

Basiskonto – Payment Account with Basic Features

An overview of services:

Your new Basiskonto (Payment Account with Basic Features) offers you many benefits. See for yourself which services are included in your new account at a price of EUR 20 (EUR 10 for persons who are in need of special protection in social or economic terms – details are outlined overleaf) per quarter:

The following are included in the account maintenance fee:

- Credit entries
- Transfer order online / via the account manager (only possible within the EEA)¹⁾
- Transfer order at the counter (only possible within the EEA)¹⁾
- SEPA standing order / sweep agreement and SEPA direct debit
- Euro-denominated transactions with the debit card within the EEA
- Cash withdrawals at the counter / at the Bank Austria cash dispenser (ATM)
- Cash deposits at the counter / at the cash manager machine
- Accounting entries triggered by the bank (e.g. account maintenance fee, charges and interest)
- Changes to / deletion of standing orders via Online Banking and at the counter
- Electronic account statements
- Account statements via the account manager
- One debit card
- Online Banking including the MobileBanking app
- 24-hour Serviceline
- Mastercard Identity Check

The following services are not available:

- Foreign transfer orders outside the EEA
- Payments and withdrawals with the debit card outside the EEA
- Overruns
- BusinessNet
- Credit card
- Settlement account for securities and financing transactions
- Ticketing
- CashBack
- Mobile debit card

We can reject a request for an account with basic features if:

- you already have a payment account in Austria²⁾ which offers you the services of a payment account with basic features
- there are pending criminal proceedings to the detriment of our bank / employees
- a binding sentence has been passed for the above reasons³⁾
- sanctions have been imposed by the United Nations / EU
- there is inadequate notification of a residential address or address for delivery⁴⁾
- exchange control measures have become apparent

Please note that the account with basic features does not offer overdraft facilities.

The account with basic features is hearing-aid compatible.

You can file an objection to the rejection or termination of an account with basic features with the Austrian Financial Market Authority (Finanzmarktaufsicht – FMA), Otto-Wagner-Platz 5, 1090 Vienna, or you can contact the Joint Arbitration Board of the Austrian Banking Industry, Wiedner Hauptstrasse 63, 1045 Vienna.

Errors and misprints excepted.

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1) The bank will automatically change orders not issued on the standard terms to standard execution. This concerns instructions for the payment of fees which diverge from the standard practice of splitting the fees, and it concerns the issuance of urgent instructions.

2) Unless Bank Austria's account switching service is used in conjunction with the termination of the existing payment account, or if the bank receives confirmation that the existing payment account has been closed.

3) A sentence that has been extinguished is not to be included in any consideration for a rejection.

4) If a customer does not have a residential address, he/she must at least provide the postal address of a care facility or the name of a service agent in Austria, or indicate a PO box.

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At a customer's explicit request, an account with basic features is available to anyone who is legitimately resident in the EU and who does not yet have a payment account in Austria which offers him/her the services of a payment account with basic features. Persons who are in need of special protection in social or economic terms are entitled to an account with basic features at half the normal price.

Consumers who are in need of special protection in social or economic terms:

Consumers who meet one of the following criteria are considered to be in need of special protection in social or economic terms and are entitled to the reduced fee payable by persons who are in need of special protection in social or economic terms:

The following persons are in need of special protection in social or economic terms:

- Persons who receive benefit in accordance with the Austrian Social Benefits Act or Minimum Income Act, which were ratified by the Austrian provinces for implementation of the agreement in accordance with Article 15a of the Austrian Federal Constitutional Act between the federal government and the provinces for a national needs-based minimum income system;
- Persons who receive a pension from the Austrian Pension Office and have an entitlement to a pension compensatory allowance in accordance with Section 292 of the Austrian General Social Insurance Act (Allgemeines Sozialversicherungsgesetz – ASVG), Federal Gazette No. 189/1955;
- Persons who receive a pension from the Austrian Pension Office whose maximum amount corresponds to the recommended rate in accordance with Section 293 ASVG;
- Persons who, in accordance with the provisions of the 1977 Austrian Unemployment Insurance Act, Federal Gazette No. 609/1977, receive unemployment benefit or emergency benefit whose maximum amount corresponds to the recommended rate in accordance with Section 293 ASVG;
- Persons for whom debt restructuring proceedings have been initiated, until the end of the period for payment specified in the restructuring or payments plan, or until the end of the skimming-off procedure;
- Students who receive a student allowance in accordance with the 1992 Austrian Study Promotion Act, Federal Gazette No. 305/1992;
- Apprentices within the meaning of Section 1 of the Austrian Vocational Training Act, Federal Gazette No. 142/1969, who receive an apprentice compensation whose maximum amount corresponds to the recommended rate in accordance with Section 293 ASVG;
- Persons who are exempted from paying the ORF contribution fee in accordance with Section 4a of the 2024 Austrian ORF Contribution Act, Federal Gazette I No. 112/2023.
- Persons who are entitled to relief in accordance with the provisions of the Austrian Telecommunications Relief Act, Federal Gazette I No. 142/2000;
- Homeless persons within the meaning of Section 1 Para 9 of the Austrian Registration Act, Federal Gazette No. 9/1992;
- Asylum seekers within the meaning of Section 2 Para 1 (14) of the 2005 Austrian Asylum Act, Federal Gazette I No. 100/2005;
- Foreign persons whose residence in Austria is tolerated in accordance with the provisions of Section 46a of the 2005 Austrian Aliens' Police Act, Federal Gazette I No. 100/2005;
- Persons who, in another EU member state,
 - a) have a status as a homeless person, asylum seeker or tolerated foreign person,
 - b) receive social benefits comparable to needs-based minimum income or a compensatory allowance,
 - c) receive a payment from a statutory unemployment insurance whose amount is below the decisive recommended value for a payment in that member state in accordance with item b),
 - d) are affected by insolvency proceedings comparable to debt restructuring proceedings, or
 - e) receive a student allowance from the state which is linked to the student's social needs.