

PREVENTIVE MEASURES

At CaixaBank Payments & Consumer we want to be clear with you. That's why we have put in place preventive measures to help you use **revolving payments** responsibly.

Revolving is a way of paying in instalments the money you have used on your card or credit.

Measures for responsible use of revolving payments:

1. CLEAR ADVERTISING AND TRANSPARENCY

We want you to understand what product you are buying.

That is why:

- We have knowledgeable managers to answer your questions.
- We review all the information we give out about our cards and credits, from advertising to in-store sales.

We want you to know all the important information before taking out a revolving credit card.

2. INFORMATION ALWAYS AVAILABLE

You can find information about revolving payments on our website.

This way you can consult it whenever you want, to get a good understanding of how this payment method works.

3. THE RIGHT PRODUCT FOR YOU

Before giving your revolving payment, we review your financial situation. This way we can check if it is a good option for you.

Not all financial products are good for everyone.

4. EASY TO UNDERSTAND CONTRACTS

We clearly prepare both the information we give you before signing and the contract.

To this end:

- We use simple language.
- We include examples with calculations of the different payment methods.
- We review the entire contracting process.
- We check that you get all the important information.

5. RESPONSIBLE LENDING

We offer you credit adapted to your economic situation.

That's why we make sure that you can pay back at least 25% of the money we lend you every year.

For example:
If we lend you 1,000 €,
you must be able to pay back at least 250 € each year.

6. TIPS ON HOW TO MAKE BETTER USE OF REVOLVING PAYMENTS

On your monthly card statement we show you, with examples, how you can reduce your debt.

We also show you how much you can save if you change the amount of your monthly payment.

7. MINIMUM PAYMENT TO AVOID EXTENDING YOUR DEBT

You choose how much you want to pay each month.

At CaixaBank Payments & Consumer we ensure that your debt does not drag on for too long. Therefore, we set the minimum amount you have to pay each month (instalment).

With each instalment you pay a part of the borrowed money and the interest.

In this way, the debt lasts for a maximum of 5.5 years from the time you first use the money.

If you want, you can also choose a higher instalment to pay back the money in less time.

8. CONTINUOUS IMPROVEMENT

We analyse the complaints and claims we receive.

So we can:

- Detect problems.
- Improve transparency.
- Ensure you are well informed and that we act responsibly.