

Clear & Simple

Personal Fees &
Charges Explained

Find out what you need to know

Introduction

At Danske Bank we have a clear and simple policy; to provide a professional service that's suited to your individual needs. That means telling you exactly what our fees are as well as how to reduce them and, where they do apply, when we charge them.

This brochure has been prepared to do just that and it also explains how we notify you of any charges being applied to your account, as well as how we can help you to reduce fees and charges - or even avoid them altogether.

This brochure has been divided into the following sections

- Section 1:** General Information on Fees & Charges
- Section 2:** Account Transaction & Maintenance Fees
- Accounts on Sale
- Section 3:** Account Transaction Fees & Charges
- Applicable to all accounts
- Section 4:** Ancillary Charges
- Section 5:** Interest Rates
- Section 6:** Payment Transaction Cut-Off Times
- Section 7:** Investment & Share Trading

This brochure should be read in conjunction with the Terms & Conditions that apply to the package, product(s) and/or services that you may have availed of from us and our International Products and Services Brochure.

Section 1 - General information on Fees & Charges

Where required how can you reduce or even avoid Account Transaction fees?

This can be done in a number of ways, for example:

- **Open a personal customer package**
 - Our personal packages help customers minimise bank charges. See section 2 for details of the charging structure.
- **Keep a track of your finances**
 - Use our internet banking service (eBanking)[^]. Conducting transactions online is cheaper and in most cases free. eBanking also enables customers to keep track of transactions on their accounts.
 - Conduct transactions on the telephone.
 - Remember - standing orders and direct debits are cheaper than cheques and can be used to manage regular payments.
 - Record all transactions on your cheque book stub so you know where you stand.
- **Use Automated instead of Manual payment methods**
 - Use your debit card for purchases in shops, supermarkets etc. It's cheaper and it makes your spending easier to track on your statement. You can also use the Debit card 'cash back' facility to withdraw cash at participating retailers.
 - Pay regular bills, such as telephone, gas, electricity by direct debit as this is cheaper than using cheques.

What type of fees are applied

Fees and charges can be grouped into four broad categories:

- Account Transaction Fees and/or Account Maintenance Fees (see sections 2 - 3)
- Ancillary Charges (or bank service charges) (see section 4)
- Overdraft Borrowing Charges (see section 3)
- Government Charges (see section 3)

What are Account Maintenance Fees?

These cover the day to day costs of maintaining your account. Dependent upon the package you choose, these costs can be applied as a fixed charge per month/quarter or on a per item basis.

[^] These services may be temporarily unavailable during periods of routine maintenance.

What are Account Transaction Fees?

Transaction fees are applied to your account when you exceed the number of free transactions within your package in any quarterly period.

How do we let you know what your fees are?

Where required by law or regulation, twelve working days before Account Transaction or Account Maintenance fees are charged to your account we send you a Pre-Notification Statement, providing you with a complete breakdown of the charges to be applied. If you find something on that statement you don't understand, please contact us on 1890 866 866.

When do we apply Account Transaction / Account Maintenance fees?

Where applicable, these are calculated quarterly, on the last calendar day of March, June, September and December. In the case of Pre-Notified accounts the charges are then applied to the account twelve working days after the notification has been sent to the customer.

Section 2 - Account Transaction & Maintenance Fees

Accounts on Sale

- **Fresh** – a banking package for 12 - 17 year olds with a current account, ATM/Debit Card, eBanking. (Upon your 18th birthday, your package will be migrated to Danske 24/7).
- **Danske 24/7** – a banking package with a current account, an ATM/Debit Card, credit card^Δ, overdraft^Δ and Direct Banking.
- **Danske Easy Plus** – a banking package with a current account, an ATM / Debit Card, MasterCard Gold credit card^Δ, overdraft^Δ, credit interest on credit balances, preferential discount rate on your mortgage interest rate[†], preferential saving rates, an Easy Plus savings account and Direct Banking.
- **Danske Prestige** – a banking package with a current account, an ATM / Debit Card, MasterCard Platinum credit card^Δ, overdraft^Δ, credit interest on credit balances, preferential discount rate on your mortgage interest rate[†], preferential saving rates, a Prestige savings account and Direct Banking.

Δ Subject to credit assessment.

† Subject to relevant qualifying criteria.

Account Transaction & Maintenance fees include:

Account Transaction Fees (per transaction, where applicable)

Automated transaction charges	Applied to ATM withdrawals, standing orders, direct debits, Debit Card transactions*, and other automated withdrawals, and all automated credits e.g. salary paid directly into account	€0.25
Manual/paper credit transactions	Applied to all paper based credit transactions	€0.30
Manual/paper debit transactions	Applied to cheques paid	€0.34

* The automated transaction charge of €0.25 will be waived for all Contactless Chip Transactions until 31st August 2014.

Account Maintenance Fees (This is the basic cost of each package.)

Fresh Customer Package	Free of Charge
Danske 24/7 Customer Package	€5.00 per quarter
Danske Easy Plus Customer Package	€18.75 per quarter
Danske Prestige Customer Package	€31.25 per quarter

Refer to Section 3 - Account Transaction Fees & Charges
Applicable to all accounts.

Transactions that are not charged:

- Debits in respect of interest, fees and Government Stamp Duty charges
- Transfers by a customer between his or her accounts in the exact same name and title
- Debits in respect of loan repayments
- 100% discount on transaction charges for Danske Easy Plus & Danske Prestige Packages as reflected in the cost of the package.

The above mentioned Fees & Charges are in addition to those outlined in sections 3 and 4.

Account Transaction Charges for Personal Packages*

Fee	Fresh	Danske 24/7	Danske Easy Plus	Danske Prestige
Quarterly Maintenance Fee	No charge	€5.00 per qtr	€18.75 per qtr	€31.25 per qtr
MasterCard (optional) [#]	N/A	MasterCard Gold €50.00 per annum	MasterCard Gold 100% discount on annual fee	MasterCard Platinum 100% discount on annual fee
Manual /Paper Credit	No charge	€0.30	No charge	No charge
Automated Credit Transaction Incoming Giro	No charge	€0.25	No charge	No charge
Automated Debit - ATM/Debit Card/eBanking	No charge	€0.25	No charge	No charge
Direct Debit/ Standing Order Withdrawals	No charge	€0.25	No charge	No charge
Manual/Paper Debit - cheques paid	No charge	€0.34	No charge	No charge

* Ancillary Charges can apply. See Section 3 & 4 of this brochure

Subject to credit assessment

Package Information

Each package contains a range of products, prices and interest rates designed to be placed together.

It is not possible to switch products within packages[^] but it is possible to switch between packages. If you choose to switch from one package to another, we will not charge you any penalty fee or additional charges but the discounts and preferential interest rates associated with your existing package will no longer apply. Charges that are applicable to your new package will then apply instead.

If you wish to switch between packages, you should speak to us on 1890 866 866 or to your relationship manager, and you will be asked to put your request in writing.

Details of discounts and preferential rates for each package

Danske Prestige

- MasterCard Platinum with 100% discount on the annual fee
- Preferential MasterCard Platinum interest rate
- Travel insurance benefits associated with your MasterCard Platinum
- Membership enabling you to gain access to Priority Pass airport lounges associated with your MasterCard Platinum
- Preferential savings account interest rate
- Discounting of charges relating to Account transaction fees
- Discounted overdraft set up and renewal fees
- May be eligible for a preferential home loan discount rate on your mortgage interest rate

[^] Subject to eligibility criteria

Package Information Continued.

Danske Easy Plus

- MasterCard Gold with 100% discount on the annual fee
- Preferential MasterCard Gold interest rate
- Travel insurance benefits associated with your MasterCard Gold
- Preferential savings account interest rate
- Discounting of charges relating to manual credits to zero
- Discounted overdraft set up and renewal fees
- May be eligible for a preferential home loan discount rate on your mortgage interest rate

Danske 24/7

- Optional extra to upgrade MasterCard Standard Credit Card to a MasterCard Gold Credit Card with travel insurance benefits at a cost of €50 per annum. You do not have to purchase this optional extra to have a Danske 24/7 package.

Fresh

- 100% discount on transaction & account maintenance fees
- Fresh package holders will automatically be moved to Danske 24/7 package upon their 18th Birthday

Section 3 - Account Transaction Fees & Charges Applicable to all accounts

The Fees & Charges in this section are in addition to those outlined in sections 2 and 4.

1. Card Charges

Debit Card Charges

Customers may conduct transactions on their account whilst abroad using their Debit Card.

The following charges apply when the transaction involves the conversion of a foreign currency in addition to the account transaction fee (if applicable).

ATM Transaction (except for Danske Bank UK ATMs)	3.5% of transaction value Min €3.17 Max €11.43
ATM Transaction (Danske Bank UK ATM)	The Bank's selling note rate applicable at the time the transaction is applied to your account.
POS (Point of Sale Transaction)	1.75% of the transaction value Min €0.46 Max €11.43

Credit Card Charges

Airport Lounge Visit (where applicable)	€20.00 per visit
Foreign currency conversion	1.75% of transaction amount
Cash Advance/Withdrawal fee*	1.5% or Min Fee €2.00
Copy Voucher (other than unauthorised card use)	€5.00
Late Payment	€8.50

* will appear as a separate transaction on your statement.

Emergency Card/Express Services

In the event that a customer requires a Credit Card at short notice while abroad (e.g. where a Credit Card is lost, stolen or damaged) they may apply for an Emergency Credit Card delivery. The charge for this service is €28.

Customers may alternatively request access to cash in such a situation. The charge for this cash delivery service is €28. In addition, interest and cash advance fees on your Credit Card will be applied.

A courier delivery service is also available for emergency express Debit Cards. This may arise in one of two situations (a) where a customer requires a Debit Card at short notice or (b) where a customer abroad requests a special delivery. The charge for this service is €28.

2. Card charges applicable to Savings Accounts

At our discretion, and on request by a customer, an ATM / Debit Card may be issued on specific Savings Accounts.

There are card related fees and charges applicable to cards on Savings Accounts. These include:

Debit Card Charges detailed in Section 3.1

Ancillary Charges detailed in Section 4

- Plastic Card Fee
- Re-advice of PIN
- Government Charges detailed in Section 3.10

3. Administrative Charge

Administration time is charged where it is agreed with the customer in advance of the work being carried out and then invoiced to the customer upon completion of the work. The charge is applied at a rate of €31.75 per hour.

4. Transfer of funds abroad

A range of funds transfer options are available. For details of these options and the charging structure applicable please see our International Products & Services brochure.

5. Overdraft Facility Charges

What are Overdraft Facility Charges?

If you think you might overdraw your account* or exceed your existing agreed limit, contact us in advance. In this way you can help to control your overdraft borrowing charges. Once an overdraft is agreed we will advise you in writing of the full details of the facility.

Customer Packages

Subject to credit assessment the following charges apply to overdraft setup:

Package	Set up	Renewal Fee
Danske 24/7	1% to a maximum of €35	€20
Danske Easy Plus	free of charge up to €25,000 limit	free of charge
Danske Prestige	free of charge up to €50,000 limit	free of charge

Where a customer requests an overdraft limit higher than that set for the package a fee of 1% (to a maximum of €35) will apply on the difference between the package limit and the limit requested. In such circumstances renewal fees will also apply at a rate of €20 per renewal.

* authorised overdraft not available on the Fresh package

6. Unauthorised Facility Charges

If you have no agreed overdraft limit or you exceed your limit without prior arrangement, a higher rate of interest (your agreed rate or the default rate applicable to the account plus surcharge interest) will be charged on the unauthorised amount. Full details of this are available on our website. In addition, these borrowings may attract the account fees set out above.

7. Referral Fees – Applicable to Danske 24/7 but not applicable to Danske Easy Plus & Danske Prestige.

A referral fee is charged when cheques or debits are presented for payment and there are insufficient cleared funds in your account to meet those cheques and debits when presented. When cheques and debits collectively exceed the credit limits or cause an account to overdraw without permission, a charge of €4.44 per item presented will be applied, up to a maximum of €22.20 per day.

8. Unpaid Items Out – applicable to all accounts

When an item is returned unpaid from your account, a charge of €10 per item is levied (e.g. standing order, direct debit or cheque).

9. How to avoid Surcharge Interest and other Overdraft Charges

Surcharge Interest, Referral fees and/or fees for Unpaid Items out may be avoided by ensuring that your account is operated in credit or within your authorised limit.

Referral Fees may also be avoided by selecting Danske Easy Plus or Danske Prestige.

10. Government Charges

There are certain Government Charges that we are obliged to collect from you e.g. stamp duty on cheques, stamp duty on credit cards, ATM and debit cards. These are debited to your account even if you qualify for free banking.

Details of the current Government Charges are available on request by calling us on 1890 866 866.

11. Balance Offset Arrangements

The Bank may exceptionally and at its sole discretion agree to allow certain credit balances to be offset against debit balances for the purpose of interest calculation. Where this arrangement is agreed, it will be documented in writing and a Set-Off Fee will be charged quarterly in arrears, as follows:

Personal Customers, 1.5% of the debit balance offset, calculated on a daily basis, subject to a minimum fee of €25 per quarter.

Section 4 - Ancillary Charges

What are Ancillary Charges?

These are charges incurred outside normal transactional items on all accounts and are usually charged at the time the service is provided. Such charges would include for example buying a domestic euro draft or paying a bill.

The following table sets out the ancillary charges applicable:

Ancillary Charges	
Bank Report for Audit Purposes	€12.50 per account reported plus a flat charge of €12.50 where details of contingent liabilities ¹ are included in the report.
Duplicate Certificate of Interest or Balance	€5.00
Domestic Euro Draft	€2.50
Fixed Rate Personal Loan Early Closure Fee for loans opened before 11th June 2010	€30.00
Fixed Term Deposit - Administration Fee (early withdrawal)	€10.00
Plastic Card Fee ² (per ATM/ debit/ cheque or credit card) (Charged when issued, replaced and on renewal)	€6.00
Re-advice of PIN ² (per ATM/Debit or Credit Card)	€1.25
Safe Custody ³ - Sealed Envelope	€12.50 + VAT
Safe Custody ³ Charge - Sealed Box	€25.00 + VAT
Same Day Domestic Payments	€25.00
Special Collection / presentation	€5.00
Statements	
Regular Statement Fee (per statement issued outside of normal frequency)	€0.50
Additional Statement ² Charge (at customers request to Bank)	€2.00
Duplicate Statement ² of account (per statement - including credit card account statements)	€4.00
Third Party Payment - processed by the bank	€0.75
Status Enquiry	€6.00 + VAT
Stop Cheque	€5.00
Unpaid Cheque In	€5.00
Vouchers returned with Statements	€10.00 per month

1. Examples of Contingent Liabilities include, but are not limited to: Trade Finance contracts, Bonds, Guarantees, Foreign Exchange contracts, Interest Rate Derivatives, and any other forms of derivative contracts
2. This charge is waived for Fresh accounts.
3. This is no longer available for new customers.

Section 5 - Interest Rates

Reference Interest Rates

We may have agreed with you that the interest rate applicable to your product is to be based upon a reference interest rate. The various reference interest rates that we use are detailed below - each of these comes from a publicly available source which can be verified by you and by us:

- **ECB rate:** means the ECB refinance rate, as published by the European Central Bank, available at www.ecb.int
- **EURIBOR rate:** means the rate published by the EURIBOR website adjusted to a 365-day basis (unless otherwise stated) for two-day value as described at www.euribor.org. EURIBOR rates are quoted for a range of periods, from overnight to 12 months. In the absence of certainty, the relevant period will be the rollover period set out in the documentation entered into between you and us.
- **Danske Bank's Prime Rate (IRL)*:** is set with reference to the three-month EURIBOR 365 day rate available at www.euribor.org; it is reset on a weekly basis as follows:
 - (i) the average of the three-month, 365-day EURIBOR rate for each of the days in the preceding week is calculated;
 - (ii) the average at (i) above is rounded up to the nearest 1/10th using normal rounding; and
 - (iii) 130 basis points are added to the rounded average at (ii) above to give the Danske Bank Prime Rate (IRL) for the following seven days. Bank holidays are treated as rate change dates, (saving Christmas period close). When a rate is not published the rate from the previous day is included in the average.

Our Prime Rate is not a tracker rate and the basis of its calculation may change at the discretion of the Bank. If the basis of the calculation of the Danske Bank's Prime Rate (IRL) changes in a manner that disadvantages you, we will always give you notice in writing in accordance with all applicable laws and regulations.

* Effective from 01/11/09

Section 6 - Domestic Payment Transaction Cut-Off Times

Payment orders received by us before cut-off times will be processed same day. Details of the Bank's opening hours are available on our website www.danskebank.ie

Outgoing Payments

Payment Order		Cut-Off Times	
Channel	Type	eBanking	Customer Support
Electronic Payments via eBanking / Customer Support	Funds Transfer to a Danske Bank Account	12.00pm	Close of Business
	Funds Transfer to an account in another Irish Bank (EFTS Payment)	4.00pm	4.00pm
	Domestic Same Day Payment	3.30pm	3.30pm

Incoming Payments

Type of Payment Order	Cut-Off Time
Receipt of funds from a Danske Bank Account	12.00pm
Receipt of funds from an account in another Irish Bank (EFTS Payment)	5.00pm
Receipt of funds from Domestic Same Day Payment	5.00pm

Section 7 - Investment and Share Trading

Fees and charges

Services	Fee
Account maintenance fee	€40 per annum
Corporate actions, interests	Free
Corporate actions, dividends	Free
Corporate actions - Split, merge or similar	Free
Corporate actions - Where trading is required*	€20.00
* includes rights issues and any other corporate actions where trading is required	
Transfer in/out of Custody Accounts	
Irish Holding	€10
GB Holding	GBP5
US Holding	USD5
Others	
Printed copy of shares held	€10.00
Printed Transaction Statement	€10.00
Printed copy of your portfolio	€10.00
Historical Valuation per Stock (where applicable)	€5.00
Administration Charge for late settlement	€65.00
Thomson Reuters MyMarkets Fee	€50.00 (inc VAT) per month

Dematerialising shares into a Custody account

Irish Holding	€15
GB Holding	GBP25
US Holding	DKK560+USD40
Canadian Holding	DKK560+CAD12

Shares in other markets may have different fees

Rematerialising shares held electronically

Irish Shares	GBP60
GB Shares	GBP60
US Holding	DKK560+USD40
Canadian Holding	DKK560+CAD12

Shares in other markets may have different fees

eBanking/Business eBanking Commission Fees

Security type	Market Value of trade	Commission Charged	Minimum cost per trade
Shares / ETFs (UK/Ireland/ Nordic/Europe/US*)	<€15,000	0.75%	€20
	>€15,000- <€30,000	0.50%	€20
	>€30,000	0.40%	€20
Fixed Income Securities	<€150,000	0.15%	€10
	>€150,000- <€450,000	0.075%	€10
Unit Trust Funds: (Danske Invest/ Others ¹)	<€150,000	0.15%	N/A
	>€150,000- <€450,000	0.075 %	N/A

**Execution - Only
Telephone Service Commission Fees**

Security type	Market Value of trade	Commission Charged	Minimum cost per trade
Shares / ETFs (All Markets)	<€15,000	1.50%	€50
Shares / ETFs (Ireland/UK)	>€15,000- <€30,000	1.00%	€50
Shares / ETFs Other	>€15,000- <€30,000	1.25%	€50
Shares / ETFs (All Markets*)	>€30,000	0.50%	€50
Fixed Income Securities	<€150,000	0.25%	€50
	>€150,000- <€450,000	0.1%	€50
	>€450,000	0.075%	€50
Unit Trust Funds: (Danske Invest/ Others!)	<€150,000	0.25%	N/A
	>€150,000- <€450,000	0.10%	N/A
	>€450,000	0.075%	N/A

* See notes on page 18.

! See notes on page 18.

Example:

Buying/Selling €25,000 worth of shares via eBanking:

0.75% Of €15,000	€112.50
+ 0.50% of €10,000 (€25,000 - 15,000)	€50.00
Total Commission fee paid	€162.50

Example:

Buying/Selling €25,000 worth of shares via Telephone:

1.50% Of €15,000	€225.00
+ 1.00% of €10,000 (€25,000 - 15,000)	€100.00
Total Commission fee paid	€325.00

- * Government Stamp Duty is payable only on the purchase of Irish & UK shares. The current rates are 1% for Irish shares and 0.5% for UK shares and are subject to change.

The above charges are not inclusive of stamp duty. It is possible to trade on the following markets using eBanking and Business eBanking : UK FTSE, Ireland, Denmark, Sweden, Norway, Finland, Germany, France, Portugal, Switzerland, Spain, Holland, US (NYSE and Nasdaq). Other markets may not be available to trade via eBanking and Business eBanking. Additional foreign charges may apply.

- ! A subscription fee of 1% is payable on the purchase of Unit Trust Funds .

Danske Bank A/S is a plc registered in Copenhagen, CVR-no. 61 126228, at the Danish DCCA. Registered branch in Ireland Company No. 905623 with office at 3 Harbourmaster Place, IFSC, Dublin 1. Registered office in Denmark: 2-12, Holmens Kanal, DK-1092, Copenhagen K, Denmark.

Danske Bank A/S (trading as Danske Bank) is authorised by The Danish FSA in Denmark and is regulated by the Central Bank of Ireland for conduct of business rules.

www.danskebank.ie