

Gibraltar List of Representative Linked Services

Under Article 4 of the Financial Services (Payment Accounts) Regulations 2016

| Services | Definition |
|---|---|
| Maintaining the account | The account provider operates the account for use by the customer. |
| Unarranged Overdraft | The customer borrows money when there is no money left in the account (or when the customer has gone past their arranged overdraft limit) and this has not been agreed with the account provider in advance. |
| Arranged Overdraft | The account provider and the customer agree in advance that the customer 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 customer. |
| Standing Order | The account provider makes regular transfers, on the instruction of the customer, of a fixed amount of money from the customer's account to another account. |
| Direct Debit | The customer permits someone else (recipient) to instruct the account provider to transfer money from the customer's account to the recipient. The account provider then transfers money to the recipient on a date or dates agreed by the customer and the recipient. The amount may vary. |
| Refusing a payment due to lack of funds | The account provider refuses a payment from the customer's account because there is not enough money in it (or it would take the customer past their arranged overdraft limit). |
| Allowing a payment despite lack of funds | The account provider allows a payment to be made from the customer's account although there is not enough money in it (or it would take the customer past their arranged overdraft limit). |
| Sending money within Gibraltar | The account provider transfers money, on the instruction of the customer, from the customer's account to another account in Gibraltar. |
| Sending money outside Gibraltar | The account provider transfers money, on the instruction of the customer, from the customer's account to another account outside Gibraltar. |
| Receiving money from outside Gibraltar | Money is sent to the customer's account from an account outside Gibraltar. |
| Cash withdrawal in Pound Sterling in Gibraltar | The customer takes cash out of the customer's account in Pound Sterling at a cash machine, bank or Post Office in Gibraltar. |
| Cash withdrawal in foreign currency outside Gibraltar | The customer withdraws cash out of the customer's account in a foreign currency at a cash machine or, where available, at a bank outside Gibraltar. |
| Cash withdrawal in a foreign currency inside Gibraltar | The customer withdraws cash out of the customer's account in a foreign currency at a cash machine or, where available, at a bank inside Gibraltar. |
| Debit card payment in Pound Sterling | The customer uses a debit card to make a payment in Pound Sterling. This can be in a shop, online or over the phone. |
| Debit card payment in a foreign currency | The customer uses a debit card to make a payment in a foreign currency. This can be in a shop, online or over the phone. |
| Cancelling a cheque | The customer asks the account provider to cancel a cheque that the customer has written. |
| Chargeback processing services | The customer asks the account provider to reverse a transaction. |

