Glossary of services associated with a payment account

General account-related services

Maintaining the account	The account provider (hereinafter referred to as the "bank") operates the account for use by the account holder
Extraordinary account statement	On request, the bank sends the account holder an extraordinary account statement.

Payments (cardless)

Sending money	The bank transfers money, on the instruction of the account holder, from the account holder's account to another account.
Standing order	The bank makes regular transfers, on the instruction of the account holder, of a fixed amount of money from the account holder's account to another account.
Direct debit	The account holder permits someone else (recipient) to instruct the bank to transfer money from the account holder's account to that recipient. The bank then transfers money to the recipient on a date or dates agreed by the bank and the recipient. The amount may vary.

Cards and cash

Providing a debit card	The bank provides a payment card linked to the account holder's account. The amount of each transaction made using the card is taken directly and in full from the account holder's account.
Paying with a debit card at a point of sale (POS)	The account holder uses the debit card to pay for goods or services at terminals.
Cash deposit	The account holder deposits cash into his account at the bank counter.
Cash withdrawal	The account holder withdraws cash from his account at the bank counter.

Overdrafts and related services

Agreed credit limit	The bank and the account holder agree in advance that the account holder may borrow money when there is no money left in the account. The agreement determines a maximum amount that can be borrowed, and whether fees and interest will be charged to the account holder.
Overdraft	The bank tolerates the account holder's executing transactions in excess of the credit limit agreed for the account.

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