

Dynamic currency conversion (DCC)

Dynamic currency conversion (DCC) at an ATM of Erste&Steiermärkische Bank d.d. is a type of cash withdrawal transaction prepared for Visa, Mastercard® and Maestro® cards issued by banks (issuers) outside the Republic of Croatia.

DCC is a service enabling cardholders of foreign cards to withdraw cash in EUR at ATMs, in which case, in addition to the amount requested in EUR, the following information will also be displayed to the user on the ATM's screen at the time of initiating the transaction:

1. **The exchange rate used to convert the EUR** to a specific foreign currency (13 foreign currencies in total)
2. **The amount in the home currency** which shall be charged to the cardholder
3. **Ratio between the exchange rate used for conversion and the exchange rate of the European Central Bank expressed in %.**

The amount of the banking fee for a DCC transaction is calculated every working day, as a ratio between Erste Bank's buying rate of foreign currencies, reduced by the DCC margin of 8.50%, and the European Central Bank's exchange rate. This amount expressed in % is displayed as an information on the ATM's screen.

DCC service can be offered for a card on an ATM only if the card is issued by an issuer outside the Republic of Croatia and is linked to an account in one of the 13 DCC currencies available:

1. CZK (Czech Koruna)
2. DKK (Danish Krone)
3. HUF (Hungarian Forint)
4. NOK (Norwegian Krone)
5. PLN (Polish Zloty)
6. SEK (Swedish Krona)
7. CHF (Swiss Francs)
8. GBP (British Pounds)
9. USD (US Dollar)
10. CAD (Canadian Dollar)
11. AUD (Australian Dollar)
12. BAM (Bosnia and Herzegovina Convertible Mark)
13. RSD (Serbian Dinar)

Summary of a DCC transaction:

- After inserting a card into an ATM and confirming that the card is issued outside the Republic of Croatia, the screen offers a choice of 4 languages to continue using the ATM. Languages available are: Croatian, English, German, and Italian.
- During the transaction processing, the ATM identifies the type of card and the card's currency and converts the amount in EUR to the final amount in the client's home currency in accordance with the Erste Bank exchange rate list, shown under the EUR amount field (for example, the amount converted to EUR is shown).
- On the same screen (divided in 2 parts), the ATM offers a total of 2 options of cash withdrawal – the option to process the transaction in EUR with the calculation of the amount (conversion) in the cardholder's home currency or the option to proceed with cash withdrawal in EUR without conversion. The transaction is made based on one of the two options available, as decided by the cardholder.
- Erste Bank sends the transaction with the amount in EUR and in the home currency according to Mastercard/Visa card schemes, while the card issuer bank charges the client for the amount in the home currency based on the transaction data from the ATM.
- A transaction receipt (a slip) printed out for the client on the ATM contains the amount of the transaction in EUR and in the client's home currency.