

ZEN.COM

Individual Customer

effective as of April 12, 2024 (EU.C.2024.15)

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Account

Position	Free	Gold	Platinum
Opening account	Free	Free	Free
Maintaining account	Free	0.90 EUR per month	6.90 EUR per month

Currency Exchange¹

Position	Free	Gold	Platinum
Currency exchange made by user	Market rate + 0.50%	Market rate + 0.20%	Market rate + 0.00%
Currency exchange made by system	Market rate + 0.50%	Market rate + 0.20%	Market rate + 0.00%
Currency exchange made by system during card purchase	Market rate + 0.50% if transaction is made in account currency Mastercard® rate + 0.50% if transaction is not made in account currency	Market rate + 0.20% if transaction is made in account currency Mastercard® rate + 0.20% if transaction is not made in account currency	Market rate + 0.00% if transaction is made in account currency Mastercard® rate + 0.00% if transaction is not made in account currency
Fee outside foreign exchange market hours	Additional 0.40% in rates	Additional 0.40% in rates	Additional 0.40% in rates

¹ Market rate is ZEN.COM buy rate for currency on the wholesale FX market. Difference between market rate and average rate is due to FX market conditions.

Top up

Payment Method	Free	Gold	Platinum
Visa® and Mastercard® ²	From – 0.50% Up to – 4.50%	From – 0.25% special offer – free Up to – 4.25%	From – free Up to – 4.00%
Apple Pay and Google Pay ²	From – 0.50% Up to – 4.50%	From – 0.25% special offer – free Up to – 4.25%	From – free Up to – 4.00%
BLIK	0.50% special offer – 0.00%	0.25% special offer – free	Free
Bancontact	0.25 EUR	0.25 EUR special offer – free	Free
iDeal	0.25 EUR	0.25 EUR special offer – free	Free
PayByLinks	0.50%	0.25% special offer – free	Free
PaySafeCash	3.00%	3.00%	3.00%
PaySafeCard	10.00%	10.00%	10.00%
PayPal from EEA account ³	2.50% + 0.25 EUR	2.50% + 0.25 EUR special offer ⁴ – 1.50%	2.50% + 0.25 EUR special offer ⁴ – 1.50%
PayPal from non-EEA account ⁵	4.00% + 0.25 EUR	4.00% + 0.25 EUR special offer ⁴ – 4.00%	4.00% + 0.25 EUR special offer ⁴ – 4.00%
Neteller	4.00% + 0.25 EUR	4.00% + 0.25 EUR	4.00% + 0.25 EUR
Skrill	4.00% + 0.25 EUR	4.00% + 0.25 EUR	4.00% + 0.25 EUR
Skrill Rapid	4.00% + 0.25 EUR	4.00% + 0.25 EUR	4.00% + 0.25 EUR
Trustly	1.50% (minimum 2.00 EUR)	1.50% (minimum 2.00 EUR)	1.50% (minimum 2.00 EUR)
Neosurf	9.00%	9.00%	9.00%

² Fee rate depends on the type of card (consumer, business), the country of issue of the card (European Economic Area country or non-European Economic Area country) and the top up currency. The exact amount of the fee is presented in the application before each top up.

³ PayPal account created in country that belong to European Economic Area.

⁴ Special offer applicable up to limit of 100.000 EUR per month.

⁵ PayPal account created in country that do not belong to European Economic Area.

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Cards issuing

Position	Free	Gold	Platinum
Physical card order ⁶	10.00 EUR	First – free Next – 10.00 EUR	First – free Second – free Next – 10.00 EUR
Virtual card order ⁶	First – free Next – 5.00 EUR	First – free Next – 5.00 EUR	Up to 3 – free Next – 5.00 EUR
Card purchase	Free We will apply proper conversion rate	Free We will apply proper conversion rate	Free We will apply proper conversion rate
Card purchase with cashback	Free We will apply proper conversion rate	Free We will apply proper conversion rate	Free We will apply proper conversion rate
Cash withdrawal	1.50%	Up to 200 EUR per month – free More than 200 EUR – 1.50%	Up to 800 EUR per month – free More than 800 EUR – 1.50%
Cash deposit with Planet Cash ATM network	2.00% special offer – 1.00%	2.00% special offer – 1.00%	2.00% special offer – 1.00%
Moneysend received on ZEN Card	3.00%	3.00%	3.00%
PIN change in ATM	1.00 EUR	1.00 EUR	1.00 EUR
Balance inquiry	1.00 EUR	1.00 EUR	1.00 EUR
Adding card to: <ul style="list-style-type: none"> • Apple Pay • Google Pay • Xiaomi Pay • Garmin Pay 	Free	Free	Free

⁶ Limit includes active cards and inactive cards which were ordered in a given calendar month.

Transfers

Position	Free	Gold	Platinum
Incoming SWIFT	0.10% + 5.00 EUR	0.10% + 3.00 EUR	0.10% + 3.00 EUR
Outgoing SWIFT – SHA	0.10% + 5.00 EUR	0.10% + 3.00 EUR	0.10% + 3.00 EUR
Outgoing SWIFT – OUR	Category 1 ⁷ – 0.10% + 25.00 EUR Category 2 ⁷ – 0.10% + 35.00 EUR Category 3 ⁷ – 0.10% + 50.00 EUR	Category 1 – 0.10% + 15.00 EUR Category 2 – 0.10% + 25.00 EUR Category 3 – 0.10% + 40.00 EUR	Category 1 – 0.10% + 15.00 EUR Category 2 – 0.10% + 25.00 EUR Category 3 – 0.10% + 40.00 EUR
Incoming SEPA in EUR	Free	Free	Free
Outgoing SEPA in EUR	0.25 EUR	0.25 EUR	Free
Incoming Local ⁸ in PLN	Free	Free	Free
Outgoing Local ⁸ in PLN	0.50 EUR	0.25 EUR	Free
Incoming Local ⁹ in GBP	0.50 EUR	0.50 EUR	Up to 50 transfers per month – free Next – 0.50 EUR
Outgoing Local ⁹ in GBP	0.50 EUR	0.50 EUR	Free
Incoming Local ¹⁰ in RON	0.50 EUR	0.50 EUR special offer – up to 50 transfers per month – free Next – 0.50 EUR	Up to 50 transfers per month – free Next – 0.50 EUR
Outgoing Local ¹⁰ in RON	0.50 EUR	0.50 EUR	Free
Outgoing Local in other currencies than listed above	0.50 EUR	0.50 EUR	Free
Internal transfers (between ZEN Clients)	Free	Free	Free
ZEN Buddies	Free	Free	Free
Transfer To Card	1.00%	1.00%	1.00%

⁷ List of countries and territories in each category is available at the end of the document.

⁸ Elixir

⁹ FPS – Faster Payments

¹⁰ TRANSFOND

PrivatBank^{11 12}

Position	Free	Gold	Platinum
Outgoing Bank Transfer via PrivatMoney ¹³	1.00%	1.00%	1.00%
Outgoing Transfer To Card via PrivatMoney ¹³	1.00%	1.00%	1.00%

Digital Currency

Position	Free	Gold	Platinum
Top up in digital currency ¹⁴	0.50%	0.50%	0.50%
Transfer in digital currency ¹⁴	2.00%	2.00%	0.50%

Zen Pay

Position	Free	Gold	Platinum
ZEN Pay Purchase	Free There can be additional Top up fee applied for transfer	Free There can be additional Top up fee applied for transfer	Free There can be additional Top up fee applied for transfer
ZEN Pay Deposit	Free There can be additional Top up fee applied for transfer	Free There can be additional Top up fee applied for transfer	Free There can be additional Top up fee applied for transfer

¹¹ Limits per transaction: 700 EUR or equivalent in other currency (if the recipient is a non-PrivatBank client)

¹² Limits per month: 30 transfers, 9,000 EUR, 7-day transfer limit: 5,000 EUR, 1-day transfer limit: 2000 EUR or equivalent in other currency

¹³ Limits per method: 2,000 EUR per 1 day, 5,000 EUR per 7 days

¹⁴ Fee is paid to ZEN.COM for being party between user and provider. ZEN.COM does not directly provide services in digital currency.

Zenefits

Position	Free	Gold	Platinum
Instant Cashback	50% cashback that user normally receive	100% cashback that user normally receive	100% cashback that user normally receive
Extended Warranty ¹⁵	Not available	Basic up to 1,500 EUR per product	Premium up to 5,000 EUR per product
ZEN Care – Shopping Protection ¹⁶	Not available	Anytime You can claim ZEN Care –10.00% of transaction amount ONLY when we will receive back Your transaction	Anytime You can claim ZEN Care – free
Support via email	Available	Available	Available
Support via chat in mobile application	Not available	Available	Available

Incidental Costs

Position	Free	Gold	Platinum
Manual Operation Fee ¹⁷	25.00 EUR SWIFT SHA transfer 5.00 EUR SEPA transfer 5.00 EUR other transfer	25.00 EUR SWIFT SHA transfer 5.00 EUR SEPA transfer 5.00 EUR other transfer	25.00 EUR SWIFT SHA transfer 5.00 EUR SEPA transfer 5.00 EUR other transfer
Garnishment ¹⁸	80.00 EUR per case	80.00 EUR per case	80.00 EUR per case
Bank statement for individual period of time	100.00 EUR per case	100.00 EUR per case	100.00 EUR per case
Export of statements from permanently closed account	100.00 EUR per case	100.00 EUR per case	100.00 EUR per case

¹⁵ You get an extra year of warranty for all electronics purchased with your ZEN Mastercard®.

¹⁶ When something goes wrong with your ZEN Mastercard® purchases, you can request an immediate support for refund.

¹⁷ Charged upon return of remaining funds after account closure or payment execution of blocked funds in favor of enforcement agencies via PLAIS system.

¹⁸ Decision of a court or other authority ordering the seizure of money or property of a third party

Additional Explanation

Categories of countries and territories

Category 1:

- Australia
- Brazil
- Bulgaria
- Canada
- Denmark
- Estonia
- Gibraltar
- Greece
- Guernsey
- Hungary
- Iceland
- India
- Isle of Man
- Jersey
- Kuwait
- Liechtenstein
- Lithuania
- Mauritius
- Mexico
- New Zealand
- Philippines
- Qatar
- Sweden
- Switzerland
- United Kingdom and Northern Ireland
- United States of America

Category 2:

- All other counties and territories

Category 3:

- Argentina
- Austria
- Belgium
- Chile
- Congo
- Cyprus
- Djibouti
- Ecuador
- Ethiopia
- Finland
- France
- Germany
- Guinea
- Indonesia
- Ireland
- Israel
- Italy
- Japan
- Jordan
- Kenya
- Korea, Republic of
- Kyrgyzstan
- Latvia
- Lesotho
- Luxembourg
- Malawi
- Malta
- Monaco
- Morocco
- Nepal
- Netherlands
- Paraguay
- Poland
- Portugal
- Spain
- Suriname
- Swaziland
- Taiwan, Province of China
- Turkey
- Uganda
- Ukraine
- Uruguay
- Yemen
- Zimbabwe

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