BCRŚ

Standard tariffs and fees chargeable by BCR on natural persons for various operations, current accounts, cards, the products and services associated to them



CUPRINS

1	Administration (maintenance)	3
2	Internet/Mobile banking services	4
3	Credit transfer (payments)	4
4	Fees charged for processing through the clearing/settlement systems for transfers BCR–other banks in interbanking system in RON	5
5	Operationals	6
6	Fees for debit cards included in current account packages opened after 10.12.2021	7
7	Fees for debit cards included in current account packages opened before 10.12.2021	8
8	Fees for credit cards	9
9	Functional fees	10
10	Fees for money transfers to Romania and internationally	11
11	Fees for products no longer available	13

The clients with incomings type such as salaries, pensions, allowances, scholarships and other social benefits, in any Current Account opened with BCR, if the transaction is recognized as such by BCR (IBANs of the Accounts from which the payment of these rights are communicated to BCR either by the Client or by the institution / company making the payment), the commission for the first BCR Current Account in foreign currency is RON 4.5. Also for customers who have a George account opened after 10.12.2021, the commission for the first account in EURO currency is zero, if the zero fee waiver criteria for current account administration are met. The amounts in RON equivalent will be determined at the NBR Exchange Rate valid for the day on which the operation takes place. The calculation of commissions, taxes and fees in RON equivalent is performed at the NBR exchange rate valid for the day of their accounting. 2 Monthly management fee is free of charge if the following conditions are cumulatively met: - at least one debit card payment or transfer operations is processed/ per month;

 AND the total amount of the incomings (excluding transfers between own accounts opened with BCR), is at least:
→ RON 1,000 for George's account with George Standard card;
→ RON 5,000 for George's account with Platinum card. RON 10,000 for George's account with Platinum card.
For clients aged 0-14, the current account administration fee is free of charge (RON 0). For customers between the ages of 14 and 22, if in the current month or in the month before it, the customer performs at least one operation such as (i) debit card payments or (ii) credit transfer (payments) via Internet / Mobile / Phone Banking, the package administration fee will be 0 RON. Clients aged 14-18 do not owe the administration fee for the first 6 months from the current account contract date. For customers who opened a George current account between 10.12.2021 and 06.03.2024, the monthly administration fee is: 8 RON for the George account with the George Standard Card/20 RON for the George account with the George account with George account with George Platinum Card.
3a Available for services purchased until 03.05.2020. Service is not available for sale starting 04.05.2020.

1. ADMINISTRATION (MAINTENANCE)	Current account offer (packages)			jes)	Packages withdrawn from current offer						
	George Current account	Package for financially vulnerable individuals / Package for financially non-vulnerable individuals	Humanitarian account	Current account (EUR/ USD/ Other currencies)	George package (opened before 10.12.2021)	Clasicont package	Totalcont package	Comod package	Xteen/ Campus package	One package	Erste Private Banking package
	RON	RON	RON/ Foreign currency	Foreign currency ¹				RON			
Current account opening		RON 0					F	RON 0			
Commission for initiating the business relationship and opening the current account by power of attorney		RON 500						n/a			
Maintenance fee/month	RON 0/12/ RON 25/ RON 50/ RON 100 ²	RON 0/7	RON 0	RON 0/4,5/ RON 20 in echiv. 1	RON 0/62	RON 10	RON 25	RON 2/10	RON 0	RON 30	RON 100
Closing of account/package		RON 0					F	RON 0			
Issue of current account statement at the bank counters, on demand:	one-calendar mor RON 2/account sta	nth statement of accou atement for any other p	int, free of char period, besides	ge, monthly the free one	one-cal RON 2/a	endar mont Iccount stat	h statement ement for a	of accoun ny other pe	t, free of c eriod, besid	harge, mo des the fre	onthly ee one
Issue of bank statement for other types of accounts than current accounts at BCR counters, on demand (e.g., term deposit/savings account/savings plan)	RON 0 RON 0			RON 0							
Issue of financial records, at the bank counters		RON 2					F	RON 2			
Using BCR Alert ^{3a}		RON 2/mont	:h				RON	l 2/month			
Using BCR Alert Plus ^{3b}		RON 5/month			RON 5/month						
Fee for sending SMS exceeding the 25 SMS message limit per component		RON 0,8/SM	IS				RON	0,8/SMS			

2. INTERNET / MOBILE BANKING SERVICES

	by etoken	RON 0
Use/ administration of Internet Banking, Mobile Banking and Phone Bank	For Token devices purchased before 5-April-2019	RON 10/month
	For Token devices purchased starting with 5-April-2019	RON 3/month
Fee charged for Token replacement in case of: los	EUR 10	
Activation of the 7 years transactions history in In	RON 12 /activation	
	George Info	
Push Notifications	RON 0	
E-mail Notifications	Notifications	
SMS Notification	RON 0,5 / received SMS	

3. TRANSFER CREDIT (PAYMENTS)

In RON		Internet/Mobile Banking	Phone Banking	Bank counters
Intrabanking credit transfer including transfers between		RON 0	RON 30⁵	RON 30
	Standard	RON 37	RON 30 ⁵	RON 30
Interbanking credit transfer in RON (BCR – other banks payments	Instant < RON 50.000 (BCR – other banks from Romania) ⁷	RON 3,94	n/a	n/a
from Romania / abroad) ⁶	Extern (BCR – banks from aborad) ⁸	RON 3	RON 30	RON 30

4 Not chargeable in case of closing a Current Account with transfer of balance to another BCR account.

5 For these operations no commission is charged for the clients with George Account and for the clients with TotalCont, One and Erste Private Banking Packages.

6 According to the terms of the conventions concluded with corresponding banks, fees in foreign currency charged by such banks are added to the fees in this standard fee tariff. For external interbanking payments in foreign currency and RON, with OUR option, the OUR fee of EUR 20 is added no matter the payment channel.

7 Interbanking instant credit transfer for George package is RON 0 and RON 0,94 for TotalCont, One and Erste Private Banking packages.

8 For these operations, a fee for processing through a settlement system for high value or urgent interbank payments is applied, of RON 6.

i

i i k

Dire

4 F F

9 Ers Serbia 10 *A* interb 11 1 12 I

In foreign	currencies	Internet/Mobile Banking	Phone Banking	Bank counters	
Intrabanking credit transfer (including transfers between		EUR 0	RON 30	RON 30	
	In EUR to banks from Romania / abroad	RON 3, equiv. EUR	RON 30	RON 30	
Interbanking credit transfer in RON (BCR – other banks	In EUR – Erste Bank fast credit transfer in foreign ⁹				
payments from Romania /	In any other currency besides EUR	0,1%, min EUR 10, max EUR 500	0,1%, min EUR 15, max EUR 500	0,2%, min EUR 30, max EUR 1000	
abroad) ⁷	With OUR option ¹⁰				
	Emergency fee for payments in foreign currency ¹¹	EUR 35			
irect credit transfer in the serv	rice provider's account ¹²	RON 0			

FEES CHARGED FOR PROCESSING THROUGH THE CLEARING/SETTLEMENT SYSTEMS FOR TRANSFERS BCR – OTHER BANKS IN INTERBANKING SYSTEM IN RON

Fee for processing through a settlement system for high value(≥ RON 50.000) or urgent interbank payments	RON 6,00/operation
Fee for processing through a clearing system for low-value interbank payments (< RON 50.000)	RON 0,51/operation
Fee for processing through a clearing system for instant interbank payments through Internet Banking/Mobile Banking	RON 0,45/operation
Approved direct debit payments – beneficiary	RON 0,51/operation
Receipts based on debit payment instruments (checks/bills of exchange/promissory notes) processed through a clearing system	RON 0,88/operation
ID refused with "approved" status – payer	RON 0,55/operation

⁹ Erste Group in terms of payments includes at present: Erste Bank der oesterreichischen Sparkassen, Erste Group Bank AG, Česká spořitelna, Erste Bank Croatia, Erste Bank Hungary, Erste Bank Serbia, BCR Chişinău, Slovenská sporitelňa, BCR.

¹⁰ According to the terms of the conventions concluded with corresponding banks, fees in foreign currency charged by such banks are added to the fees in this standard fee tariff. For external interbanking payments in foreign currency and RON, with OUR option, the OUR fee of EUR 20 is added no matter the payment channel.

¹¹ This fee is added on top of the standard credit transfer fee.

¹² Invoices payment, insurance policies, tuition fees, leases, donations and other similar operations performed into the service provider's/supplier's account that has a convention with BCR. Amounts in RON equivalent shall be determined at the NBR exchange rate valid on the day of the operation. The fees, taxes and charges in RON equivalent are calculated at the NBR exchange rate valid on the day when they are accounted for.

			RON	Foreign currency			Card George Standard Card George Young	Card George Gold	Card George Platinum	Card George Infinite	Visa Clasic
		Cas	h operations				Card George Foung	Gold	Platinum	inninte	
ash deposits in (client's account ¹³	Bank counters/APT/MFM	RON 0	EUR/USD 0				RON Ca	ards		Foreign currency Car
Cash deposit in other BCR account		Bank counters	RON 20	RON equiv. 20			Issuance / Maintenance				
CR)		APT/MFM	RON 0	EUR/USD 0		nance) of debit card/(main)	RON 0				EUR/USD 5
Coin deposits ¹⁴		Bank counters	< RON 10: 0 ≥ RON 10: 1,5%	n/a	Main or secon	nance) of debit card/(additional) ndary debit card administration (maintenance)	RON 0 RON 0	RON 35 RON 14	RON 125 RON 45	RON 250 RON 100	EUR/USD 5 EUR/USD 0
on deposits		Exchange office	n/a	20%	Providing (Issu	Providing (Issuance) of debit card/(renewal)		0 RON			EUR/USD 5
ash withdrawal	s ¹⁵	Bank counters	2,5% min. RON 25	2,5% min. EUR 5		from BCR/other banks' ATM/MFM	Cash withdraw	als RON	0		
Cash payments	BCR Client/Non-	Bank counters	RON 20	RON equiv. 2(¹⁶	In Romania	from BCR counter (POS, Imprinter)/other banks' counter by POS, in Romania		1%, min. F			1 75% min
directly into Client holding/not	Client holding/not holding a BCR active	APT/MFM	RON 0	n/a	Abroad	from ATMs/MFMs (including ATMs/ MFMs of Erste Group banks) ¹⁸	RON 0			1,75%, min. EUR/USD 5	
ccount ¹⁷	current account		RON 0	II/a		from other banks' counters (POS, Imprinter)	1%, min. RON 15				
		Non-c	ash operations				Other fees				
		Intrabanking	RON 0	EUR 0	Delivery card				RON 10		
ncomings		Interbanking	RON 0	EUR 0		y at BCR ATMs/MFMs y at other banks' ATMs/MFMs in Romania and			RON 0		
		Intrabanking	RON 0	RON 0	abroad			RON 4	1,5		EUR/USD 1
irect Debit ¹⁷		Ū	RON 0		Foreign currer	-	2% of the value of	the transaction pe	rformed in another	currency than the c	ard currency
		Interbanking		n/a	Commission for online payment	or transactions made at gambling merchants for Its and POS payments		1,9% fro	m the transaction v	alue	
tanding Order		Intrabanking	RON 0	EUR 0		nsaction chargeback		RON 30/tr	ansaction		EUR/USD 1
-		Interbanking	RON 0	n/a	Reissuance of name/deterior	card/stolen/lost /change of ated card/on demand		RON	20		EUR/USD 7
					Modification of from ATMs/MF	maximum cash amount ²² that may be withdrawn daily Ms ¹⁹		RON	5		EUR/USD 1
			CR accepts also coin deposits in RON, EUR, USD.		Generating a I ATMs/MFMs	st of the 10 most recent transactions at BCR			RON 1		
ubject to additional	rees, depending on the amoun	t remaining after the RON 20 fee is paid	. EUR coin deposits at the circulation pay desk (only	I EUR and 2 EUR coins are accepted).	Standard aar	lucada limit for transactions made on internet is	10 bank transactions not	day			

Standard card usage limit for transactions made on internet is 10 bank transactions per day

Subject to additional fees, depending on the amount remaining after the RON 20 fee is paid. EUR coin deposits at the circulation pay desk (only 1 EUR and 2 EUR coins are accepted). 15 For withdrawals \geq RON 50,000 or EUR 10,000 (and other currencies in EUR equivalent), which were not planned 2 days before, a sole fee of 2.5% of the withdrawn amount is charged if the amount is available in the bank. The same is applied for the planned but not taken amounts, except for amounts resulting from deposits and loans. In case of withdrawals from loans, made through the loan account and cash liquidation of deposits opened before 15.09.2014, set up for at least 12 months, at and after the first maturity the fee is 0.

¹⁶ Applicable only for payments made in EUR and USD accounts of service providers.

¹⁷ Fees for processing payments through the clearing/settlement systems are added.

¹⁸ Currently, Erste Group includes: Erste Bank der oesterreichischen Sparkassen, Erste Group Bank AG, Česká spořitelna, Erste Bank Croatia, Erste Bank Hungary, Erste Bank Serbia, BCR Chişinău, Slovenská sporitelňa, Erste Bank AD Podgorica, Sparkasse Bank dd Bosna I Hercegovina, Sparkasse Bank Makedonija AD Skopje, Banka Sparkasse d.d. 19 The maximum withdrawal limit is set in accordance with the contractual provisions.

7	FEES FOR DEBIT CARDS INCLUDED IN CURRENT ACCOUNT PACKAGES OPENED BEFORE 10.12.2021 (except foreign
7.	currency cards)

		MasterCard Gold	ZÂMBET MasterCard/ ZÂMBET Visa	MasterCard Standard/ MasterCard Instant/Visa Standard/ Visa Clasic/ MasterCard George	MasterCard City Card/ Visa Xteen/ Visa Student	Visa Platinum	Visa Infinite	Visa Clasic
				RON Cards				Foreign currency Cards
Issuance / Maintenance								
Providing (Issu	uance) of debit card/(main) ²⁰	RON 70	RON 10	RON 0 Mastercard Instant: RON 10	RON 0	RON 250	RON 500	EUR/USD 5
Providing (Issu	uance) of debit card (additional)	RON 35	RON 10	RON 10	RON 0	RON 125	RON 250	EUR/USD 5
Main or secor administratio	ndary debit card n (maintenance) 20	RON 14	RON 1,5	RON 0	RON 0	RON 45	RON 100	EUR/USD 0
Providing (Issu	uance) of debit card (renewal)			RON 0				EUR/USD 5
			Cash withdra	awals				
	from BCR ATMs/MFMs			RON 0				
In Romania	at BCR counters (POS, Imprinter)			1%, min. RON 15				
in Romania	from other banks' ATM/ MFM/from other banks' counter by POS, in Romania			1%, min. RON 15 ²¹	1			1,75%, min EUR/USD 5
Abroad	from other banks' ATMs/ MFMs and other banks' counters (POS, Imprinter)			1%, min. RON 15 ²¹				
	from other Erste Group bank's ATM/MFM ¹⁸			0,25%, min. RON 0,5 ²	21			

20 The providing (issuance) of a debit card and the monthly maintenance fee are free of charge for the main card holder (for each card type included in the dedicated package). 21 This fee does not apply to the Mastercard George master card issued in the name of the package holder for ATM/MFM cash withdrawals.

	Other fees					
Delivery card in Romania	RON 10					
Balance inquiry at BCR ATMs/MFMs	RON 0					
Balance inquiry at other banks' ATMs / MFMs in Romania and abroad	RON 4,5	EUR/USD 1				
Foreign currency conversion	2% of the value of the transaction performed in another currency than the card currency					
Commission for transactions made at gambling merchants for online payments and POS payments	1,9% from the transaction value					
Unjustified transaction chargeback	RON 30/transaction	EUR/USD 10				
Reissuance of card/stolen/lost /change of name/deteriorated card/on demand	RON 20	EUR/USD 7				
Modification of maximum cash amount that may be withdrawn daily from ATMs/MFMs ¹⁹	RON 5	EUR/USD 1				
Generating a list of the 10 most recent transactions at BCR ATMs/MFMs	RON 1					
Standard card usage limit for transactions made on internet is 10 bank transactions per day						

Standard card usage limit for transactions made on internet is 10 bank transactions per day

8. FEES FOR CREDIT CARDS

	MasterCard Ikea	MasterCard Visa/ Visa contactless	Gold MasterCard Gold Visa	EPB Platinum MasterCard	EPB World Elite MasterCard	
	Fee for ca	rd management and PIN				
Fee for issuance of main card	RON 0	RON 20	RON 100	RON 300	RON 600	
Fee for annual management of main/ additional card	RON 30	RON 45	RON 200	RON 600	RON 1,200	
Fee for blocking lost/ stolen car	RON 0	RON 10 ²²	RON 0	n/a	n/a	
	Fee for using	, the card and card payn	nents			
Fee for using ATMs/MFMs/POSs for cash	3%, min RON 10					
Fee for foreign currency conversion	2% of the value of the transaction carried out in a currency other than the card currency					
Delivery card			RON 0			

22 The fee is suspended for an unlimited period.

9. FUNCTIONAL FEES				
		RON	Foreign currency	
	Notification/Issue	0,1%, min EUR 40 max EUR 750		
Documentary/conditional payment orders	Processing modification/rectifying/investigations	EU	R 15	
	Payment	0,15%, n	nin EUR 50	
Processing client requests for issuing the other banks refinancing the loan granted	agreement on setting up a subsequent rank mortgage in favour of by BCR	n/a	EUR 10	
Querrichen ente	Garnishment processing fee ≤ RON 100 > RON 100	RON 10 RON 30	n/a	
Garnishments	Fee for providing documentation related to setting up a garnishment on account	RON 25/request + VAT	n/a	
Power of attorney valability check		RON 40/request + VAT (or equiv. in foreign currency)		
	Fee for renting safety box	RON 100/r	nonth + VAT	
	Fee for forced opening of safety box and key replacement	EUR 100 + VAT		
	Penalty fee for safety box agreement expiration	RON 200/month		
Safety boxes	Fee for supplementary access to the safety box (for contracts concluded after 21.07.2014)			
	Fee for safekeeping services of goods after the expiry of the safety box rental contract (for contracts concluded after 21.07.2014)			
Annulment of a check at buyer's request		n/a	EUR 10	
Certifications of checks (issued in RON; issue	ed in foreign currency and paid in RON)	RON 10/ check certificate	n/a	
Transmission of depositary receipts by p	assword from one individual to another, via the bank	RON 10	n/a	
SWIFT message except SWIFT charged f (statements of account)	or opening letters of credit & MT950/940	n/a	EUR 10	
Accounting checking charges, except for	r checking and confirming account statements	n/a	EUR 10	
Issue of duplicate documents	RON 10 /document	EUR 10/document		
Physical correspondence	n/a	EUR 10		
Fee for processing debt instruments (che	RON 7/operation	n/a		
Changing a payment order before execu	tion	n/a	EUR 0	
Modification/Cancellation/Investigation c	f a payment order issued by the client	RC	ON 0	

Investigations related to payment orders received with incorrect/incomplete details (except amounts up to EUR 100 inclusively, for which no investigation with the external bank is conducted)	n/a	EUR 30
Banking operations through humanitarian/sponsorship accounts	RON 0	n/a

0. FEES FOR MONEY TRANSFERS TO ROMANIA AND INTERNATIONALLY ²³														
MoneyGram Fees											Sigue România — Ucraina/ Moldova Fees			
	Transfer EUR Transfer USD Transfer RON								Transfer EUR					
From	Up to	FEE	From	Up to	FEE	From	Up to	10 min service ALLcountries FEE	7AM next day pick-up in RO FEE	From	Up to	FEE	FEE	
-	50,00	6	-	50,00	12	-	250,00	25	15	-	100	4	5	
50,01	100,00	8	50,01	100,00	13	250,01	500,00	35	25	100,01	200	8	10	
00,01	200,00	13	100,01	200,00	20	500,01	600,00	50	30	200,01	300	12	10	
200,01	300,00	15	200,01	300,00	26	600,01	1.500,00	80	40	300,01	400	16	1 -	
300,01	400,00	19	300,01	400,00	31	1.500,01	2.000,00	110	50	400,01	500	20	15	
100,01	500,00	22	400,01	500,00	36	2.000,01	3.000,00	135	55	500,01	600	24		
500,01	600,00	28	500,01	750,00	41	3.000,01	4.500,00	155	90	600,01	700	28		
600,01	750,00	30	750,01	1.000,00	47	4.500,01	5.500,00	180	90	700,01	800	32	25	
750,01	1.000,00	35	1.000,01	1.250,00	55	5.500,01	7.500,00	240	90	800,01	900	36		
000,01	1.250,00	40	1.250,01	1.500,00	59	7.500,01	9.000,00	300	90	900,01	1.000	40		

²³ Applicable only for sending money (SEND), not for receiving (RECEIVE)

1.250,01	1.500,00	49	1.500,01	1.750,00	69	9.000,01	13.000	400	90	1.000,01	1.100	44	
1.500,01	1.750,00	59	1.750,01	2.000,00	79	13.000,01	15.000	550	90	1.100,01	1.200	48	
1.750,01	2.000,00	69	2.000,01	2.500,00	99	15.000,01	20.000	700	90	1.200,01	1.300	52	
2.000,01	2.500,00	79	2.500,01	3.000,00	119	20.000,01	25.000	850	90	1.300,01	1.400	56	
2.500,01	3.000,00	89	3.000,01	3.500,00	140	25.000,01	-	950	90	1.400,01	1.500	60	
3.000,01	3.500,00	110	3.500,01	4.000,00	161	×	×	×	×	1.500,01	1.600	64	
3.500,01	4.000,00	130	4.000,01	4.500,00	182	×	×	×	×	1.600,01	1.700	68	
4.000,01	4.500,00	150	4.500,01	-	203	×	×	×	×	1.700,01	1.800	72	30
4.500,01	-	170	×	×	×	×	×	×	×	1.800,01	1.900	76	
×	×	×	×	×	×	×	×	×	×	1.900,01	2.000	80	
×	×	×	×	×	×	×	×	×	×	2.000,01	2.100	84	
×	×	×	×	×	×	×	×	×	×	2.100,01	2.200	88	
×	×	×	×	×	×	×	×	×	×	2.200,01	2.300	92	
×	×	×	×	×	×	×	×	×	×	2.300,01	2.400	96	
×	×	×	×	×	×	×	×	×	×	2.400,01	2.500	100	

24 For clients with incomings type such as salaries, pensions, allowances, scholarships and other social benefits, in any Current Account opened with BCR, if the transaction is recognized as such by BCR (IBANs of the Accounts from which the payment of these rights are communicated to BCR either by the Client or by the institution / company making the payment), the commission for BCR Current Account in RON is RON 0.

11. FEES FOR PRODUCTS NO LONGER AVAILABLE

Banking operation	Fe	ee level				
	RON	FOREIGN CURRENCY (EUR or EUR equivalent				
Cash redemption of depositary receipts with Confidential BCR password (Product no longer available starting 04.07.2012)	0,25%	n/a				
Cash redemption of depositary receipts with Active BCR discount (Product no longer available starting 25.01.2013)	RON 0					
Mobile Transactions Service (balance communication and the 10 most recent transactions) (no longer available starting 31.12.2015)	RON 0,5	n/a				
Payments of checks in foreign currency (Available only for checks already existing on workflow. Service no longer available starting 02.05.2018)	n/a	1,5% min EUR 5 max EUR 1.000				
ExtraCont BCR package (no longer available starting 05.12.2015)	RON 8.5/ month	n/a				
Esențial package management fee (no longer available starting 06.10.2012)	RON 6.99/ month	n/a				
Esențial Plus package management fee (no longer available starting 06.10.2012)	RON 11.99/ month	n/a				
Use/administration of Internet Banking, Mobile Banking and Phone Bank by username and password (no longer available starting 29.09.2018)	RON 0					
Fee for management of BCR Current Account in RON	RON 10/month ²⁴	n/a				
Sending of bank statements at the address specified by the Client (monthly):	RON 2 in equ	ivalent/statement				
Check remittance charges on behalf of the client (no longer available starting 02.12.2019)	n/a	EUR 10				
Sale of Commercial Checks (no longer available starting 02.12.2019)						
- up to 1.000 EUR inclusive/ check	n/a	EUR 10				
- above 1.000 EUR/ check	n/a	EUR 30				
Fee for management of current accounts for advance for real estate investments (ANL) in RON (no longer available starting 02.12.2019)	RON 4,5/month					
Fee for reissuance of stolen/ lost card/ change of name/deteriorated card/ on demand	RON 20	USD 5				
Fee for modification of maximum cash amount that may be withdrawn daily from ATMs/MFMs	RON 0,5	n/a				
Fee for generating a list of the 10 most recent transactions at BCR ATMs/MFMs	RON 1	n/a				



Contact Center BCR: *2227 number available in any network in Romania; + 4021.407.42.00, number available in any network in Romania or abroad.

www.bcr.ro