

BY YOUR SIDE, EVERYDAY

BY TELEPHONE

00 33 (0)2 31 55 67 89⁽⁹⁾

BY INTERNET

www.britline.com⁽⁹⁾

BY FAX

00 33 (0)2 33 72 54 72⁽⁹⁾

BY EMAIL

contact@britline.com

Monday to Friday

08.45 to 12.15

13.45 to 18.00

(French time)

Please see page 16 for our emergency numbers

Discover through CA Britline



The app MY BRITLINE(3) in English for consulting and managing your accounts.*

*App Store is a trademark registered under the name of Apple Inc. Android™ and Google Play are trademarks of Google Inc.

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The service enabling you to convert your £'s to €'s today**

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CONTENTS

Standard excerpt of fees	3
Opening, operating and monitoring your account	4
Remote banking services	5
Your transactions and means of payment	6
Your service packages	9
Irregularities and incidents	11
Overdrafts and credits	12
Savings and investments	12
Your foreign transactions	12
Insurance and financial planning	13
Inheritance	13
Solving a dispute	14
Appendices	14

STANDARD EXCERPT OF FEES*

The fees cited below are those charged for services not included in a service package and not subject to promotional offers or to special fees available to specific groups of clients.

Subscription to remote ⁽⁹⁾ banking services (Internet, landline, mobile phone, text message)	FREE «Excluding fees charged by Internet service provider»
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Subscription to a service offering text message alerts concerning the status of your account balance	FREE
Fee charged for each text-message sent	0.35 € per alert received

International payment card with immediate debit ⁽¹²⁾	40 € per year
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International payment card with deferred debit ⁽¹³⁾	46 € per year
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Debit card with systematic authorisation (Secured Mastercard ⁽¹²⁾)	30 € per year
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Fee per cash withdrawal from an ATM belonging to another euro zone bank	1 € per withdrawal
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Fee per one-off external SEPA transfer ⁽⁸⁾	Through a branch 3.90€ Online: FREE
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Fee per SEPA direct debit transaction	FREE
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Fee for setting up a SEPA standing order	FREE
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Unauthorised transaction handling fee («commission d'intervention») ⁽¹¹⁾	
- per transaction	8 €
- monthly cap	80 €

Insurance against loss or theft of means of payment (Sécuricompte Plus)	24 € per year
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Account handling fee	0,80 € per month 9,60 € per year
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* In the context of the Financial Sector Consultative Committee all credit institutions have committed to provide a standard excerpt of their fees at the beginning of their fee schedules and on the Internet. These fees are also cited under each heading. Our fees are available at our branch and online at: www.britline.com⁽⁹⁾

OPENING, OPERATING AND MONITORING YOUR ACCOUNT

OPENING, MODIFYING AND CLOSING YOUR ACCOUNT

Opening an account	FREE
Closing an account or transferring an account to another Crédit Agricole Normandie branch	FREE
Fee for separating or removing an account holder from a joint account (fee debited from the account: account modified following separation or removal)	41 €
Help with changing your bank (ISILIS)	FREE

GOOD TO KNOW



ISILIS, the service that helps you to consolidate your standing orders and transfers when opening an account with CA Britline.

Basic banking services (provided in the context of the right to hold a bank account): clients whose accounts are opened by order of the Banque de France in the context of article L312-1 of the Code Monétaire et Financier (the [French] Financial and Monetary Code) have access, free of charge, to the services listed by article D312-5 of the Code Monétaire et Financier.

BANK STATEMENTS

Fee for sending paper statements - consolidation of several statements in the same envelope - one statement and one envelope per account	FREE 3 € month/36 € a year
Bank statement issued every ten days (3 per month), fortnightly bank statement (2 per month)	1,15 €/statement
Monthly bank statement in braille	FREE
Duplicate bank statement for a period within the last year	2 €/statement
Annual statement of fees	FREE
Global statement of assets (savings and loans) 	10 €/issuance
ISF statement 	45 €/year

GOOD TO KNOW



E-Statement: secure, fast, environmentally friendly and **FREE**, your e-statement can be accessed via your online banking space. It has the same legal value as your paper statement.

ACCOUNT HANDLING

Account handling fee	0.80 €/month 9.60 €/year
Fees for handling an inactive account ⁽¹⁴⁾	30 €/year
Overall charge covering an unlimited number of ordinary transactions, including SEPA transfer and direct debit transactions 	1 €/month 12 €/year

CA BONUS



Exoneration from account handling fee

IN-BRANCH SERVICES

Cash withdrawal - over the counter at your branch without issuing a cheque (not applicable for CA Britline) - at another Crédit Agricole Normandie branch 	FREE 1.55 €/withdrawal
Making a cash deposit	FREE
Cash withdrawal facility set up with a different Caisse Régionale of Crédit Agricole *	18,80 €

* Subject to the prior consent of Crédit Agricole Normandie and within a maximum of 8,000 € per period of 6 months

Rental of a safe custody box

(not applicable for CA Britline)

Safe custody box rental fee
(depending on the size of the box)

from 77.20 € to 225 €/year

Foreign Exchange

American Express Traveller's Cheques

In Euros

Other Currencies

Buying back Traveller's cheques from client

FREE

1% of the amount with a minimum of 3.70 €

Banknotes (minimum order of 20 €)

Other Currencies

Purchase
Sale

1% of the amount with a minimum of 3.70 €

Research and information

Search fee for documents*

- up to 10 photocopies

- over 10 photocopies

15 €

Ask us for a quotation

* Including photocopies of statements of account that date back more than one year, cheques and other documents...



REMOTE BANKING SERVICES

Fees for using remote banking services

(Exclusive of any fees charged by your Internet service provider)

INTERNET

Subscription to Crédit Agricole en Ligne (CAEL) online banking services

FREE

Subscription to a service giving access to stock market transactions:

- Invest store initial

FREE

- Invest store intégral:

- from 24 orders per year

FREE

- under 24 orders per year

96 €/year

FIL MOBILE - TEXT MESSAGE ALERT SERVICE

Subscription to a service offering account status alerts by text message

FREE

- Mini-statements (maximum 2/week)

2.70 € fixed fee/month 32.40 €/year

CA
BONUS



30% discount on our "fil Mobile" text message alert service

Alert Service (email or text message)

Remote purchase alert

0,75 €/message sent

Sweep alert

0,30 €/message sent

Means of payment availability

0,30 €/message sent

Negative balance alert

0,75 €/message sent

Available balance alert / Authorised overdraft alert

0,30 €/message sent

Real time account management alert

0,35 €/message sent

Negative balance and transaction denial alert (by text message only)

FREE

BON-À
SAVOIR



To help you manage your account, we inform you **FREE OF CHARGE** by text message whenever your account is in unauthorised overdraft (see p12).



YOUR TRANSACTIONS AND MEANS OF PAYMENT

Cards



Debit and withdrawal cards

Category mentioned on the design of the card

Yearly subscription	DEBIT ⁽¹²⁾	CREDIT ⁽¹³⁾ (deferred debit)
"Prélude" ⁽¹⁾	23 €	
"L'Autre Carte"	16,90 €	
"L'Autre Carte Majeurs protégés" (for vulnerable adults)	16,90 €	
International secured Mastercard with balance check	30 €	
International MasterCard or Visa card	40 €	46 €
Secured "Mozaic" card  ⁽²⁾	18,50 €	
International MasterCard GOLD or VISA Premier card	126 €	126 €
International MasterCard World Elite or VISA Infinite card	284 €	284 €

GOOD TO KNOW



Bonus GOLD, VISA 1^{er}, World Elite, VISA Infinite :
0.05 € discount on your next card subscription fee for every payment and every withdrawal from Crédit Agricole ATMs, up to a maximum limit with the card fee being reduced to 1 €

Renewable credit payment cards

Yearly subscription	Category mentioned on the design of the card: CARTE DE CRÉDIT	
	Cash payment with immediate debit	Cash payment with deferred debit
Former name		
International Mastercard "Cartwin" card	40 €	46 €
International Mastercard "Cartwin" GOLD card	126 €	126 €

GOOD TO KNOW



Pay with **CARTWIN, WORLD ELITE and INFINITE** and your purchases will be doubly protected thanks to the "purchase guarantee" and to the "extension of the manufacturer's guarantee"

Withdrawal cards

"Mozaic" withdrawal card yearly subscription		
12-17 years old  ⁽²⁾ FREE	18-25 years old  ⁽²⁾	9 €
"Libre Service Bancaire Majeurs Protégés" yearly subscription (Card for vulnerable adults, withdrawals from Crédit Agricole ATMs only)		15,50 €

Our former range of cards from 9 € to 284 € per year (please ask us for further details)

GOOD TO KNOW



SOS cards: if your card is lost/stolen or if you need information on the insurance and assistance services linked to your card, whether you are in France or abroad, contact SOS cards on 33 (0)9 69 39 92 91 (see emergency number on page 16)

Payments by card

Payments by card in euros ⁽⁴⁾
(payments in France and in EEA countries subject to EU regulation EC n° 924/2009)

FREE

Other payments by card*
+ fee proportional to payment amount

0.40 €/transaction
2,55%

* (Except World Elite, Visa Infinite and Mozaïc cards)

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With the MOZAÏC payment card, payments are free all over the world.

Cash withdrawals by card

Fees for cash withdrawals from an ATM in France and the EEA⁽⁴⁾

	Crédit Agricole	Other banks
<ul style="list-style-type: none"> • Prélude ⁽⁵⁾ • L'Autre Carte ⁽⁶⁾ • L'Autre Carte Majeurs protégés ⁽⁶⁾ 	FREE	From the 1 st withdrawal: 1 €/withdrawal
<ul style="list-style-type: none"> • International MasterCard or Visa card • Maestro card • Mozaïc card 	FREE	1 €/withdrawal from the 5 th withdrawal per month
<ul style="list-style-type: none"> • International MasterCard Gold or Visa Premier card 	FREE	FREE
<ul style="list-style-type: none"> • Visa Infinite • MasterCard World Elite 	FREE	FREE

Fee for cash withdrawals from another ATM ⁽⁷⁾

<ul style="list-style-type: none"> • Mozaic payment card 	FREE
<ul style="list-style-type: none"> • MasterCard World Elite and VISA Infinite cards 	FREE
<ul style="list-style-type: none"> • Other cards + Fee proportional to withdrawal amount	+ 3.40 € per withdrawal 2.55%

Other card-related transactions

Sending card by registered post, (postage costs included)	8,20 €
Re-issuing PIN code	9,30 €
Non-euro over the counter cash withdrawal + proportional fee	6,50 €/withdrawal 2,50%
Raising standard card limits at the customer's request: - up to 3 months - over 3 months	15 €** 35 €/year**
Blocking card at the request of its holder	FREE
Fee for blocking a card at the bank's initiative due to abusive use	FREE

**Free for MasterCard Gold and World Elite, Visa Premier and Infinite

Emergency order of a card	15 €
- collected at branch	40 €
- delivered within France	155 €
- international delivery	

TRANSFERS

SEPA TRANSFER⁽⁸⁾

(transaction in euros to or from the SEPA area)

One-off SEPA transfer

Issuing a one-off SEPA transfer	Online	Branch
Fee per single transfer		
- To a CA account	FREE	FREE
- To an account held with another bank	FREE	3,90 €

SEPA standing order

Issuing a SEPA standing order	
Fee per standing order	FREE

Receiving a SEPA standing order	FREE
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NON-SEPA TRANSFER

	Issuing	Receiving
Non-SEPA transfer in Euros within the EU		
- Fee per single transfer/standing order	3,90 €	FREE
Non-SEPA transfer in euros outside the EU		
- Fee per single transfer/standing order	20,30 €	20,30 €
Non-SEPA transfer in a different currency		
- Fee per single transfer/standing order		
If the transaction requires the purchase or selling of currency, then the exchange commission also applies (0.05% of the amount of the transaction, minimum: 14.85 €)	20,30 €	20,30 €

Fee for setting up a standing order	FREE
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Other transfer-related fees

Fee for not executing a standing order due to lack of funds	15 €
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SEPA direct debits

Fee for stopping or cancelling payments 	FREE
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Fee for setting up a direct debit mandate 	FREE
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Fee per payment by direct debit 	FREE
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Subscription to first direct debit information service 	1 €/month 12 €/year
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Cheques

Payment by cheque	FREE
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Crediting a cheque to your account	FREE
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The value date of a cheque paid into the account is the day following that on which the cheque was recorded. The value date is the date used for the purpose of calculating debit interest

Chequebook collected from your branch	FREE
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Fee for sending a chequebook by post	
- by ordinary post within France, from the 1 st chequebook in the year 	0,80 €
- by registered post (within France)	8,20 €
- by secure international post (via DHL)	according to weight

Fee for issuing a banker's draft  14 €

Fee for placing a stop (initiated by the issuer): 
 - per cheque 15,60 €
 - per chequebook 15,60 €

Fee for cancelling the stop or for maintaining the stop for over 12 months 41 €

YOUR SERVICE PACKAGES

Service packages of services that can be purchased separately.

«Compte à Composer» (Combine & Create) : 

Your everyday essentials: Basic package (le Socle)

- Account handling fee
- CAEL^(a)
- Sending a new chequebook to your French home address (renewals)
- Sending a new card to your home address (renewals)
- Unlimited ordinary transactions (transfers and direct debits) 2,10 €/month
25,20 €/year
- Essential alert service: new means of payment available and/or sent to your home address
- Monthly essential alert: negative balance
- Monthly paper or electronic bank statement
- Dossier Familial magazine (3 months free upon subscription) *

*Published by SAS UNI-EDITIONS, a subsidiary of the Groupe Crédit Agricole 22 rue LETELLIER PARIS 15^{ème}.

Modules tailored to your needs:

	STANDARD LEVEL	PREMIUM LEVEL
«Maitrise de Décovert» Overdraft Management Module <ul style="list-style-type: none"> • Sécuricompte overdraft insurance (b) • Authorised overdraft alert • Reimbursement of debit interest (c) 	from 1.35 € to 5 €/month 16.20 € to 60 €/year	
«Budget Assurances» Insurance Budget Module <ul style="list-style-type: none"> • SécuriBUDGET insurance (car, home health, personal) (b) 	1.70 €/month 20.40 €/year	3.50 €/month 42 €/year
«Compte Sécurisé» Secured Account Module <ul style="list-style-type: none"> • Sécuricompte PLUS Insurance (b) • Placing a stop on a cheque • Emergency cash withdrawals • Re-issue of your PIN code • Emergency card issue 	2.70 €/month 32.40 €/year	4.20 €/month 50.40 €/year
«Epargne Pilotée» Guided Savings Module <ul style="list-style-type: none"> • "Mandat d'épargne" (savings management mandate) (d) • Monthly «sweep» alert • SécuriEPARGNE insurance (b) • Comprehensive annual savings/loans statement (quarterly if Premium) • Subscription to Invest Store Initial online banking services 	1.80 €/month 21.60 €/year	2.75 €/month 33 €/year
«Suivi @ssuré» Tracking @ssured Module <ul style="list-style-type: none"> • SécuriWEB insurance (b) • Remote purchase alert • Mini-statements (1 per week) • Real time account management alert 	3 €/month 36 €/year	3.75 €/month 45 €/year

(a) Access to the Crédit Agricole online (CAEL) account management and external transfer services..

(b) Underwritten by the Caisse d'Assurances Mutuelles du Crédit Agricole (CAMCA), a variable contribution mutual insurance company, 65 rue de la Boétie - 75008 Paris, company subject to the French Insurance Code.

(c) Banking fees charged, then discounted up to the annual fixed limit (5€, 10€, 15€, 20€, 25€) according to the module selected.

(d) Mandate authorising the automatic investment of cash surpluses.

Discount applied based on the total amount of your «Compte à Composer» subscription:

Every «Compte à Composer» (Basic Package + Modules) that you subscribe to entitles you to a discount based on the following schedule:

Decreasing prices*

- From 4.10 € to 5.09 € - 5%
- From 5.10 € to 7.14 € - 10%
- From 7.15 € to 9.17 € - 15%
- As from 9,18 € - 20%
*on the total monthly amount subscribed (basic package + modules)

Additional discounts

- From the 2nd and subsequent «Compte à Composer» opened - 50%

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For 18-25 year olds, -50% additional reduction

The Crédit Agricole's service offer to financially vulnerable customers: "Compte à Composer" with Budget Protection Module^(e)

<p>Basic package</p>	<ul style="list-style-type: none"> • Account handling fee • CAEL(g)(external transfer option) • Sending a card to your home address (renewals)^(b) • Unlimited ordinary transactions (SEPA transfers and SEPA direct debits) • Essential alert service: new means of payment available and/or sent to your home address • Monthly essential alert: negative balance • Monthly paper or electronic bank statement • Mobile Internet 	
<p>Budget Protection Module</p>	<ul style="list-style-type: none"> • Closing down and opening the account if required • « L'Autre Carte » withdrawal card subscription • Weekly text message alert on available balance (1/week) • Specific limit to handling fees for unauthorised transactions "commissions d'intervention" set at 4 euros per transaction and at 20 € per month. • Reduction of 50% and a limit of 30 € per month, depending on the tariff conditions for the following: <ul style="list-style-type: none"> - fees for a cheque rejected for insufficient funds - letter of information prior to reject of a cheque due to insufficient funds - fee for non-payment of a direct debit due to insufficient funds -fee for non-payment of standing order due to insufficient funds • 2 banker's drafts per month • Provision of bank identification statements (RIB) • One change of address per year • Depositing and withdrawing cash at the branch where the account is domiciled 	<p>3.00 €/month (f) i.e. 36 €/year</p>

- Our former range of service packages from 2.30 €/month to 10.80 €/month

(e) Pursuant to article L.312-1-3, paragraph 2 of the Code Monétaire et Financier concerning the specific offer aimed at financially vulnerable customers.

(f) Pursuant to article R.312-4-3 of the Code Monétaire et Financier, this amount is revised each year in relation to the INSEE consumer price index (excluding tobacco products).

(g) Access to the Crédit Agricoles online services (CAEL).

✓ IRREGULARITIES AND INCIDENTS

Unauthorised transaction handling fee «Commission d'intervention» ⁽¹¹⁾

Amount charged by the bank for a transaction resulting in an irregular functioning of the account that requires specific processing (e.g. an irregular payment order, inaccurate bank details, absence of funds or insufficient funds...)

Limit per transaction 8 €

Monthly limit 80 €

CA
BONUS



Limit per transaction reduced by 50%

For customers benefiting from basic banking services (provided in the context of the right to hold a bank account - article L.312-1 of the Code Monétaire et financier) and customers who subscribe to the "Compte à Composer" Protected Budget Module

- Limit per transaction 4 €
- Monthly limit 20 €

Specific transactions

Fee for handling returned post (client not known at address specified) 17,80 €

Fee for researching client address via specialist service provider 72 €

- Fee per Avis à Tiers Détenteur (ATD) (third-party notification initiated by the central government tax authorities)
- Fee per Opposition à Tiers Détenteur (OTD) (third-party notification initiated by local government authorities)
- Fee per saisie-attribution or per saisie conservatoire 96,50 €
- Fee per court-ordered direct maintenance payment
- Fee for administrative opposition (fee limited to 10% of the amount owed to the Trésor Public)

Payment incidents

Fee for letter of information prior to rejecting a cheque due to lack of funds 14,60 €

Fixed-rate fee per cheque returned due to lack of funds, including: unauthorised transaction handling fee «commission d'intervention»; letter of information prior to returning of the cheque and request to remedy the situation addressed to all account holders; handling fee relating to the «interdiction bancaire» file; fee for presenting the cheque a second time within 30 days of its first being returned; fees for blocking funds on the account; drawing up a certificate of non-payment and declaring the unblocking of the funds to the Banque de France.

- amount less than or equal to 50 € 30 €/cheque
- amount above 50 € 50 €/cheque

In cases of «interdiction bancaire» (client prohibited from using cheques)

Fee for the payment of a cheque issued in violation of an «interdiction bancaire» 35 €/cheque

Fee for processing an «interdiction bancaire» requested by another bank 28 €

Fee for payment rejected due to lack of funds:

- if payment < 20 €
- if payment > 20 €

Maximum: payment amount.
20.00 € (where applicable, this amount includes the fee for handling an unauthorised transaction)



OVERDRAFTS AND CREDIT

Subject to examination and acceptance of your application.

Unauthorised overdraft or exceeding your authorised overdraft limit («dépassement»)

A «dépassement» is a tacitly accepted overdraft whereby you are temporarily permitted to hold a negative balance on your current account or to exceed your authorised overdraft limit.

Annual rate of debit interest ^(a)

Benchmark Index + margin ^(b)

Maximum overall annual effective rate (TAEG) ^(c)

Maximum rate fixed by regulations ^(d)

Fee for letter giving notice of an unauthorised negative account balance

15,30 €

(a) The rate of debit interest varies depending on the amount of the overdraft, its duration, and your personal circumstances. The debit interest rate and the TAEG (the «Taux Effectif Global» or Overall Annual Effective Rate) are specified in your contract and on your bank statements.

(b) Within the limit of the maximum legal rate of interest applicable on the date of the transaction.

(c) The applicable and applied TAEG is specified on your bank statement

(d) Maximum legal rate of interest calculated by the Banque de France and published every quarter in the Journal Officiel depending on the amount of the overdraft (quarterly schedule of fees on display at your branch and available on request).

Authorised overdraft facility refundable within one month

Example of an overdraft facility limited to 30 days maximum (excluding service packages):

Minimum fixed fee between 0 and - 200 € monthly on average, excluding TAEG

- Between 0 and 4 days overdrawn (per month)	FREE
- Between 5 and 10 days overdrawn (per month)	5,80 €
- Between 11 and 20 days overdrawn (per month)	7,65 €
- From 21 days to less than one month overdrawn (per month)	9,55 €



SAVINGS AND INVESTMENTS

Holding fees debited in the first quarter*

(based on the value of shares held on the 31 st December 2016)	Handling fees/account/year for a share account or a Share Savings Plan PEA	+ Fixed cost per line in €	+ Commission proportional to the value of the portfolio per year/%
Groupe CA bonds and UCITS (OPCVM)	28,28 €	2,08	0,12
Other securities	28,28 €	6,24	0,25
Nominative securities	28,28 €	6,24	0,35
Foreign entries	28,28 €	6,24	0,35
CASA shares	28,28 €	FREE	FREE
Shares in the Caisses locales of the Crédit Agricole Normandie	FREE	FREE	FREE

Maximum charge per share account or Share Savings Plan (PEA): 425.90 €

*Invest Store Intégral : holding fees waived on all share entries

GOOD TO KNOW



INVEST STORE INTÉGRAL: FINE-TUNE THE MANAGEMENT OF YOUR PORTFOLIO. This service allows you to monitor and manage your portfolio, to issue trading orders online 24/7 and to benefit from **EXPERT ADVICE**.

CA BONUS



Your holding fees are **FREE**



YOUR FOREIGN TRANSACTIONS (EXCLUDING SEPA⁽⁸⁾)

For transfers, please consult the relevant section on page 8.

Payments sent to a foreign country

Fee for paying a French cheque issued abroad 41,35 €

Payments received from a foreign country

Fee for rectifying or completing inaccurate or incomplete data 14,80 €

Cheques: Crediting a cheque to your account fees proportional to the amount of the transaction minimum

Negotiation (immediate credit) 0,10% 27,60 €

Collection (deferred credit) 0,10% 30,40 €

Fees related to delivery by registered post, Chronopost or other means (depending on the destination) are charged based on the rates of the relevant postal company.

Fee for foreign cheque returned unpaid 99.90 €

Foreign exchange transactions fees proportional to the amount of the transaction minimum

Foreign exchange commission (in addition to other transaction fees) 0,05% 15,20 €

Foreign currency account handling fee 17,15 €/month
205,80 €/year

Transactions of an amount less the 76,00 € outside SEPA or their equivalent in other currencies are charged at the fixed rate of 8.75 €.



INSURANCE AND FINANCIAL PLANNING ⁽¹⁰⁾

GOOD TO KNOW



You can request a free quote via www.britline.com⁽⁹⁾ and consult our demo on how to declare an insurance claim.

Insurance that covers you from day to day

Within the limitations set by the terms and conditions of the specific insurance policies offered by the Caisse d'Assurances Mutuelles du Crédit Agricole (CAMCA), a société d'assurances mutuelles à cotisations variables, 65 rue de la Boétie - 75008 paris, subject to the Code des Assurances (the [French] Insurance Code).

Sécuricompte Overdraft facilities

Subscribed up to 31/12/2016

Overdraft levels	Less than or equal to 300 €	from 300,01 € to 800 €	from 800,01 € to 1,200 €	from 1,200,01 € to 2,000 €	> 2,000 € to 8,000 € compensation limit 3,000 €/claim/year
Fee	16.20 €/year/account	27.72 €/year/account	39.12 €/year/account	50.76 €/year/account	68.04 €/year/account

Subscribed to as from 01/01/2017

Overdraft levels	Less than or equal to 500 €	from 500,01 € to 1,000 €	from 1,000,01 € to 2,000 €	>2,000 € to 8,000 € compensation limit 3,000 €/claim/year
Fee	24 €/year/account	33.60 €/year/account	50.76 €/year/account	68.04 €/year/account

SécuriCOMPTE

	Standard	Premium
SécuriCOMPTE Insurance against the loss or theft of your means of payment	Sécuricompte Plus 24 €/year/account	Sécuricompte Premium 50.40 €/year/account
SécuriWEB	15 €/year/account	30 €/year/account
SécuriEPARGNE	3 €/year/account	22.56/year/account



INHERITANCE

Fee for opening an inheritance file from 81 to 541 €

Yearly management fee (for files > 12 mois) 30 €



SOLVING A DISPUTE

Your branch is there to provide you with any information you might require concerning the operation of your account and how to use the services at your disposal, or to address any claims that you might wish to make.

If no amicable solution can be reached, you can also contact our «Qualité Satisfaction Clients» (Quality and Customer Satisfaction) Department, which will do all it can to find the best solution to your dispute. You can write to them at the following address: Caisse Régionale du Crédit Agricole Mutuelle de Normandie - 15 Esplanade Brillaud-de-Laujardière - CS 25014 - Caen cedex 4.

The Branch or the Customer Satisfaction department will confirm receipt of your claim within 2 days and will answer you within a period of 10 business days.

Pursuant to the terms of article L316-1 of the Code monétaire et financier, and if you have not been able to solve your dispute directly, you can also contact the banking ombudsman free of charge by writing to the following address: Monsieur le Médiateur du Crédit Agricole de Normandie - BP 411 - 50303 SAINT MARTIN DES CHAMPS Cedex, or by using the online form available on the Ombudsman's website at: www.mediateur-ca-normandie.fr (9). Your request must be addressed to the banking Ombudsman within a year of addressing your claim in writing to the Caisse régionale.

As from the date on which the banking Ombudsman notifies both you and the Caisse régionale that he is in receipt of the claim, the claim will be resolved within a period of 3 months unless for an exceptional reason more time is needed. You can obtain information as to the progress of this procedure by the Ombudsman's website.

For any dispute concerning investments, you can also address a claim to the Médiateur auprès de l'Autorité des Marchés Financiers (the Ombudsman to the French Financial Markets' Authority), either by writing to: Médiateur AMF - Autorité des marchés Financiers, 17 place de la Bourse 75082 Paris Cedex 02, or online (mediation request formula available on the AMF's website - Ombudsman's Section at: <http://www.amf-france.org> (9)).

For any dispute concerning the sale of insurance policies, you can address a claim to the Médiateur de l'Assurance (the French Insurance Ombudsman) by post by writing to the following address: La Médiation de l'Assurance - TSA 50110 - 75441 Paris Cedex 09, or online via the Ombudsman's website at: www.mediation-assurance.org (9).

For any dispute concerning a contract or a transaction executed online, you can address a claim to the European Online Dispute Resolution platform at: <https://webgate.ec.europa.eu/odr> (9).



APPENDICES

 Service included in a grouped service offer:

(1) Available only to clients not entitled to hold a cheque book.

(2)  : Available only to young people under 26.

(3) Free download and access to apps, exclusive connexion costs that depend on the service provider. Use of the application requires the ownership of a compatible communication terminal with Internet access and a subscription to the Crédit Agricole's Online Service. Services may vary depending on your Caisse Régionale.

(4) Card transactions (payments and withdrawals) and transfers, in Euros, within the European Union = Germany, Austria, Belgium, Bulgaria, Cyprus, Denmark, Spain, Estonia, Finland, France, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, the Netherlands, Poland, Portugal, Czech Republic, Romania, United Kingdom, Slovakia, Slovenia, Sweden, Croatia. European Economic Area (EEA) = EU + Iceland, Liechtenstein and Norway.

(5) Withdrawals in France only.

(6) Can be used only in the European countries listed in the contract.

(7) Outside the EU and within the EU using a currency other than the Euro or Swedish currencies.

(8) SEPA = Single Euro Payments Area. SEPA area = EEA (4) + Switzerland, Monaco and San Marino.

(9) Free access online excluding fees charged by Internet service provider. Telephone number not subject to surcharge when calling from a landline,

(10) The events and conditions insured are listed in the contract. A range of products offered by the subsidiaries of Crédit Agricole Assurances, a Société Anonyme (Limited company) with a capital of 1 162 542 980 euros - Head office: 50 rue de la Procession, 75015 Paris, registered under number 451 746 077 RCS Paris. The damage insurance contracts are proposed by PACIFICA, Damage insurance Company, a subsidiary of Crédit Agricole Assurances. PACIFICA is a limited company with 281 415 225 € untied funds. Head office 8/10 bd de Vaugirard 75724, Cedex 15 - 352 358 865 RCS Paris. The personal insurance contracts are proposed by PREDICA, a personal insurance subsidiary of Crédit Agricole Assurances regulated by the French Insurance code, a limited company with 997 087 050 € of untied funds. Head office 50/56 rue de la Procession - 75015 Paris, SIREN 334 028 123 RCS Paris. For more information on the conditions of these offers please contact your Caisse Régionale de Crédit Agricole Mutuel de Normandie. Within the limits and conditions detailed in the insurance contract.

(11) For clients legally defined as «financially fragile» the legal limits per transaction per month will be applied.

(12) Debit cards: are considered debit cards: cards that are debited immediately, cards with systematic authorisation. Payment transactions are debited from the linked account within a maximum of 48 hours.

(13) Credit cards: Are considered credit cards: Cards with deferred debit, which are now labelled «CREDIT». Payment transactions executed are debited at a later date, without interest charges, and are debited from the linked account on a monthly basis. Cards linked to a renewable credit facility: these cards are now labelled «CARTE DE CRÉDIT». Payment and withdrawal transactions executed on credit are directly debited from the renewable credit account with which the card is linked.

(14) Fees charged yearly on every inactive account, within the limit of 30 € and of the credit balance of the account, after deduction of the fees and commissions charged by the Caisse Régionale in compensation for performing the transactions in connection with managing and closing down such inactive accounts and the banking services and products associated with such accounts.

(15) On the least expensive of the two cards subscribed to that are linked to the same account («L'Autre Carte» and «Prélude» are excluded from this offer).

The 1st bank to be certified*

for its **Clear
and Trustworthy Advice**



As from December 2014, the Crédit Agricole Normandie is the 1st bank to have been certified by AFNOR, an independent Certification Agency, for the clarity and trustworthiness of its advice

*1st bank given AFNOR Certification in December 2014 for its commitment to a service providing «Clear and trustworthy advice». - REF. 260 - www.afnor.org. Our Quality Charter includes 6 concrete commitments that you can view at your branch or on www.ca-normandie.fr (free excluding costs charged by Internet access provider)



Consult our full list of fees at www.britline.com⁽⁹⁾



IN CASE OF EMERGENCY 7/7

SOS CARDS

Blocking a means of payment (loss or theft) In France : **09 69 39 92 91***

Card services (assistance) Abroad : **+33 9 69 39 92 91****

Pacifica Insurance (make a claim)

in France :

0 800 810 812 FREEPHONE **24h/24 & 7/7***

From abroad :

+33 1 40 25 58 48**

* Not subject to surcharge, cost will vary according to service provider.

**Cost will vary according to service provider (reverse charge calls accepted).

Caisse Régionale de Crédit Agricole Mutuel de Normandie - Head Office: 15, esplanade Brillaud-de-Laujardière - CS 25014 - 14050 CAEN CEDEX 4 - Cooperative company with variable capital, registered as a credit company - 478 834 930 RCS Caen - Insurance brokerage company registered under matricule Nr 07 022 868 Inter-European VAT number: 478 834 930. Crédit Agricole Britline is a member of the Guaranteed Fund for deposits, the Guarantee of Investors warranties, and Guaranteed Fund for investors. Crédit Agricole Britline is controlled by L'Autorité de Contrôle Prudentiel et de Résolution: 61 rue Taitbout - 75436 Paris Cedex 09.
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