

## Terms of Business

Provided in accordance with the Consumer Protection Code issued by the Central Bank of Ireland

### About us

Our legal name is Raisin Bank AG (“**the Bank**”). The Bank’s main business is banking and financial services. Our Head Office is at Niedenau 61-63, 60325 Frankfurt am Main, Germany.

The Bank is a credit institution holding a universal banking license issued by the Bundesanstalt für Finanzdienstleistungsaufsicht (“**BaFin**”) for the carrying out of banking activities in Germany and, under the condition of law of the European Union, in the territory of the European Union. Supervision over the activity of the Bank as a credit institution carrying out banking activities in accordance with the Law on Credit Institutions effective in Ireland is exercised by the Central Bank of Ireland. If you wish to contact us about the account, please write to Raisin Customer Support at [service@raisin.ie](mailto:service@raisin.ie).

### Regulated Activities

The Bank’s principal business is banking and the provision of financial services generally. The Bank takes deposits, makes loans and provides a range of other financial services and products. These activities are regulated by BaFin.

### Central Bank Codes and Regulations

The Bank is subject to the Consumer Protection Code. These codes and regulations offer protection to consumers and can be found on the Central Bank of Ireland’s website [www.centralbank.ie](http://www.centralbank.ie)

### Fees and Charges

The services of the Bank relating to term deposit products offered through the Raisin Internet Platform are free of charge.

### Your Personal Data

The Bank is committed to protecting and respecting your privacy. We wish to be transparent on how we process your data and show you that we are compliant with the applicable legislation in relation to processing your data and ensuring you understand your rights as a client. Details on how we process data you can find in our customer information about data processing as well as in our statements on privacy and data processing which are available on our website or by contacting us via [service@raisin.ie](mailto:service@raisin.ie).

### Conflicts of Interest

It is the policy of the Bank to avoid any conflict of interest in connection with any product or service it supplies to its customers. Where an unavoidable conflict arises, we will advise you in writing of this before providing the relevant service. If you have not been advised of any such conflict you are entitled to assume that none arises.

### Complaints

The customers may, without prejudice to legal relief available to them, contact the customer service of the Bank in case they feel they have cause for complaint email to [service@raisin.ie](mailto:service@raisin.ie)

The customers can also contact the Irish Office of the Financial Services and Pensions Ombudsman “FSPO”, under <https://www.fspo.ie/complaint-form.aspx>. The FSPO is part of the international

Financial dispute resolution network FIN-NET (<https://ec.europa.eu/>) and can bring the client into contact with the local equivalent of the FSPO.

### **Compensation Scheme**

Term Deposits in the Bank are guaranteed by the statutory deposit guarantee scheme, Entschädigungseinrichtung deutscher Banken (“EdB”), in Germany. Pursuant Section 23a (1) sentence 3 of the German Banking Act (Kreditwesengesetz [KWG]), full payment is guaranteed for deposits in Euro and in foreign currency, together with the interest accrued on them, up to the maximum amount of € 100,000 (or the equivalent) per depositor per bank, regardless of the number of the depositor’s bank accounts, the amount of funds and the currency.

### **In Case of Default**

Where you default in your obligations to Raisin Bank AG, the Bank may notify you of such default and may ask you to take action to remedy it to the satisfaction of the Bank. At any time after such default the Bank may seek to enforce your obligations to it through legal proceedings or through the enforcement of any guarantee or security given in respect of your obligations to the Bank.

### **Changes to Terms of Business**

The Bank is free to change these Terms of Business at any point in time unilaterally. The Bank will inform the customers at least 2 months prior to any change in text form via the Internet Platform. Should the customers not raise objections to the changes in Terms of Business before they become effective it will be considered as an acceptance of the new version. In case a customer does not accept the changes, both the customer and the Bank will have the right to terminate the agreement unilaterally without any additional cost.

### **Effective Date**

These Terms of Business are effective from: 01/09/2019