry of Development and Investments, Kanigos Square, 10181, Athens, whose services are also accessible via the website <https://kataggelies.mindev.gov.gr/>.