

## Frequently asked questions about transfers via Optima e-banking & Optima mobile app

### What are the transfer limits per day?

If there is a sufficient balance in your account, your daily transfer orders cannot cumulatively exceed the amount:

- €50.000 or the equivalent in available foreign currency for individuals, or
- €200.000 or the equivalent in available foreign currency for business (in cases where no limit differentiation has been agreed with the bank)

### How are transfers to other bank executed?

Transfers to other banks are executed either through:

1. [SEPA](#) (Single European Payment Area), or
2. [SWIFT](#) (Society for Worldwide Interbank Financial Telecommunication).

More specifically, transfers are routed automatically by the system through:

1. **SEPA**, when:
  - transfers are made within the European Economic Area (EEA)<sup>1</sup>,
  - currency is always euro,
  - account of the beneficiary is in [IBAN](#) format
  - the name of the beneficiary is present and
  - the indication of expenses is SHA (the ordering customer is charged only with the expenses of his/her bank and the beneficiary is charged with the expenses of his/her bank).
2. Through **SWIFT**, when sending:
  - foreign currency in Greece or abroad
  - euro outside EEA countries
  - euro within EEA countries, when you wish to incur the whole cost of the transfer (OUR)

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<sup>1</sup> The European Economic Area (EEA) currently consists of the following countries: (a) EU Member States: Austria, Belgium, Bulgaria, France, Germany, Cyprus, Denmark, Greece, Estonia, Ireland, Spain, Italy, Croatia, Latvia, Lithuania, Luxembourg, Malta, Finland, The Netherlands, Hungary, Poland, Portugal, Romania, Slovenia, Slovakia, Sweden and Czech Republic and (b) SEPA member-countries: Great Britain, Norway, Iceland, Lichtenstein, Switzerland, Andorra, Vatican, Monaco and San Marino.

Note: In your SWIFT Transfers, it is suggested to indicate / input the Beneficiary's address so that your transfer is not delayed by the correspondent banks due to incomplete data.

### When will a transfer be executed?

- Transfers in euros up to €100,000.00 per transaction, to participating in **instant priority payment** banks in Greece and the EEA, are executed with immediate credit and availability of funds in the beneficiary's account within 10 seconds, regardless of day and time.
- Transfers in euros that do not meet the above conditions, are executed on the same day if the submission is made until 16:00 for transfers within Greece, or until 13:00 for transfers outside Greece but within the EEA.
- Transfer orders in euros, to a bank outside the EEA or in US dollars regardless of destination, are executed on the same day, if the submission of the request is made by 16:00.
- Transfer orders in the other currencies, regardless of destination, are executed with a value of two business days when the submission of the request is completed by 16:00.

In case your request is submitted outside the above time limits or business days, your order is considered to have been received on the next business day and is processed accordingly.

### Can I apply for a future transfer or recurring one (standing order)?

You can request a transfer order to be executed on a future date, during which your account will be debited on the date you will instruct and your order will be executed according to the above rules.

You can also give instructions for a recurring transfer (standing order), in which case it will be executed periodically. On the date you have instructed, your account will be debited, while your order will be executed according to the above rules.

In case the date you have stated is not a business day, your order will be performed according to the above rules.

A sufficient balance in your account at the date of the order execution is prerequisite for the completion of your orders.

### At what rate is my order executed?

Currency conversion, if required, is executed based on the current “Foreign currency exchange rates” on the day and time of submission of your order. You can be informed about Foreign currency exchange rates at the e-banking’s home page or at our branches.

For the transfer requests that are to be executed on a future date and/ or as a standing order, the listed conversion prices are indicative, and the final/actual ones will occur at the date of execution.

Any transaction that includes foreign currency conversion is also charged with the commission set out in the price list, <https://www.optimabank.gr/en/support-area/price-list> (section “Currency Conversion Transactions”).

### Which currencies are supported?

You can perform transfers in EUR, USD, GBP, CHF, AUD, CAD, DKK, JPY, NOK, PLN, RON, SEK. Within e-banking, FX cross currency services (non euro present) are not offered. To perform such a transaction, contact one of our branches, <https://www.optimabank.gr/en/branch-network>.

### What cost options do I have?

You can choose the transfer costs to be:

- **SHA:** you will be charged for the expenses of your bank, while the beneficiary will be charged for the expenses of his/her bank
- **BEN:** the beneficiary will be charged with all costs (offered for non-EEA countries and currencies)
- **OUR:** you will be charged with all costs. In cases where these costs are known in advance to the bank, you will be notified before the transfer takes place. In other cases, you will have to pay the costs that will be claimed afterwards by the beneficiary's bank and by the intermediate banks.

Note: the option OUR in outbound credit transfers / remittances is not charged:

- a) for payment of a credit card of another domestic bank,
- b) when payment initiation starts from “Basic Payment Account” (law 4465/2017).

What are the costs of my transfer?

Find out in detail about the relevant costs in the bank's price list, <https://www.optimabank.gr/en/support-area/price-list>.

General term for transfers:

*The execution of transfers are governed by the applicable legal and regulatory framework.*