

Decision on payment service fees for individuals

(document valid from 15.11.2023. in accordance with UO20230830_005 from 29.08.2023.)

TARIFF NO	SERVICE TYPE	FEE AMOUNT
1. ACCOUNT REGISTER SERVICES		
01010101	Transaction account opening	No fee
01010102	Opening of the transaction account for international payment transactions	No fee
01010103	Escrow account opening	20,00 € one-time
01010104	Opening of the account for non residents	50,00 € one-time
01010105	Opening a payment account with basic services*	No fee
01010106	Opening a payment account for a sensitive group of consumers**	No fee
2. ACCOUNT MAINTENANCE		
02010104	Monthly maintenance of transaction account (with or without debit card)	0,99 € monthly
02010102	Using transaction account by a proxy	0,50€ monthly
02010105	Monthly maintenance of transaction account for pensioners (with or without debit card)	0,49 € monthly
02010201	Monthly maintenance of transaction account for international payment transactions	0,99 € monthly
02010202	Using transaction account for international payment transactions by a proxy	0,50€ monthly
02010203	Monthly maintenance of escrow account	No fee
02010204	Monthly maintenance of account with basic services	0,99 € monthly
02010205	Monthly maintenance of account for a sensitive group of consumers	No fee
3. ACCOUNT CLOSURE		
03010101	Closing of transaction account for national payment transactions	No fee
03010102	Closing of transaction account for international payment transactions	No fee
03010103	Closing of Escrow account	No fee
03010104	Closing of account with basic services	No fee
03010105	Closing of of account for a sensitive group of consumers	No fee

4. CARD OPERATIONS

04010101	Initial issuance of debit card (card valid for a period of four years)	No fee
04010102	Initial issuance of debit card to additional user (card valid for a period of four years)	7,00 €
04010103	Issuance of personal identification number (PIN) for debit card	No fee
04010104	Automatic reissuance of debit card (card valid for a period of four years)	2,50 €
04010105	Automatic reissuance of debit card to additional user (card valid for a period of four years)	7,00 €
04010106	Reissuance of PIN upon request of the customer	3,00 €
04010107	Reissuance of stolen, lost or damaged debit card upon request of the customer	7,00 €
04010108	Monthly maintenance for debit card primary cardholder* (*the fee is not charged for minors and pensioners)	0,50€ monthly
04010109	Monthly maintenance for debit card additional cardholder* (*the fee is not charged for minors and pensioners)	0,50€ monthly
04010201	Cash withdrawals with debit card at ATMs of Erste Bank in Montenegro	No fee
04010202	Cash withdrawals with debit card at ATMs of Erste Group in Austria, Croatia, Hungary, Macedonia, Bosnia and Herzegovina, Czech Republic, Slovakia, Serbia and Romania	No fee
04010203	DCC - Dynamic Currency Conversion	10 % of the amount
04010204	Surcharge Fee- Cash withdrawals from foreign cards at ATMs of Bank	4,99€
04010301	Cash withdrawals with debit cards at ATMs of other banks in Montenegro	2,50 % min 4,00 €
04010302	Cash withdrawals with debit cards at ATMs of other banks outside of Montenegro	2,50 % min 4,00 €
04010303	Cash withdrawals with debit card at Erste Bank POS terminals in Montenegro	No fee
04010304	Cash withdrawals with debit card at POS terminals of other banks in Montenegro	3,00 % min 5,00 €
04010305	Cash withdrawals with debit card at POS terminals of other banks outside of Montenegro	3,00 % min 5,00 €
04010306	Conversion of transactions from foreign currency to EUR created with debit card	1,50%
04010401	Unsubstantiated complaints related to debit card in Montenegro	10,00 €
04010402	Unsubstantiated complaints related to debit card outside of Montenegro	10,00 €
04010403	Account balance inquiry at ATMs of Erste Bank AD Podgorica	0,40 €
04010404	Account balance inquiry at ATMs of other banks in the country and abroad	0,50 €

04010405	Purchase of goods and services with debit card on EFT POS terminals in the country and abroad	No fee
04010406	Cancelation of debit card	No fee
04010407	Fee for ordered but not activated debit card	5,00 €
04010501	Initial issuance of MasterCard revolving card	No fee
04010502	Initial issuance of MasterCard revolving to additional user	No fee
04010503	Issuance of personal identification number (PIN) on the MasterCard	No fee
04010504	Reissuance of MasterCard	2,00 €
04010505	Reissuance of MasterCard to additional user	2,00 €
04010506	Reissuance of PIN upon request of the customer	3,00 €
04010507	Monthly membership fee for primary MasterCard holder (includes travel health insurance policy)	2,50 €
04010508	Monthly membership fee for MasterCard additional user (includes travel health insurance policy)	1,50 €
04010509	Reissuance of stolen, lost or damaged debit card upon request of the customer	5,00 €
04010601	Cash withdrawals from MasterCard at ATMs of Erste Bank in Montenegro	3,00 % min 3,00 €
04010602	Cash withdrawals from MasterCard at ATMs of Erste Group in Austria, Croatia, Hungary, Macedonia, Bosnia and Herzegovina, Czech Republic, Slovakia, Serbia and Romania	3,00 % min 4,00 €
04010701	Cash withdrawals from MasterCard at ATMs of other banks in Montenegro	3,00 % min 4,00 €
04010702	Cash withdrawals with MasterCard at ATMs of other banks outside of Montenegro	3,00 % min 4,00 €
04010703	Cash withdrawals with MasterCard at POS terminals of Erste Bank in Montenegro	3,00 % Min 3,00 €
04010704	Cash withdrawals with MasterCard at POS terminals of other banks in Montenegro	3,00 % min 5,00 €
04010705	Cash withdrawals with MasterCard at POS terminals of other banks outside of Montenegro	3,00 % min 5,00 €
04010706	Conversion of transactions from foreign currency to EUR created with revolving credit card	1,50 %
04010801	Unsubstantiated complaints related to MasterCard in Montenegro	10,00 €
04010802	Unsubstantiated complaints related to MasterCard outside of Montenegro	10,00 €
04010803	Issuing copies of monthly reports upon client's request	2,00 €
04010804	Closing (cancelation) of revolving MasterCard	No fee

04010807	Sending invoices for credit cards by Montenegro Post	0,00 €
04010934	Monthly fee for POS	15,00€
04010935	Monthly fee for SoftPOS	0,00€
04010936	Monthly fee for virtual POS (eCommerce)	15,00€
04010937	Monthly fee for virtual POS (eCommerce)	6,00%

EURONET ATM NETWORK

04010805	Acces fee/Surcharge fee (per foreign transaction)	4,95 €
04010806	Dunamic currency conversion (DCC)	13%

5. INSTALLMENT CARD

04010900	Monthly maintenance for card holder	1,50 €
04010901	Monthly maintenance for additional user	1,00 €
04010910	Initial issuance of installment card and PIN	No fee
04010911	Automatic reissuance of installment card	No fee
04010912	Reissuance of installment card at client's request	5,00 €
04010913	Reissuance of PIN for installment card at client's request	3,00 €
04010907	Account balance inquiry at ATMs of other banks in the country and abroad	0,50 €
04010906	Account balance inquiry at ATMs of Erste Group in Austria, Croatia, Hungary, Bosnia and Herzegovina, Czech Republic, Slovakia, Serbia and Romania	0,40 €
04010908	Cash withdrawals with installment card at ATMs of Erste Group in Austria, Croatia, Hungary, Bosnia and Herzegovina, Czech Republic, Slovakia, Serbia and Romania	2,50 % min 2,00€ +installment fee
04010909	Cash withdrawals with at installment card at ATMs of other banks in Montenegro and abroad	3,00 % min 4,00€ +installment fee
04010914	Cash withdrawals with at installment card at POS terminals (other banks in Montenegro and abroad)	3,00 % min 4,00€ +installment fee
04010915	Cash withdrawals with at installment card at POS terminals (Erste Group)	3,00 % min 4,00€ +installment fee
04010903	Changing the number of installments at the teller desk	2,00 €
04010904	Changing the number of installments via NetBanking service	1,00 €
04010905	Changing the number of installments via mBanking service	1,00 €

04010932	Early repayment of debts (partially or in total)	No fee
04010922	Fee – 1 installment (0,01€-20,00€)	0,50% on the transaction amount
04010923	Fee – 2 installment (20,01€-50,00€)	2,00% on the transaction amount
04010924	Fee – 3 installment (50,01€-80,00€)	3,00% on the transaction amount
04010925	Fee – 4 installment (80,01€-120,00€)	3,40% on the transaction amount
04010933	Fee – 5 installment (120,01€-150,00€)	3,70% on the transaction amount
04010927	Fee – 6 installment (150,01€-200,00€)	4,00% on the transaction amount
04010928	Fee – 9 installment (200,01€-400,00€)	5,00% on the transaction amount
04010929	Fee – 12 installment (400,01€-800,00€)	6,00% on the transaction amount
04010930	Fee – 18 installment (800,01€-1200,00€)	8,00% on the transaction amount
04010921	Fee – 24 installment (1200,00€+)	10,00% on the transaction amount

6. NATIONAL PAYMENTS FOR INDIVIDUALS - NON-CASH PAYMENTS

05010101	External payments - Orders in GC and orders in RTGS for the payment of public revenues that are processed between 8:30am to 02:00pm (<500 €)	0,70 € per order
	External payments - Orders in GC and orders in RTGS for the payment of public revenues that are processed between 8:30am to 02:00pm (500 - 999.99 €)	0,95 € per order
05010102	External payments - Orders in GC and orders in RTGS for the payment of public revenues that are processed between 02:00am to 05:30pm (<500 €)	0,90 € per order
	External payments - Orders in GC and orders in RTGS for the payment of public revenues that are processed between 02:00am to 05:30pm (500 - 999.99 €)	1,20 € per order
05010103	External payments - Orders in RTGS being processed between 8:30 am to 02:00pm (<1000 €)	3,50 € per order
	External payments - Orders in RTGS being processed between 8:30 am to 02:00pm (1.000 - 2.999.99 €)	4,00 € per order
	External payments - Orders in RTGS being processed between 8:30 am to 02:00pm (3.000 - 9.999.99 €)	0,20 % per order
	External payments - Orders in RTGS being processed between 8:30 am to 02:00pm (10.000 - 49.999.99 €)	0,20 % per order

	External payments - Orders in RTGS being processed between 8:30 am to 02:00pm (50.000 - 99.999.99 €)	0,20 % per order
	External payments - Orders in RTGS being processed between 8:30 am to 02:00pm (> 100.000 €)	150,00 € per order
05010104	External payments - Orders in RTGS being processed between 02:00pm - 05:30pm (< 1.000 €)	4,55 € per order
	External payments - Orders in RTGS being processed between 02:00pm - 05:30pm (1.000 - 2.999.99 €)	5,20 € per order
	External payments - Orders in RTGS being processed between 02:00pm - 05:30pm (3.000 - 9.999.99 €)	0,25 % per order
	External payments - Orders in RTGS being processed between 02:00pm - 05:30pm (10.000 - 49.999.99 €)	0,25 % per order
	External payments - Orders in RTGS being processed between 02:00pm - 05:30pm (50.000 - 99.999.99 €)	0,25 % per order
	External payments - Orders in RTGS being processed between 02:00pm - 05:30pm (> 100.000 €)	195,00 € per order
05010202	Internal payments - Individuals to legal entity (<500 €)	0,45 € per order
	Internal payments - Individuals to legal entity (500 - 999.99 €)	0,45 € per order
	Internal payments - Individuals to legal entity (1.000 - 4.999.99 €)	1,00 € per order
	Internal payments - Individuals to legal entity (5.000 - 9.999.99 €)	2,00 € per order
	Internal payments - Individuals to legal entity (>10.000 €)	0,04 % per order
05010301	Internal payments - between accounts of individuals (natural persons) - Transfer from one account to another of the same client	No fee
05010302	Internal payments - between accounts of individuals (natural persons) - Transfer to account of another individual (natural person)	No fee
7. NATIONAL PAYMENTS FOR INDIVIDUALS - CASH PAYMENT TRANSACTIONS		
05010401	Payments within the bank - Cash payment to the account of individuals	No fee
05010403	Payments within the bank - Cash payment to the account of legal entities (< 1.000 €)	1,00 € per order
	Payments within the bank - Cash payment to the account of legal entities (<1000 €)	3,00 € per order
05010501	Payments outside the Bank - Cash payments (GC) that are processed in time between 8:30am to 02:00pm	0,30% per order (min 1,50 €)
05010502	Payments outside the Bank - Cash payments (GC) that are processed in time between 02:00pm - 05:30pm	0,39 % per order (min 2,00 €)
05010503	Payments outside the Bank - Cash payments - Public revenues that are processed in time between 8:30am to 02:00pm	0,30 % per order (min 1,50 €)
05010504	Payments outside the Bank - Cash payments - Public revenues that are processed in time between 02:00pm - 05:30pm	0,39 % per order (min 2,00 €)

05010505	Payments outside the Bank - Cash payments of RTGS that are processed in time between 8:30am to 02:00pm (<1.000 €)	0,30 % per order (min 3 €)
	Payments outside the Bank - Cash payments of RTGS that are processed in time between 8:30am to 02:00pm (> 1.000 €)	0,30 % per order (min 3€)
05010506	Payments outside the Bank - Cash payments of RTGS that are processed in time between 02:00pm - 05:30pm (< 1.000 €)	0,39% per order (min 3,60€)
	Payments outside the Bank - Cash payments of RTGS that are processed in time between 02:00pm - 05:30pm (> 1.000 €)	0,39 % per order (min 3,60 €)
05011201	Cash withdrawals - Debit transaction account	No fee
05011202	Cash withdrawals - Debit transaction account for international payment transactions	No fee
05011401	Purchase of currency in cash	No fee
05011402	Selling currency to domestic and foreign individuals	No fee
05011403	Changing coins to banknotes without payment to account of individuals, for amounts exceeding € 20.00	2,50 %
05011404	Payment or exchange of withdrawn denominations	1,50 %
8. INTERNATIONAL PAYMENT OPERATIONS FOR INDIVIDUALS		
05010602	Outgoing payments (cost option BEN or SHA) - the beneficiary's bank in Serbia	0,50 % min 15,00 €
05010603	Outgoing payments (cost option BEN or SHA) - the beneficiary's bank abroad, except for Serbia	0,70 % min 15,00 €
05010701	Outgoing payments (cost option OUR) - the beneficiary's bank in Serbia	0,50 % (min. 25,00 €)
05010702	Outgoing payments (cost option OUR) - the beneficiary's bank abroad, except for Serbia	0,70 % (min. 25,00 €)
05010801	Incoming transfer - inflow from abroad, for amounts up to € 500	5,00 €
	Incoming transfer - inflow from abroad, in the amount of 500 - 2,500 €	10,00 €
	Incoming transfer - inflow from abroad, for amounts exceeding € 2500	0,45 %
05010804	Incoming transfer - inflow from abroad (cost option BEN or SHA) - Returns of unduly (mistakenly) paid funds *	10 € + foreign bank costs
05010806	Incoming transfer - inflow from abroad (cost option OUR)	No fee
05011001	Cancellation of or complaint per executed order	30,00 € +foreign bank costs
05011004	Foreign pensions remittance	0,60 € per pension

* The fee is charged from the amount recovered (in the currency of the recovered amount)

9. ERSTE NETBANKING		
06010101	NetBanking – Application	No fee
06010103	Erste Token - Reissue device – at the client's request	22,00 €
06010104	NetBanking - Monthly use of service	2,00 €
06010105	mToken issuing/ reissuing	No fee
06010106	Erste Token - Issuing device	22,00 €
06010201	Orders in GC and orders in RTGS for the payment of public revenues that are processed in time between 8:30am to 02:00pm (<500 €)	0,28 € per order
	Orders in GC and orders in RTGS for the payment of public revenues that are processed in time between 8:30am to 02:00pm (500 - 999.99 €)	0,32 € per order
06010202	Orders in GC and orders in RTGS for the payment of public revenues that are processed in time between 02:00pm - 05:30pm (<500 €)	0,36 € per order
	Orders in GC and orders in RTGS for the payment of public revenues that are processed in time between 02:00pm - 05:30pm (500 - 999.99 €)	0,42 € per order
06010203	Orders in RTGS that are processed in time between 8:30am - 02:00pm (< 1.000 €)	2,40 € per order
	Orders in RTGS that are processed in time between 8:30am - 02:00pm (1.000 - 2.999.99 €)	2,80 € per order
	Orders in RTGS that are processed in time between 8:30am - 02:00pm (3.000 - 9.999.99 €)	0,10 % per order (min. 3,50 €)
	Orders in RTGS that are processed in time between 8:30am - 02:00pm (10.000 - 49.999.99 €)	0,08 % per order (min. 10,00 €)
	Orders in RTGS that are processed in time between 8:30am - 02:00pm (50.000 - 99.999.99 €)	0,07 % per order (min. 40,00 €)
	Orders in RTGS that are processed in time between 8:30am - 02:00pm (> 100.000 €)	85,00 € per order
06010204	Orders in RTGS that are processed in time between 02:00pm - 05:30pm (< 1.000 €)	3,20 € per order
	Orders in RTGS that are processed in time between 02:00pm - 05:30pm (1.000 - 2.999.99 €)	3,64 € per order
	Orders in RTGS that are processed in time between 02:00pm - 05:30pm (3.000 - 9.999.99 €)	0,13 % per order (min. 4,55 €)
	Orders in RTGS that are processed in time between 02:00pm - 05:30pm (10.000 - 49.999.99 €)	0,10 % per order (min. 13,00 €)
	Orders in RTGS that are processed in time between 02:00pm - 05:30pm (50.000 - 99.999.99 €)	0,09 % per order (min. 52,00 €)
	Orders in RTGS that are processed in time between 02:00pm - 05:30pm (> 100.000 €)	110,50 € per order
06010301	Orders towards another individual's account in the bank	No fee

	Internal orders to the legal entity (<500 €)	0,05 € per order
	Internal orders to the legal entity (500 - 999.99 €)	0,12 € per order
06010304	Internal orders to the legal entity (1.000 - 4.999.99 €)	0,80 € per order
	Internal orders to the legal entity (5.000 - 9.999.99 €)	1,60 € per order
	Internal orders to the legal entity (>10.000 €)	0,03 % per order
10. ERSTE MBANKING		
06010110	Erste mBanking - Monthly use of service	2,00 €
06010111	Erste NetBanking + mBanking - Monthly use of service	2,00 €
06010205	Orders in GC and orders in RTGS for the payment of public revenues that are processed in time between 8:30am to 02:00pm (<500 €)	0,28 € per order
	Orders in GC and orders in RTGS for the payment of public revenues that are processed in time between 02:00pm - 05:30pm (500 - 999.99 €)	0,32 € per order
06010206	Orders in RTGS that are processed in time between 8:30am - 02:00pm (< 500 €)	0,36 € per order
	Orders in RTGS that are processed in time between 02:00pm - 05:30pm (500 - 999,9 €)	0,42 € per order
	Orders in RTGS that are processed in time between 8:30am - 02:00pm (< 1.000 €)	2,40 € per order
	Orders in RTGS that are processed in time between 8:30am - 02:00pm (1.000 - 2.999.99 €)	2,80 € per order
06010207	Orders in RTGS that are processed in time between 8:30am - 02:00pm (3.000 - 9.999.99 €)	0,10 % per order (min. 3,50 €)
	Orders in RTGS that are processed in time between 8:30am - 02:00pm (10.000 - 49.999.99 €)	0,08 % per order (min. 10,00 €)
	Orders in RTGS that are processed in time between 8:30am - 02:00pm (50.000 - 99.999.99 €)	0,07 % per order (min. 40,00 €)
	Orders in RTGS that are processed in time between 8:30am - 02:00pm (> 100.000 €)	85,00 € per order
	Orders in RTGS that are processed in time between 02:00pm - 05:30pm (< 1.000 €)	3,20 € per order
	Orders in RTGS that are processed in time between 02:00pm - 05:30pm (1.000 - 2.999.99 €)	3,64 € per order
06010208	Orders in RTGS that are processed in time between 02:00pm - 05:30pm (3.000 - 9.999.99 €)	0,13 % per order (min. 4,55 €)
	Orders in RTGS that are processed in time between 02:00pm - 05:30pm (10.000 - 49.999.99 €)	0,10 % per order (min. 13,00 €)
	Orders in RTGS that are processed in time between 02:00pm - 05:30pm (50.000 - 99.999.99 €)	0,09 % per order (min. 52,00 €)
	Orders in RTGS that are processed in time between 02:00pm - 05:30pm (> 100.000 €)	110,50 € per order

06010305	Orders towards another individual's account in the Bank	No fee
	Internal orders to the legal entity (<500 €)	0,05 € per order
	Internal orders to the legal entity (500 - 999.99 €)	0,12 € per order
06010308	Internal orders to the legal entity (1.000 - 4.999.99 €)	0,80 € per order
	Internal orders to the legal entity (5.000 - 9.999.99 €)	1,60 € per order
	Internal orders to the legal entity (>10.000 €)	0,03 % per order
06010410	Erste info - monthly fee for sending notifications via SMS (SIM card of a mobile operator from Montenegro)	1,00 €
06010411	Erste info - monthly fee for sending notifications via SMS + Viber (SIM card of a mobile operator from Montenegro)	1,00 €
06010412	Erste info - monthly fee for sending notifications via SMS + eMail (SIM card of a mobile operator from Montenegro)	1,20 €
06010413	Erste info - monthly fee for sending notifications via SMS + Viber + eMail (SIM card of a mobile operator from Montenegro)	1,30 €
06010414	Erste info - monthly fee for sending notifications via SMS (SIM card of a mobile operator from abroad)	2,00 €
06010415	Erste info - monthly fee for sending notifications via SMS + Viber (SIM card of a mobile operator from abroad)	2,00 €
06010416	Erste info - monthly fee for sending notifications via SMS + eMail (SIM card of a mobile operator from abroad)	2,20 €
06010417	Erste info - monthly fee for sending notifications via SMS + Viber + eMail (SIM card of a mobile operator from abroad)	2,30 €
06010418	Erste info - monthly fee for sending notifications via eMail	0,90 €
06010419	Erste info - SMS- vip 1*	10% discount from the price of the contracted service
06010420	Erste info - SMS- vip 2**	30% discount from the price of the contracted service

*10% discount for the first contracted Erste info service to customers who contract two products of the Bank (MasterCard revolving, NetBanking / mBanking service or another Erste info service).

**30% discount for the first contracted Erste info service to customers who contract a minimum of three Bank products (MasterCard revolving, NetBanking / mBanking service or another Erste info service).

11. OTHER SERVICES OFFERED BY THE BANK

07010101	Arranging the service of standing order	No fee
07010103	Closing (cancelation) of standing order	No fee
07010104	Arranging direct debit order	No fee
07010301	Issuing monthly account statements	No fee

07010302	Issuing of account statements at the request of the owner (reissuing, additional or more frequent reporting) - per page	0,50 €
07010303	Issuing warnings - Collection activities, delays in loan repayment	No fee
07010304	The cost of enforced collection procedure (court proceedings)	Real cost
07010321	The cost of the enforced collection procedure according to the executive decisions of the Police Directorate	3,00€ / per executed decision
07010322	The cost of the enforced collection procedure according to the executive decisions of other creditors (public executors, basic courts, communal police, offence courts, directorate for inspection affairs)	7,00€ / per executed decision
07010305	Issuing of various confirmations and certification related to the clients business with the Bank	4,00 €
07010328	Issuing of various confirmations and certification related to the clients business with the Bank for non residents	10,00 €
07010306	Issuing of various confirmations and certification to clients who do not have an account with the Bank	5,00 €
07010307	Issuing of various confirmations and verification of accounts and loans - for pensioners	No fee
07010308	The request for loan reprogramming	No fee
07010309	The fee for the approval of the client to the Bank to access data from credit registry of the Central bank	3,00 €
07010310	Changing of the conditions of the loan agreement at the request of the borrower (any type of loan) – Annex to loan agreement	2,00 % from principal, max.300 €
07010311	Changing of the conditions of the loan agreement by the bank (of any type of loan) – Annex to loan agreement	No fee
07010312	Changing the conditions of the loan agreement on the basis of loan restructuring	No fee
07010330	Account transfer service – Request to opt out of switching	10,00 €
08010101	Bills of exchange price	2,00 €

*The opening of a payment account with basic features is carried out in accordance with the Law on comparability of fees associated with a consumer payment account, switching of payment accounts for consumers and a payment account with basic features.

**The opening of a payment account with basic services for a vulnerable group of consumers is carried out in accordance with the Law on comparability of fees associated with a consumer's payment account, switching of payment accounts for consumers and payment account with basic features. All services specified in this Decision, which are related to the transaction account, are free of charge for this account.

Kontakti


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