



# SPECIAL OPERATIONS

In the case of misuse or fraudulent use of your account or card, Qonto must initiate costly operations. Special fees are applied.

Fees applicable from 02/07/2020

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## 1. Current account management

### 1.1. Confirmation letter

This is a regulatory document that companies may need annually in the case of an auditor intervention. Note that Qonto will not charge you any additional fees for requesting it.

**Included**

### 1.2. Irregularity management

No additional fees will be charged if you receive an ATD, or if an amount is seized or blocked on your account.

Wondering what ATDs are? It allows tax authorities to request a refund for an amount due by requesting it from a third party. In this case, Qonto.

**Included**

### 1.3. NSF check

If the issuer of the check for which you are the beneficiary has not sufficiently funded his account, we won't be able to credit your current account. Note that Qonto will never charge you any additional fees if this happens.

**Included**



## 1.4. Rejected check

We won't be able to credit your current account if:

- the check you sent is messy or incomplete
- the check information entered in Qonto is different from what we received

Note that Qonto will never charge you any additional fees if this happens.

**Included**

## 1.5. SEPA Creditor Identifier

If you need a SEPA Creditor Identifier to debit your customers' accounts via SEPA direct debit. If you need it, note that Qonto will not charge you any additional fees for it.

**Included**

# 2. Card management

We apply a card replacement fee in addition to the monthly subscription fee in case of a lost, stolen or misused card.

If the card is defective or if you never received it, Qonto doesn't apply any fee.

## 2.1. Creating and sending a replacement physical One or Plus card

€6 (excl. VAT)

## 2.2. Creating and sending a replacement physical X card

€60 (excl. VAT)



## 3. Transfers in foreign currencies

3.1. Processing an anomaly due to a transfer in a foreign currency

Included

3.2. Return of funds due to an anomaly related to a transfer in foreign currency

Included

3.3. Fees applied by financial intermediaries following an anomaly related to a transfer in foreign currency

Depending on the financial intermediaries

## 4. Capital increase

This service is only available for companies registered in France.

Capital increase < 1,000,000 euros: 150 € HT

Capital increase > 1,000,000 euros: contact us at [support@qonto.eu](mailto:support@qonto.eu)

