

# Services and prices for private customers

from 1 July 2024

**PostFinance** 

# Our solutions for private customers

## Your needs – our solutions

Money and financial matters are things that people have to think about throughout their entire lives, from opening their first savings account to paying for education or buying their own home, not to mention retirement planning. PostFinance provides its customers with a wide range of financial services for all stages of life and requirements. Our digital banking solutions allow you to manage your finances independently from anywhere and at any time.

## Prices and conditions

This brochure sets out the prices and conditions of our products and services for private customers. They can be found in the table with the relevant page numbers. Full details on all our financial services can be found on our website at [postfinance.ch](https://www.postfinance.ch).

## Your personal consultation

Take advantage of our advisors' expertise. We would be pleased to look at your needs and wishes in a personal consultation. Make an appointment today.

[postfinance.ch/advice](https://www.postfinance.ch/advice)

	Banking packages	Cards	Payments
<b>Advantage</b>	Whether you're looking for payment, saving or investment services, our banking packages form the basis for your daily financial needs.	Debit, credit and prepaid cards from PostFinance for all stages of life.	Whether one-off or recurring, at home or abroad: carry out your payment transactions easily.
	<a href="https://www.postfinance.ch/bankingpackages">postfinance.ch/bankingpackages</a>	<a href="https://www.postfinance.ch/cards">postfinance.ch/cards</a>	<a href="https://www.postfinance.ch/payments">postfinance.ch/payments</a>
<b>Products</b>	<ul style="list-style-type: none"> <li>– Smart (page 7)</li> <li>– SmartPlus (page 7)</li> <li>– SmartKids (page 6)</li> <li>– SmartYoung (page 6)</li> <li>– SmartStudents (page 6)</li> </ul>	<ul style="list-style-type: none"> <li>– PostFinance Card in CHF/EUR (pages 14, 15)</li> <li>– Credit cards (pages 16, 17)</li> <li>– Prepaid cards (pages 14, 15)</li> </ul>	<ul style="list-style-type: none"> <li>– eBill</li> <li>– Direct debits (page 11)</li> <li>– Standing order (pages 11, 19, 21)</li> <li>– QR-bill (pages 10, 11)</li> <li>– Payment order (pages 11, 19, 21)</li> <li>– Cash transfer abroad (page 11)</li> <li>– International payment to an account (page 11)</li> <li>– International payments (page 18)</li> <li>– Foreign exchange transaction</li> </ul>

Digital banking	Investing and trading	Retirement savings and life insurance	Mortgages
Carry out your banking transactions whenever and wherever you want – simple as that.	For small and large wishes: make your money work for you.	Security for your future: we offer the right solution for every retirement need.	Make your housing dream come true with our financing solutions for your own home.
<a href="https://www.postfinance.ch/digital-banking">postfinance.ch/digital-banking</a>	<a href="https://www.postfinance.ch/investing">postfinance.ch/investing</a>	<a href="https://www.postfinance.ch/retirement">postfinance.ch/retirement</a>	<a href="https://www.postfinance.ch/mortgages">postfinance.ch/mortgages</a>
<ul style="list-style-type: none"> <li>– E-finance</li> <li>– PostFinance Mobile</li> <li>– PostFinance TWINT</li> <li>– Bankident PostFinance</li> </ul>	<ul style="list-style-type: none"> <li>– Investment Solutions (page 22, 23, 24)</li> <li>– Retirement funds (page 24)</li> <li>– Structured products (page 24)</li> <li>– Fixed-term deposit</li> <li>– Medium-term notes (page 24)</li> <li>– E-trading (page 24)</li> <li>– Crypto (page 23)</li> </ul>	<ul style="list-style-type: none"> <li>– Retirement savings account 3a (page 24)</li> <li>– Life insurance (page 24)</li> <li>– Vested benefits account (page 24)</li> <li>– Retirement funds (page 24)</li> </ul>	<ul style="list-style-type: none"> <li>– Fixed-rate mortgage (page 25)</li> <li>– Saron mortgage (page 25)</li> </ul>

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As at: 1 July 2024.  
Prices subject to change.

Please note: for EUR/foreign currency accounts, the prices in CHF are converted monthly into the account currency at a special average rate and debited for the account.

#### Interest rates

You can obtain an overview of interest rates at any PostFinance branch, your Swiss Post branch or at [postfinance.ch](https://www.postfinance.ch).

## Various account services

Services	Conditions
Information on account balances and transactions	CHF 5 per call
Account blocking by PostFinance	CHF 20 (if account is blocked due to negative balance, otherwise free of charge)
Reminder for account overdraft	CHF 20 (first demand is free)
Account balance with gross accrued interest for archived data (older than 15 months)	Price for enquiries
Immediate information at Swiss Post branches	CHF 15 <sup>1</sup>
Enquiries into domestic payment transactions	CHF 30 <sup>2</sup>
Enquiries into international payment transactions	CHF 60 <sup>2</sup>
Repeat orders of account documents	min. CHF 30 <sup>3</sup>
Repeat orders (copies) of account statements for accounts and credit cards on paper	CHF 5 per document
Repeat orders (copies) of interest statements for accounts on paper	CHF 5 per document <sup>4</sup>
Price for address enquiry	CHF 120 per hour
Account blocking due to lack of contact/dormancy	CHF 120 per hour
Fee for the special treatment and monitoring of assets designated as contactless/dormant	CHF 120 per year
Price for estate administration	CHF 30 per quarter
Price for estate processing	CHF 30 per 15 minutes of time required <sup>5</sup>
Price for estate clarifications	CHF 30 per 15 minutes of time required <sup>6</sup>

<sup>1</sup> For enquiries into domestic inpayments.

<sup>2</sup> The price does not apply to corrections made over the telephone.

The price is charged retroactively, and only if PostFinance has verifiably carried out the order correctly. Potential investigation charges from third-party banks will be passed on.

<sup>3</sup> In instances of increased expenses (from 15 minutes).

<sup>4</sup> Price incl. VAT.

<sup>5</sup> Charge for services outside the free standard process or for manual settlement of payments.

<sup>6</sup> Charge for verification of documents that are insufficient for legitimization.

# Banking packages

	SmartKids, SmartYoung and SmartStudents banking packages	Smart banking package	SmartPlus banking package
Description	<p>Everyday account and savings account for young customers up to the age of 20 and young adults in education<sup>1</sup> up to the age of 30</p> <ul style="list-style-type: none"> <li>– Private account for daily payment transactions in Switzerland and abroad, and savings account on request</li> <li>– Available in CHF and EUR</li> <li>– Manage account digitally or on paper (with paper option)</li> <li>– PostFinance Card free of charge (from 12 years of age)</li> <li>– Can be managed as an individual account</li> </ul>	<p>Banking package for adult customers aged 20 and over</p> <ul style="list-style-type: none"> <li>– Personal and pension account (in CHF, EUR or foreign currency), and savings account (in CHF or EUR) on request</li> <li>– For daily payment transactions in Switzerland and abroad</li> <li>– Manage account digitally or on paper (with paper option)</li> <li>– PostFinance Card<sup>2</sup> free of charge</li> <li>– Can be managed as an individual account or a joint account</li> </ul>	<p>Extended banking package for adult customers aged 20 and over</p> <ul style="list-style-type: none"> <li>– Personal and pension account (in CHF, EUR or foreign currency), and savings account (in CHF or EUR) on request</li> <li>– For daily payment transactions in Switzerland and abroad</li> <li>– Manage account digitally or on paper (with paper option)</li> <li>– PostFinance Card<sup>2</sup> free of charge</li> <li>– Can be managed as an individual account or a joint account</li> </ul>
Services included	<ul style="list-style-type: none"> <li>– E-finance, PostFinance App and PostFinance Card (under the responsibility of the parents up to 12 years of age)</li> <li>– Mastercard Value (from 12 years of age) or Classic/Standard credit card (from 18 years of age)</li> <li>– Free cash withdrawals at all ATMs (in Switzerland and abroad<sup>3,4</sup>) and in numerous shops</li> <li>– Cashless payments with PostFinance TWINT<sup>4</sup></li> </ul>	<ul style="list-style-type: none"> <li>– Free cash withdrawals at Postomats and numerous shops with the PostFinance Card</li> <li>– Cashless payments with PostFinance TWINT</li> </ul>	<ul style="list-style-type: none"> <li>– Free cash withdrawals at all ATMs (in Switzerland and abroad<sup>3,5</sup>) and in numerous shops with the PostFinance Card</li> <li>– Cashless payments with PostFinance TWINT</li> <li>– Classic/Standard credit card or Mastercard Value (prepaid card) or CHF 50 discount per customer relationship on the Gold and Platinum credit cards<sup>5</sup></li> <li>– 10% discount on an annual premium (net) for each PostFinance property insurance<sup>6</sup></li> </ul>
Banking package fees <sup>5</sup>	Free of charge	<p>CHF 5 a month per customer relationship (individual and partner account);</p> <p>or free of charge with invested assets<sup>7</sup> of over CHF 25,000 or with a life insurance policy (for a customer relationship) or mortgage (for all customer relationships or mortgage holders)</p>	<p>CHF 12 a month per customer relationship (individual and partner account);</p> <p>or CHF 7 a month with invested assets<sup>7</sup> of over CHF 25,000 or with a life insurance policy (for a customer relationship) or mortgage (for all customer relationships or mortgage holders)</p> <p>Young adults between 21 and 30 years of age who are starting out in their professional life and are no longer entitled to SmartYoung or SmartStudents, receive the SmartPlus banking package for a maximum of three years for half the price at CHF 6 per month.</p>

Note: footnotes on pages 8 and 9

	<b>SmartKids, SmartYoung and SmartStudents banking packages</b>
Paper option (fees for paper-related services <sup>5</sup> )	CHF 5 a month per customer relationship (individual and partner account);  – Unlimited number of payment and standing orders on paper (including changes) <sup>8</sup> – Regular (monthly or quarterly) account statements on paper <sup>9</sup> – Annual interest statement on paper
Individual fees relating to banking packages <sup>10</sup>	CHF 3 per payment order on paper (excl. postage);  CHF 5 per standing order (new and amended orders) on paper
Account withdrawals	Free withdrawal <sup>11</sup> of the account balance on the private account with the PostFinance Card (outpayments in cash based on cash holdings)

<b>Smart banking package</b>	<b>SmartPlus banking package</b>
CHF 5 a month per customer relationship (individual and partner account);  – Unlimited number of payment and standing orders on paper (incl. changes) <sup>8</sup> – Regular (monthly or quarterly) account statements on paper <sup>9</sup> – Annual interest statement on paper	CHF 5 a month per customer relationship (individual and partner account);  – Unlimited number of payment and standing orders on paper (incl. changes) <sup>8</sup> – Regular (monthly or quarterly) account statements on paper <sup>9</sup> – Annual interest statement on paper
CHF 3 per payment order on paper (excl. postage);  CHF 5 per standing order (new and amended orders) on paper	CHF 3 per payment order on paper (excl. postage);  CHF 5 per standing order (new and amended orders) on paper
Free withdrawal <sup>11</sup> of the account balance on the private account with the PostFinance Card (outpayments in cash based on cash holdings)	Free withdrawal <sup>11</sup> of the account balance on the private account with the PostFinance Card (outpayments in cash based on cash holdings)

<sup>1</sup> Being in training or education for a period of at least one year (full-time or while working) is required. This includes vocational training, middle school, technical education, higher technical education, universities of applied sciences and universities. Age: 18 to 30 years.

<sup>2</sup> PostFinance Card only available for accounts held in CHF and EUR.

<sup>3</sup> Excluding third-party fees.

<sup>4</sup> Does not apply to the SmartKids banking package.

<sup>5</sup> Only one change from the Smart to SmartPlus banking package (or vice versa) and only one selection or deselection of the paper option is permitted per calendar month or within 30 days.

<sup>6</sup> Applies to all PostFinance property insurance policies (car, motorcycle, travel and legal protection insurance), except for those in which Great Lakes Insurance SE is the insurer. The discount is granted only once per insurance policy on an annual net premium (excluding taxes, duties, etc.) and is credited subsequently to a PostFinance private account. The discount lapses or is not granted if the banking package is changed from Smart to SmartPlus and back within two years and/or if the policy is terminated and a new policy is taken out for the same insurance object.

<sup>7</sup> Invested assets are calculated monthly. The relevant figure is the month-end balance of the amount of the invested assets including the investment account (e-asset management and investment consulting plus) or custody account assets (fund consulting basic and fund self-service), crypto (crypto portfolio), retirement funds (pillar 3a and vested benefits) and e-trading (custody account assets without cash). Assets are calculated monthly. If the invested assets total at least CHF 25,000, the fee for the banking package will be reduced (SmartPlus banking package) or completely eliminated (Smart banking package). The banking package fees calculated for the relevant month will be debited on the last day of the following month.

<sup>8</sup> Electronic payments and standing orders are free of charge.

<sup>9</sup> Electronic account statements (PDF in e-finance) are free of charge.

<sup>10</sup> Individual fees for customer relationships without paper option (included free of charge with the paper option).

<sup>11</sup> Private accounts in EUR: 1% commission on EUR cash withdrawals at Swiss Post branches.

# Domestic payments

## Inpayments at Swiss Post branches

### Inpayments at Swiss Post branches

The charges incurred can be passed on via the account-managing financial institution of the beneficiary as per the payer's instructions. It is at the beneficiary's discretion whether to reclaim these charges from the payer. Inpayments at a Swiss Post branch in Switzerland can only be made in CHF, or in EUR at specially designated Swiss Post branches. Inpayments in EUR are made with the QR-bill in EUR; the same prices apply as for the QR-bill in CHF. Inpayments of amounts in CHF to an account in a foreign currency are converted at the current Cash international selling rate. The charges also apply to inpayments at branches with partners, inpayments at ATMs or in locations with the home delivery service.

QR-bill	Conditions
Inpayments up to CHF 50	CHF 1.20
Inpayments up to CHF 100	CHF 1.60
Inpayments up to CHF 1,000	CHF 2.35
Inpayments up to CHF 10,000	CHF 3.95
For each additional CHF 10,000 or part thereof	CHF 1.25

  

Inpayments to own account <sup>1</sup>	Conditions
Up to 20 inpayments per month	Free of charge
From 21 <sup>st</sup> inpayment per month	Charges apply <sup>2</sup>

  

Value-added service	Condition
Inpayment for immediate credit	CHF 16

<sup>1</sup> Inpayments in cash made by the account holder with PostFinance Card or account card.

Inpayments to the account holder's own account with QR-bill are subject to a charge. The prices as per the QR-bill apply.

<sup>2</sup> The prices as per the QR-bill apply.

## Entry costs QR-bill

If information is missing about the amount and/or the full address of the debtor in the QR code of a QR-bill, if this information is in the wrong field or must be entered manually in full, it is entered subsequently subject to a charge. The full address of the debtor is mandatory for regulatory reasons.

Capture	Conditions
Amount	CHF 0.04
Debtor	CHF 0.80

## Transfers with form (payment order/standing orders), direct debits

Transfers of amounts in CHF to a private account in EUR or a private account in a foreign currency or vice versa are converted at the current foreign exchange rate.

Direct debits to a private account which is not managed in the same currency as the order (e.g. EUR direct debit to a CHF account) will be converted at the current foreign exchange rate applied by PostFinance.

### Private account in CHF

Direct debits via CH-DD Direct Debit and SEPA Direct Debit are free of charge.

Notification	Paper	E-finance (PDF)
Execution confirmation of payment order	CHF 2 (per document)	Free of charge
Individual confirmation of payment order	CHF 2 (per document)	Free of charge
Processing message for payment order	Free of charge	Free of charge
Processing message for standing order	CHF 2 (per document)	Free of charge

### Private account in EUR/foreign currency

The same prices apply to payment orders, standing orders, Debit Direct/CH-DD and SEPA Direct Debit as to the private account in CHF. Third-party fees are charged to the beneficiary.

## Forms

Services	Prices <sup>1</sup>
Cash transfer abroad	CHF 2 per 100 units
International payment to an account	CHF 2 per 100 units

<sup>1</sup> Orders up to 100 copies per calendar year are free of charge.

## Rejects for QR-bill

Service	Condition
Reject (correction of missing data in the QR-bill)	CHF 1.20

# Domestic payments

## Transfer via e-finance, electronic standing order (ESO), electronic payment order (EPO)

Transfers in CHF to a private account in EUR or a private account in foreign currency and vice versa are converted at the current PostFinance exchange rate.

### Private account in CHF

Electronic payment and standing orders (via e-finance / PostFinance App) and setting up standing orders online (in e-finance / PostFinance App) are free of charge.

Value-added service		Condition
E-finance express orders		CHF 5 per transaction
Notification (data delivery)	Paper	E-finance or file transfer (ISO20022 or PDF)
Payment confirmation <sup>1</sup>	CHF 2 (per document)	Free of charge
EPO execution confirmation	CHF 2 (per document)	Free of charge
EPO individual confirmation	Up to 10 transactions: CHF 2 (per document) For each additional transaction: CHF 0.10	Free of charge
Processing message for e-finance inpayment	Free of charge	Free of charge
Processing message for standing order	CHF 2 per document	Free of charge

<sup>1</sup> Only for individual payments, not standing orders

### Private account in EUR/foreign currency

The same prices apply to payment orders and standing orders. Third-party fees are charged to the beneficiary.

## PostFinance Digital Banking

PostFinance does not charge fees for its mobile services (e-finance, eBill, PostFinance Mobile, PostFinance TWINT, etc.).

# Means of payment for travel

## Change / Order foreign currencies

	Conditions
Minimum order amount	CHF/EUR/USD 100 <sup>1</sup> (per order)
Maximum order amount	CHF/EUR/USD 100,000 (per order)
Processing and shipping fee	CHF/EUR/USD 8 (per order, depending on account currency)
Commission <sup>2</sup>	None <sup>2</sup>
Conversion rate if applicable	Banknote rate

All foreign currencies available can be withdrawn via accounts in CHF.

Only EUR banknotes can be withdrawn for accounts in EUR and only USD banknotes for accounts in USD.

<sup>1</sup> Depending on debit account currency.

<sup>2</sup> Orders of EUR via accounts in EUR: 1% agio fee.

Orders of USD via accounts in USD: 1% agio fee.

Orders of CHF via accounts in CHF: 1.5% agio fee (min. CHF 10 / max. CHF 250).

### Order today, delivered tomorrow

Banknotes in around 70 foreign currencies can be ordered via e-finance, by telephone on 0848 888 700 (max. CHF 0.08/min. in Switzerland) or at any PostFinance branch.

#### postfinance.ch/travel

- Orders received by 3 p.m. on working days will generally be delivered on the next working day
- For orders received after 3 p.m. on working days, the delivery will generally be made in two working days
- For orders of foreign currency banknotes in a secondary currency and for consignments that exceed the equivalent amount of CHF 20,000, delivery takes two to five working days

## Money exchange

At Swiss Post branches with euro service	Condition
Per exchange transaction (CHF–EUR/EUR–CHF)	CHF 2

# Debit cards



Services	PostFinance Card in CHF
<b>Advantages</b>	<ul style="list-style-type: none"> <li>– Payment in store and in online shops worldwide</li> <li>– Cash withdrawal from over a million ATMs worldwide</li> <li>– Apple Pay</li> <li>– Google Pay</li> </ul>
<b>Services</b>	<b>Prices</b>
Annual fee for main/additional card	Free of charge
Cash withdrawals at Postomats	Free of charge <sup>1</sup>
Cash withdrawals at Swiss Post branches	Free of charge <sup>1</sup>
CHF withdrawals at Swiss ATMs with the SmartPlus, SmartYoung, SmartStudents banking packages	CHF 2 free of charge
EUR withdrawals at Swiss ATMs with the SmartPlus, SmartYoung, SmartStudents banking packages	CHF 5 free of charge <sup>1</sup>
Cash withdrawals at ATMs abroad with the SmartPlus, SmartYoung, SmartStudents banking packages	CHF 5 free of charge <sup>3,4</sup>
Purchases in Switzerland (purchases of goods/services)	Free of charge
Purchases abroad (purchases of goods/services)	Processing surcharge: 1.5% <sup>5</sup>
Blocking a card	CHF 20 per message (free of charge through e-finance)
Replacement card (if lost/stolen)	CHF 40 per card (CHF 25 through e-finance)
PIN replacement	CHF 40 per card (CHF 25 through e-finance)
<b>Spending/withdrawal limits per day</b>	<b>Limits</b>
Cash withdrawals and goods purchases at the Swiss Post branch counter	Account balance <sup>6</sup>
Cash withdrawals at ATMs in Switzerland and abroad, and at EFT/POS terminals in Switzerland	CHF 1,000 or equivalent <sup>7</sup>
Purchase of goods and services	CHF 3,000
<b>Spending/withdrawal limits per month</b>	<b>Limit</b>
– Per card (combination of cash withdrawals and goods purchases per card)	CHF 5,000
– Per account (if more than one card belongs to the same account)	

The cash outpayment limit of CHF 50,000 per year remains reserved for customers domiciled abroad. You can set individual withdrawal limits for your PostFinance Card via e-finance or over the phone.

<sup>1</sup> Any conversions are made at the PostFinance banknote rate.

<sup>2</sup> 1% commission on EUR cash withdrawals at Swiss Post branches.

<sup>3</sup> Exchange rate conversion at the cash rate.



PostFinance Card in EUR	Account card in CHF/ in EUR
<ul style="list-style-type: none"> <li>– Payment in store and in online shops worldwide</li> <li>– Cash withdrawal from over a million ATMs worldwide</li> <li>– Apple Pay</li> <li>– Google Pay</li> </ul>	– Cash withdrawals at Postomats and at Swiss Post branches in Switzerland
<b>Prices</b>	<b>Prices</b>
Free of charge	Free of charge
Free of charge <sup>1</sup>	Free of charge <sup>1</sup>
Free of charge <sup>1,2</sup>	Free of charge <sup>1,2</sup>
CHF 2 free of charge	–
CHF 5 free of charge <sup>1</sup>	–
CHF 5 free of charge <sup>3,4</sup>	–
Free of charge	–
Processing surcharge: 1.5% <sup>5</sup>	–
CHF 20 per message (free of charge through e-finance)	CHF 20 per message
CHF 40 per card (CHF 25 through e-finance)	CHF 40 per card
CHF 40 per card (CHF 25 through e-finance)	CHF 40
<b>Limits</b>	<b>Limits</b>
Account balance <sup>6</sup>	Account balance <sup>6</sup>
EUR 800 or equivalent <sup>7</sup>	CHF 1,000 (or EUR 800) or equivalent (Postomat only) <sup>7</sup>
EUR 2,000	–
<b>Limit</b>	<b>Limit</b>
EUR 4,000	CHF 5,000 (or EUR 4,000)

<sup>4</sup> Third-party fees are possible and are not reimbursed by PostFinance.

<sup>5</sup> Currency conversion at forex rate.

<sup>6</sup> Account balance in terms of cash holdings.

<sup>7</sup> The maximum withdrawal amount depends on the terminal. Amounts which exceed the terminal limit can be withdrawn in several stages. Any fees are charged per withdrawal.



# Credit cards and prepaid cards



## Services **PostFinance Visa Classic Card / PostFinance Mastercard® Standard**

### Advantages

- Access to credit card details at all times via e-finance
- Apple Pay
- Samsung Pay
- Google Pay
- SwatchPAY!
- Garmin Pay
- Fitbit Pay

- Bonus programme (0.6% in the 1<sup>st</sup> year; 0.3% from the 2<sup>nd</sup> year)<sup>1</sup>
- Rental car benefits with AVIS

Services	Prices
Annual price for main card	CHF 50 (free of charge) <sup>2</sup>
Annual price for additional card	CHF 20
Cash withdrawals at ATMs in Switzerland and abroad	3.5% commission (min. CHF 10) <sup>3,4</sup>
Lottery, betting and casino transactions	3.5% commission <sup>5</sup>
Transactions abroad (CHF/foreign currencies)	Currency exchange rate <sup>6</sup> Processing surcharge: 1.7%
Blocking a card	Free of charge
Replacement card	CHF 30 per card (CHF 25 through e-finance)
Replacement PIN	CHF 20 (free of charge through e-finance)
Limits	Limits
Credit limit <sup>7</sup>	Individual
of which for cash withdrawals at ATMs in Switzerland and abroad	CHF 1,000 (per day) <sup>8,9</sup>
<b>Interest on part payments or arrears</b>	9.5%
<b>Reminder fees</b>	CHF 20 up to CHF 40

<sup>1</sup> Cashback on the sales turnover achieved.

<sup>2</sup> CHF 50 discount on the first main card in the SmartPlus, SmartYoung, SmartStudents banking packages.

<sup>3</sup> A processing surcharge of 1.7% will be charged for withdrawals in foreign currency.

<sup>4</sup> Third-party fees are possible and will not be refunded by PostFinance.

<sup>5</sup> Excluding Swisslos and Loterie Romande. The maximum commission is CHF 100.



## PostFinance Visa Gold Card / PostFinance Mastercard® Gold

- Bonus programme (1.0% in the 1<sup>st</sup> year; 0.5% from the 2<sup>nd</sup> year)<sup>1</sup>
- Rental car benefits with AVIS



## PostFinance Visa Platinum

- Bonus programme (1.0% in the 1<sup>st</sup> year; 0.5% from the 2<sup>nd</sup> year)<sup>1</sup>
- Rental car benefits with AVIS
- Travel cancellation fees
- Deductible exclusion for hire cars
- Concierge service
- Priority Pass and two lounge entries per calendar year



## PostFinance Mastercard® Value (prepaid card)

- Bonus programme (0.6% in the 1<sup>st</sup> year; 0.3% from the 2<sup>nd</sup> year)<sup>1</sup>

Prices	Prices	Prices
CHF 100 (CHF 50) <sup>2</sup>	CHF 250 (CHF 200) <sup>2</sup>	CHF 50 (free of charge) <sup>2</sup>
CHF 40	First card free, each further card CHF 90	–
3.5% commission (min. CHF 10) <sup>3,4</sup>	Free of charge <sup>3,4</sup>	3.5% commission (min. CHF 10) <sup>3,4</sup>
3.5% commission <sup>5</sup>	3.5% commission <sup>5</sup>	3.5% commission <sup>5</sup>
Currency exchange rate <sup>6</sup> Processing surcharge: 1.7%	Currency exchange rate <sup>6</sup> Processing surcharge: 1.7%	Currency exchange rate <sup>6</sup> Processing surcharge: 1.7%
Free of charge	Free of charge	Free of charge
CHF 30 per card (CHF 25 through e-finance)	CHF 30 per card (CHF 25 through e-finance)	CHF 30 per card (CHF 25 through e-finance)
CHF 20 (free of charge through e-finance)	CHF 20 (free of charge through e-finance)	CHF 20 (free of charge through e-finance)
Limits	Limits	Limits
Individual	Individual	Loaded card credit, max. CHF 10,000
CHF 1,000 (per day) <sup>8,9</sup>	CHF 1,000 (per day) <sup>9</sup>	CHF 1,000 (per day) or maximum loaded card balance <sup>9</sup>
9.5%	9.5%	–
CHF 20 up to CHF 40	–	–

<sup>6</sup> The exchange rate (selling rate) used is set once a day and is valid for processing on the next working day.

<sup>7</sup> Determined on the basis of the credit check.

<sup>8</sup> Or up to 40% of the monthly credit limit.

<sup>9</sup> The maximum withdrawal amount depends on the terminal. Amounts which exceed the terminal limit can be withdrawn in several stages. Any fees are charged per withdrawal.

# International payments

Services	E-finance, PF App / electronic standing order (ESO) / electronic payment order (EPO)
<b>SEPA international payment<sup>2</sup></b>	<b>Condition</b>
Transfer to a SEPA bank account	Free of charge <sup>3</sup>
<b>International payment – transfer to an account worldwide<sup>2</sup></b>	<b>Conditions</b>
Recipient receives reduced amount <sup>4</sup>	CHF 2 <sup>3</sup>
Recipient receives full amount <sup>5</sup>	CHF 22 <sup>3</sup>
<b>Value-added services</b>	<b>Conditions</b>
Surcharge for speed	CHF 10 <sup>7</sup>
Surcharge for no specified IBAN	CHF 8 <sup>8</sup>
Surcharge for manual entry / for SEPA transfer	CHF 3 / CHF 5
<b>Cash transfer abroad</b>	<b>Condition</b>
Cash transfer in foreign currency	CHF 6

<sup>1</sup> If the payment slip needs to be filled out by a postal worker, a tax of CHF 5 will be debited.

<sup>2</sup> Some banks charge their customers a credit fee for incoming payments. PostFinance has no influence over this. These costs cannot be borne by the person placing the order.

<sup>3</sup> Buying and selling rates apply to foreign currencies. For payments with a *speed* surcharge, the rate for immediate transactions applies.

<sup>4</sup> Any third-party fees will be deducted from the transfer amount.

## Cash transfer from abroad at Swiss Post branches

The charges are deducted from the transfer amount.  
For conversions, the buying rate for cash transfers applies.

Cash transfer from abroad	Conditions
Recipient receives reduced amount	CHF 6
Recipient receives full amount	Free of charge

## Transfers from abroad

### International payment to Switzerland

Free incoming payments to an account in CHF or in foreign currency:  
PostFinance levies no credit fees for credit transfers from international postal and bank accounts.

International payments at Swiss Post branches <sup>1</sup>
<b>Condition</b>
–
<b>Conditions</b>
CHF 12 <sup>6</sup>
CHF 32 <sup>6</sup>
<b>Conditions</b>
CHF 10 <sup>6</sup>
–
–
<b>Condition</b>
CHF 12

<sup>5</sup> All fees through to the recipient bank will be borne by the principal with this flat rate. The full amount is credited to the recipient bank. Please note that some banks charge their customers for incoming payments. PostFinance has no influence over this.

<sup>6</sup> The buying and selling rate for cash transfers applies.

<sup>7</sup> Some isolated European banks no longer accept express payments. In these cases, we send the payment immediately upon receipt as SEPA for a fee of CHF 5.

<sup>8</sup> IBAN mandatory for international transfers to an EU/EEA country.

# Cheques

## Emergency cash / e-cheque (for accounts in CHF and EUR)

Services	Prices	Limits
Cash or goods/services (without a card), account holder known personally	CHF 11	Account balance based on cash holdings
Cash or goods/services (without a card), account holder not known personally	CHF 11	CHF 1,000 / equivalent value in EUR per day/week and account <sup>1</sup>
Cash or goods/services (with card) if the system is not functioning or the card is defective (not visible)	Free of charge	CHF 1,000 / equivalent value in EUR per day/week and account <sup>1</sup>

<sup>1</sup> Subject to monthly limits.

# Account products

## Private account

Account statements	Conditions
Itemized on paper	CHF 10 per account and month

## Savings account / e-savings account / youth (e-)savings account

Withdrawals <sup>1</sup>	Conditions
Amount not subject to charge per customer <sup>2</sup> and calendar year	100,000 (regardless of currency)
For larger amounts	3-month notice period <sup>3</sup>
Number of free withdrawals per customer <sup>2</sup> and calendar year	10 in total
Further withdrawals (from 11)	CHF 8 per withdrawal / payment slip

<sup>1</sup> Savings accounts in EUR: 1% fee on EUR cash withdrawals at Swiss Post branches.

<sup>2</sup> In the case of partner accounts, the partnership is classed as a customer.

<sup>3</sup> No written notice required for transfer to a PostFinance service (e-trading, e-asset management, fund consulting basic, investment consulting plus, fund self-service, crypto, vested benefits account, money market investment, retirement savings account 3a, life insurance, medium-term note and mortgage). If the notice period is not observed, a debit of 1% of the amount in excess of the limit will be charged at the end of the month or in the event that an account is closed. Notice given on amounts remains valid for 30 days after the notice deadline.

## Supplements for customers domiciled abroad

### Additional fees and limits for customers domiciled outside Switzerland and Liechtenstein

Fees/limits	Conditions
Domicile abroad	CHF 25 per month per private account
Cash withdrawal limit per customer and calendar year <sup>4</sup>	CHF 50,000

<sup>4</sup> In the case of partner accounts, the partnership is classed as a customer.

# Investment solutions

Services	E-asset management	Fund consulting basic
Service fee (according to fixed assets)	From CHF 0 0.75% p.a. <sup>1,4</sup> From CHF 250,000 0.70% p.a. <sup>1,4</sup> From CHF 500,000 0.65% p.a. <sup>1,4</sup> From CHF 1 million 0.60% p.a. <sup>1,4</sup>	From CHF 0 0.25% p.a. <sup>2,4</sup> From CHF 250,000 0.20% p.a. <sup>2,4</sup> From CHF 500,000 0.15% p.a. <sup>2,4</sup> From CHF 1 million 0.10% p.a. <sup>2,4</sup>
Custody account / portfolio fees	The custody account fee is included in the service fee	The custody account fee is included in the service fee
Calculation basis for service and custody account fees	Average amount of invested assets including investment account	Average amount of assets in the custody account
Debit of fees <sup>5</sup>	Quarterly	Quarterly
Transaction fees	Statutory levies (e.g. federal stamp duty), third-party costs (e.g. costs for dilution protection) and currency conversion fees	1.00% issuing commission on the purchase amount (max. CHF 1,000 or equivalent in foreign currency)  0.00% redemption commission  Plus statutory levies (e.g. federal stamp duty) and currency conversion fees
Fees for securities delivery to third-party banks	Securities delivery currently not possible	CHF 100 per item <sup>2,6</sup>
Fee for tax statement	Included in service fee	CHF 90 <sup>2</sup>
Additional fees <sup>2</sup>	Fee for special expenses (e.g. enquiries): CHF 100 per hour; min. CHF 5 if documents are sent by post	
Sales remuneration	No	Yes <sup>7</sup>

Investment consulting plus	Fund self-service	Crypto
From CHF 0 Minimum fee – CHF 720 p.a. <sup>3,4</sup> From CHF 80,000 0.90% p.a. <sup>3,4</sup> From CHF 250,000 0.85% p.a. <sup>3,4</sup> From CHF 500,000 0.80% p.a. <sup>3,4</sup> From CHF 1 million 0.75% p.a. <sup>3,4</sup>	–	–
The custody account fee is included in the service fee	From CHF 0 0.15% p.a. <sup>2,4</sup> From CHF 500,000 0.10% p.a. <sup>2,4</sup> From CHF 1 million 0.05% p.a. <sup>2,4</sup>	From CHF 0 0.15% p.a. <sup>2,4</sup> From CHF 500,000 0.10% p.a. <sup>2,4</sup> From CHF 1 million 0.05% p.a. <sup>2,4</sup>
Average amount of invested assets including investment account	Average amount of assets in the custody account	Average portfolio assets
Quarterly	Quarterly	Quarterly
The first 250 transactions per calendar year are included (each additional transaction is CHF 100)	1.00% issuing commission on the purchase amount (max. CHF 1,000 or equivalent in foreign currency)	0.95% trading fee on the trading amount plus any currency conversion fees
Plus statutory levies (e.g. federal stamp duty), third-party costs (e.g. costs for dilution protection) and currency conversion fees	0.00% redemption commission  Plus statutory levies (e.g. federal stamp duty) and currency conversion fees	
Securities delivery currently not possible	CHF 100 per item <sup>2,6</sup>	Transfer not currently possible
Included in service fee	CHF 90 <sup>2</sup>	–
Fee for special expenses (e.g. enquiries): CHF 100 per hour; min. CHF 5 if documents are sent by post		
No	Yes <sup>7</sup>	No

<sup>1</sup> Plus VAT on 90% of the amount; the remaining 10% is not subject to VAT.

<sup>2</sup> Plus VAT.

<sup>3</sup> Plus VAT on 95% of the amount; the remaining 5% is not subject to VAT.

<sup>4</sup> The percentage applies to the total assets per investment solution. Multiple investment solutions are not accumulated.

<sup>5</sup> Debit from the account associated with the service or reference account.

<sup>6</sup> Not possible for PostFinance Fonds.

<sup>7</sup> Sales remuneration is already included in the fund costs for the individual instruments.

More information about sales remuneration can be found in the *Factsheet: costs and sales remuneration in the "Fund self-service" and "Fund consulting basic" investment solutions* at [postfinance.ch/investment-information](https://postfinance.ch/investment-information).

## Investment solutions and retirement savings products

### Medium-term notes

Services	Conditions
Medium-term notes in CHF and EUR	<ul style="list-style-type: none"> <li>– No custody account fee</li> <li>– Free subscription and redemption</li> <li>– Annual interest payment</li> </ul>

The current interest rates can be viewed at [postfinance.ch/mediumterm](https://postfinance.ch/mediumterm).

### E-trading

Prices and conditions for e-trading can be found at [postfinance.ch/e-trading](https://postfinance.ch/e-trading).

### Retirement savings products

Services	Conditions
Vested benefits account – Advance withdrawal for own-use residential property	Account management fee: CHF 9/quarter – one-off processing fee of CHF 400
Retirement savings account 3a – Advance withdrawal for own-use residential property	Account management free of charge – CHF 200 per advance withdrawal and account holder
Life insurance	According to individual quotation
Retirement funds in connection with a retirement savings product	<ul style="list-style-type: none"> <li>– No issuing and redemption commission</li> <li>– Free custody account management</li> </ul>

### Structured products

Services	Conditions
Structured products with PostFinance as guarantor	Prices and conditions at <a href="https://postfinance.ch/structuredproducts">postfinance.ch/structuredproducts</a>

## Financing products

### Mortgages

Services	Conditions
Extension fee	CHF 100
Change to loan (such as change of borrower, change of collateral, change of mortgage to another provider upon expiry, extraordinary amortization or suspension/change of amortization <sup>1</sup> , change from a Saron mortgage to a fixed-rate mortgage, increases)	CHF 250
Early withdrawal from the loan agreement <sup>1</sup>	CHF 500
Reminder fees for interest and amortization in arrears, indirect amortization, insurance premiums for pledged policies (first request free of charge)	CHF 20
Third-party fees (e.g. land register fees or notary costs) will be passed on to the borrower.	

<sup>1</sup> If current mortgage loans with a fixed term are terminated prior to the end of the term, the person taking out the loan must pay PostFinance an early repayment penalty in accordance with the withdrawal conditions.

### Irrevocable promise to pay

Services	Conditions
Irrevocable promise to pay with a mortgage at PostFinance	Free of charge
Irrevocable promise to pay without any background in financing at PostFinance	CHF 300

# My notes

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### **Near to you: PostFinance**

You can reach us at your PostFinance branch, Swiss Post branches, online, or by telephone on 0848 888 700 (max. CHF 0.08/min. in Switzerland).

**[postfinance.ch/advice](https://www.postfinance.ch/advice)**

**PostFinance branch:** One-stop personal consultation on accounts and cards, investment and retirement planning products and mortgages. Our team of advisors is also available in the evenings and on Saturdays. You can find the PostFinance branches near to you at **[postfinance.ch/location](https://www.postfinance.ch/location)**.

**Swiss Post branch:** Accounts and cards can be ordered directly from your Swiss Post branch. Enquire with the team at your branch. For any other matters, your Swiss Post branch would be pleased to arrange a personal consultation at the nearest PostFinance branch. You can find the Swiss Post branch nearest to you, including opening times, at **[swisspost.ch](https://www.swisspost.ch)**.

PostFinance Ltd  
Mingerstrasse 20  
3030 Bern  
Switzerland

Telephone 0848 888 700  
(max. CHF 0.08/min. in Switzerland)

[www.postfinance.ch](http://www.postfinance.ch)

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