



Bank Of Israel
Banking Supervision

Periodic Report on the Prices of Common Banking Services 2024

July 2025

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Letter from the Supervisor of Banks

I am honored to submit the Periodic Report on the Prices of Common Household Banking Services for 2024 to the Knesset Economics Committee. This report is based on reports by banking corporations and credit card companies regarding the fees that they charged during this period.

In recent years, the Banking Supervision Department has worked to enhance clarity and transparency in the pricing of banking services. This year, the report reflects the impact of the Swords of Iron War and the assistance program formulated by the Bank of Israel for banking system customers, which was introduced about a week after the outbreak of the war and extended until March 2025.¹ This program included various measures to assist the public, among them steps related to fees, which led to a certain reduction in the cost of maintaining a current account. We hope this relief helped the public cope with the repercussions of the war. It should also be noted that starting in April 2025, a financial relief plan totaling NIS 3 billion took effect for customers of the banking system. Moreover, following the launch of Operation Rising Lion against Iran, an additional assistance program was formulated and adopted by the banks, aimed at supporting those customers affected by the operation. The effects of these frameworks will be reflected in the next report.

Additionally, we have recently published a draft reform for public consultation concerning fees charged to households and small businesses for account management services (including current accounts) and immediate debit cards.² The objective of this reform is to facilitate customers' understanding of basic banking services and to simplify the existing fee mechanism for routine current-account transactions. The Banking Supervision Department is advancing a revision of the fee calculation method for standard payment transactions and introducing a new "Payment Account Management" service at a fixed price. This price is expected to reduce costs, an impact that will be greater the more transactions a customer makes in their account. Additionally, the Banking Supervision Department is promoting the establishment of a maximum fee that can be charged for issuing an immediate debit card.

The following are the main points of the report:

- In 2024, there was a slight decline in the overall ratio between total fee income and the total assets of the banking system. This drop is mainly due to an increase in fee income that was lower than the growth in the system's total assets. The increase in fee income was driven by higher income from large businesses in the securities segment due to expanded activity. Income from individuals and small businesses fell as a result of the assistance program for customers due to the Swords of Iron War. Overall, the ratio of fee income to the total banking system assets has been trending downward since the 2008 fee reform, with a total decline of approximately 50 percent to date. This decline can be partly attributed to the broad range of supervisory actions in the area of fees in recent years.

¹<https://www.boi.org.il/en/communication-and-publications/press-releases/the-bank-of-israel-extends-the-comprehensive-assistance-program-adopted-by-the-banks-for-dealing-with-the-ramifications-of-the-swords-of-iron-war-1/>

² <https://www.boi.org.il/publications/pressreleases/15-07-2025/>

- The average monthly cost of maintaining a current account and holding payment cards in a household account in 2024 stood at NIS 25—a decrease of NIS 2.6 per month compared to 2023. The main factor behind this reduction was the assistance program provided to bank customers coping with the consequences of the Swords of Iron War, which included an exemption from most fees for first-degree customers (including current account, information, and debit card fees, but excluding fees for foreign currency transactions and withdrawals).

Sincerely,

Dani Hahiashvili

Supervisor of Banks

Introduction

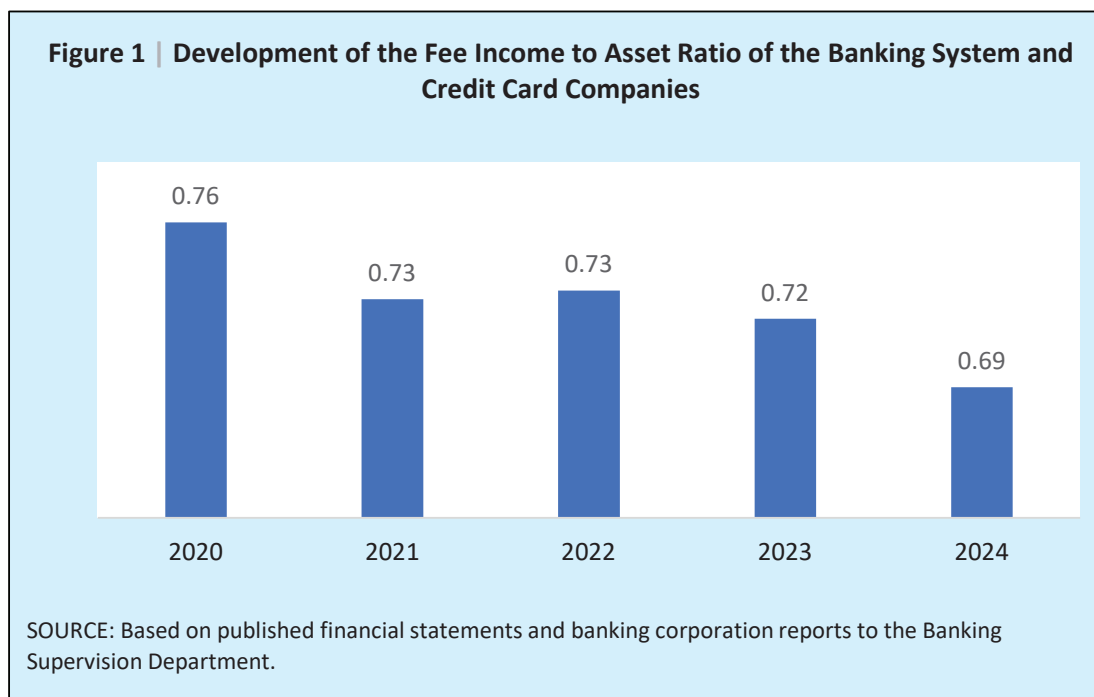
This report presents key data in the realm of banking fees, focusing primarily on fees charged to individuals and small businesses (included in the retail fee schedule)³, as detailed below:

- Chapter 1 of the report addresses the banking system’s total fee income from all customer segments (individuals, small businesses, and large businesses).
- Chapter 2 presents a breakdown of fee income from individuals and small businesses by type of banking activity: checking accounts, payment cards, securities, foreign currency, credit, and other areas.
- Chapter 3 reviews the eligibility for fee reductions or waivers available to households, small businesses, and people with disabilities.
- Chapter 4 provides consumer tips for households and small businesses.
- Chapter 5 focuses on fees related to current accounts. This chapter includes an index of the costs of maintaining a current account and holding payment cards for individual customers only. It also features various data on the costs of customer-executed transactions, teller-executed transactions, and transactions using payment cards—relevant to both households and small businesses.
- Chapter 6 deals with securities, which constitute about a quarter of the banking system’s fee income from individuals and small businesses. It presents buying and selling rates for securities and the actual management fees charged to individuals and small businesses. This chapter also outlines measures taken in the securities field from 2013 up to the publication of this report.
- Chapter 7 discusses additional steps taken regarding fees from 2013 up to this report’s publication date.

³ Except for Chapter 1, which addresses all segments, and Section 4.1, which deals with individuals.

1. The banking system's income from fees

In the reviewed period, there was a slight decrease in the overall ratio of total fee income to total assets, from 0.72 percent to 0.69 percent. This decline is due to a 7.9 percent increase in assets, compared with a 3.8 percent increase in income. The assistance program for customers due to the Swords of Iron War reduced the banking system's fee income from individuals and small businesses. Conversely, there was an increase in income primarily derived from large businesses.



Since the fee reform took effect, the banking system's total fee income relative to total assets has been declining. This ongoing decline is attributed to the range of supervisory actions over the years and the many measures implemented, as detailed at the end of this report.

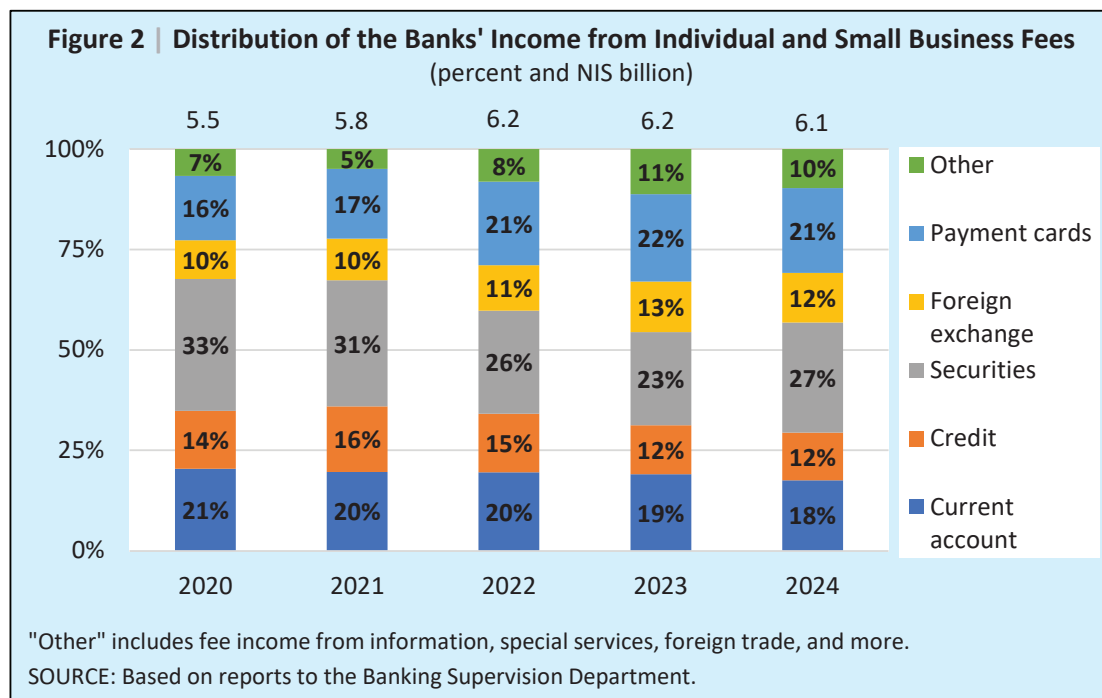
2. Distribution of fees income by main activity type

In 2024, total fee income in the banking system amounted to approximately NIS 6.1 billion. Most of the fees paid by the public—individuals and small businesses—derive from the following activities:

1. **Securities:** About 27 percent of the banks' fee income comes from fees associated with securities activities, compared with about 23 percent in 2023. This increase is primarily due to higher income from commissions on securities purchases and sales. (For more information, see Chapter 6 below.)

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2. Payment cards⁴: Around 21 percent of the banks' fee income is generated by fees for payment cards, similar to 2023. (For more information, see Chapter 5 below.)
3. Current accounts: About 18 percent of the banks' fee income comes from current account management fees, compared with around 19 percent in 2023. This decrease in fee revenue is mainly due to the assistance program introduced for bank customers coping with the consequences of the Swords of Iron War, which granted first-degree customers an exemption from most current account fees. (For more information, see Chapter 5 below.)
4. Credit: Approximately 12 percent of the banks' fee income is derived from fees for credit, similar to 2023.
5. Foreign exchange: About 12 percent of the banks' fee income comes from foreign exchange fees, compared with 13 percent in 2023.
6. Other: This category comprises less common banking activities such as special services, diamonds, foreign trade, and more. It also includes an adjustment component in the profit and loss statement, due to differences in the public reporting rules and the Banking (Service to Customer) (Fees) Regulations, 2008 (hereinafter: Fee Regulations). The decline in this category in 2024 was largely attributable to the adjustment component in the profit and loss statement.



⁴ This category also includes large businesses. For data on the banking system as a whole, refer to the Annual Survey of Israel's Banking System.

3. Eligibility for fee benefits

Assistance program for coping with the repercussions of the Swords of Iron War

During the period covered by this report, the Swords of Iron War continued, leading the Bank of Israel to introduce relief measures for the public. These measures included exemptions from numerous fees for individuals and businesses impacted by the war, as detailed on the Bank of Israel's website.

Population groups

Check whether you are eligible for fee benefits given to various population groups! They are published on the bank's website in Appendix A to the fee schedule.

The Fee Regulations establish a uniform fee structure for all banking corporations in Israel. In accordance with these regulations, each banking corporation publishes its fee schedule on its website. This standardized format enables customers to compare the rates that different banks charge for each service. The banks' published fees also include any benefits they offer to certain population groups, as described in Appendix A of the bank's fee schedule. It is advisable to check periodically whether you qualify for these benefits.

Small businesses

Small businesses, please note! If a year has passed since you were incorporated and you have still not done so, you must submit a financial statement to your bank in order to be assigned the retail fee schedule.

Certain businesses are eligible for classification as "small businesses", and thus benefit from reduced fees. These include businesses that have not yet completed a year since their establishment, businesses whose annual turnover does not exceed NIS 5 million, or businesses whose clearing volume does not exceed NIS 3 million. To have an account designated as a "small business account," it is advisable to contact the bank where your account is held. Small businesses benefit, among other things, from automatic enrollment in either the basic or the expanded fee package, if it is advantageous for them.

Senior citizens and people with disabilities

Are you a senior citizen, or do you have a disability? If so, you are eligible for benefits on fees.

A senior citizen and any individual with a disability rating of 40 percent or higher is entitled to four teller-executed transactions per month at the same fee rate as customer-executed transactions, and to automatic enrollment in the basic fee track, provided it is beneficial. If you have a qualifying disability, it is recommended that you contact your bank, present the necessary documentation, and have your account classified accordingly so that you can receive these benefits.

Cost of teller-executed and customer-executed transactions

Transition to direct banking and joining the fee tracks service can lower your costs. We suggest that you clarify this with your bank.

On September 1, 2022, several current account services were placed under regulatory supervision to ensure that the public could consume these essential, basic banking services—both at bank branches and through various digital channels—at a fair price. The services brought under supervision include “Teller-Executed Transaction,” “Customer-Executed Transaction,” the “Expanded Package,” and the “Expanded Plus Package.” These services were added to the “Basic Package,” which was already a supervised service allowing the public to receive a package of basic services at a discounted price of up to NIS 10. By placing these services under supervision, the price levels that were in effect at the time have been fixed, preventing any increase in prices without approval. For more information, see Chapter 5.2 below.

4. Consumer tips – Did you know?

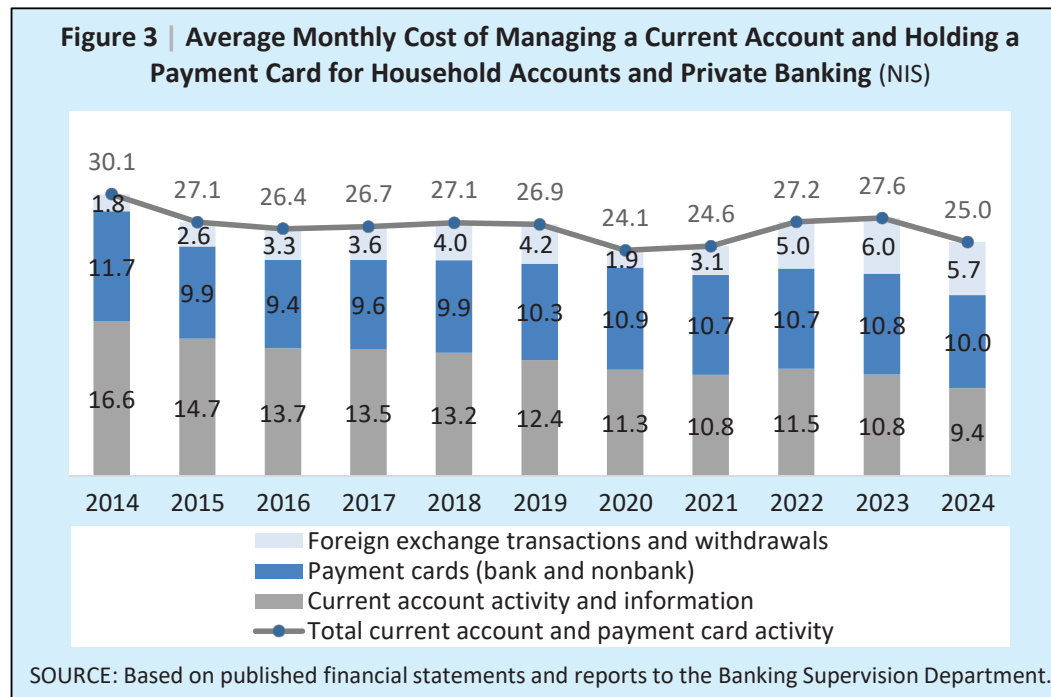
Payment cards	It's worth checking whether benefits that you received when you applied for the card are still valid. Are you interested in a card with no benefits? Do you hold a card for which you pay a card fee and which you do not need?
Payment and current account applications	Did you know that every credit paid to your current account through a payment application is considered a customer-executed transaction?
Digital	The use of direct channels and digital means enables you to save fees.
Checks	Please note: You can deposit checks at your branch, as well as through ATMs, mobile applications, and through the no-wait service slot. Deposits through ATMs, the service slot, or the mobile application are considered customer-executed transactions, while deposits through a teller are considered teller-executed transactions. For your convenience, a list of service slot locations at the bank branches appears on the Bank of Israel website (in Hebrew).
Securities	As of January 1, 2023, customers can view current information on their portfolios in the personal section of their bank's website. In addition, since April 30, 2023, customers can view periodic reports including additional and broader information on their securities deposits, including information on securities fees paid during the period. These new guidelines to the banking system are the result of cooperation between the Banking Supervision Department and the Israel Securities Authority

5. Current account management

5.1 The cost of managing a current account and holding a payment card for individuals

The average cost of managing a current account and holding a payment card in the account for households came to NIS 25 per month in 2024—a decline of NIS 2.6 shekels in the average monthly cost relative to the 2023 average.

The decline in the cost was mainly due to the assistance program for bank customers dealing with the consequences of the Swords of Iron War, which provided exemptions from most fees for first-degree customers (including fees on current accounts, information, and payment cards, except for transaction and foreign exchange withdrawal fees) (Figure 3).



- The average monthly cost of managing a current account, receiving information, and holding credit cards in an account is comprised of:

1. Cost of Managing a Bank Account (Current Account and Receiving Information)

In 2024, there was a decline of NIS 1.4 in the cost of managing a current account and receiving information, compared with 2023, resulting in an average monthly cost of NIS 9.4. As noted, the drop in fee income from current accounts is mainly due to the assistance program introduced in response to the Swords of Iron War. Over the last 12 years, this cost has declined by a total of approximately 54 percent. This cost includes basic banking transactions (such as cash deposit/withdrawal, bank transfers, etc.) made through a teller or a direct channel, check transactions, and other transactions such as authorized withdrawals, standing orders, producing standard reports, obtaining information online (phone, mobile, email), and finding documents.

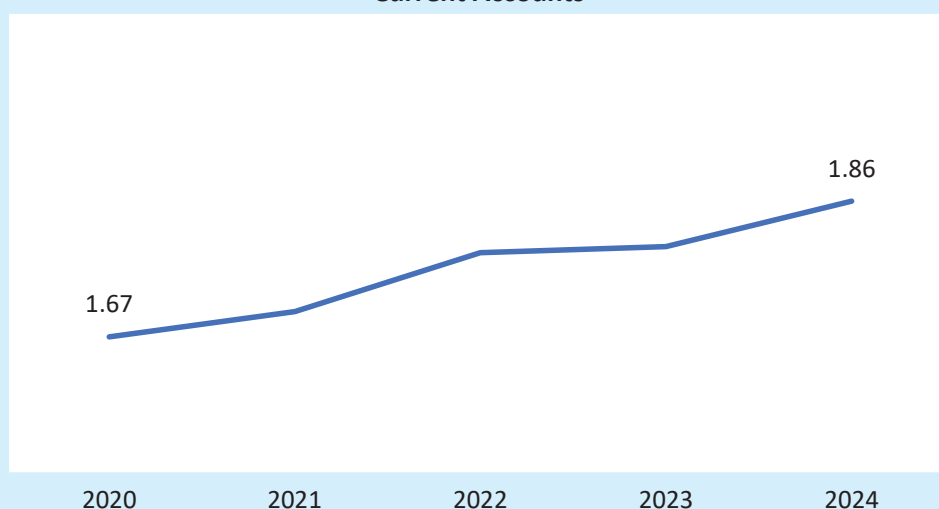
The cost of a customer-executed bank transaction is an average of 70 percent lower than the cost of a teller-executed transaction. We call on the public to use direct channels and digital means to make transactions, which are cheaper than making transactions through a teller.

2. Average Monthly Cost of Holding and Using Payment Cards

In 2024, there was a decline of NIS 1.6 in the cost of holding and using payment cards, compared with 2023, resulting in an average monthly cost of NIS 15.7. Most of the reduction in the cost of holding a payment card was a result of the program introduced due to the Swords of Iron War, with an additional decline of about NIS 0.3 in fees for foreign exchange transactions and withdrawals—largely attributable to reduced public activity.

The average number of cards per account held by customers in household accounts continues to rise.

Figure 4 | Ratio of Number of Cards to Number of Household and Private Banking Current Accounts



SOURCE: Based on published financial statements and banking corporation reports to the Banking Supervision Department.

5.2 The cost of teller-executed and customer-executed transactions (individuals and small businesses)

Customers who wish to reduce the fees they pay can switch to the advanced technological solutions offered by direct banking. By using these solutions, they benefit from greater availability (24/7) and maximum convenience when accessing services.

A customer can choose to pay for their current account activities in one of two ways: a fixed monthly fee (“Tracks Service”) or a pay-per-transaction model (“Pay as you go”). The following is a detailed breakdown of each option.

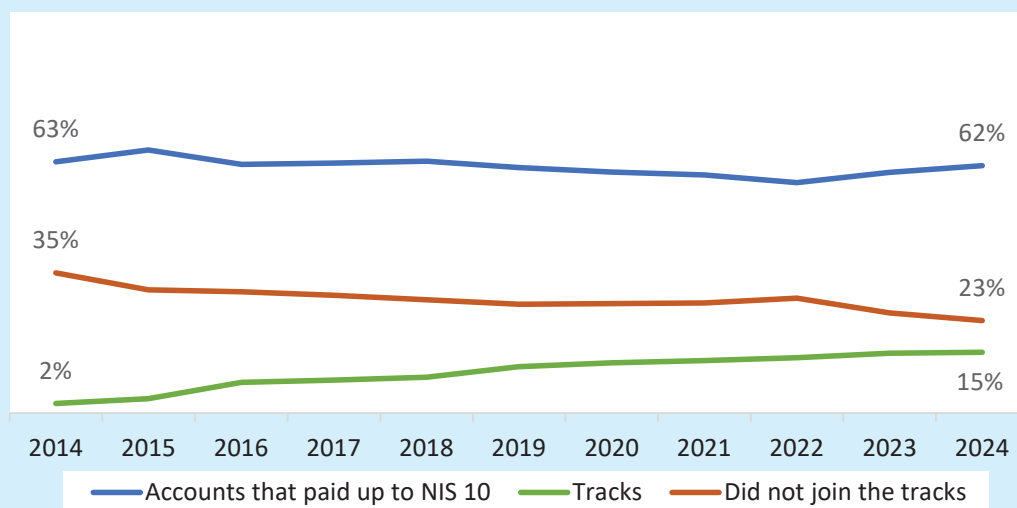
On September 1, 2022, the basic current account management fees came under regulatory supervision. This supervision fixes the current price level, meaning fees cannot be increased without approval from the Banking Supervision Department. The purpose is to ensure that the public can access these essential and basic banking services—both at bank branches and through various digital channels—at a fair price.

5.2.1 The tracks service—a uniform basket of current account management services

Banks are required to offer their customers the Tracks Service (basic and expanded) for their current accounts.⁵ This service provides a fixed monthly fee covering a predefined number of transactions (both teller-executed and direct-channel transactions). Banks may, at their discretion, also offer an “Expanded Plus” Tracks Service. Over the years, and as a result of actions taken by the Banking Supervision Department and the banking system, the number of accounts enrolled in the Tracks Service has steadily increased. In the first half of 2024 alone, approximately 50,000 new accounts were enrolled in the Tracks Service, most of which belong to households.

The Banking Supervision Department calls on customers to continue assessing whether the service provides them with good value. Enrolling in the Tracks Service is straightforward and can also be done through online channels.

Figure 5 | Breakdown of Accounts by Average Monthly Fee for Services Included in the Fee Track



.SOURCE: Based on reports to the Banking Supervision Department

5 Amendment to the regulations that entered into effect on April 1, 2014.

According to Banking Supervision Department data, there has been an increase in the proportion of accounts paying less than 10 NIS per month—from 60 to 62 percent. These accounts benefit from a discounted rate, making the Tracks Service irrelevant for them. This increase is due to the assistance program established to help bank customers cope with the impact of the Swords of Iron War, which granted first-degree customers an exemption from current account fees (see Figure 5).

Comparison of Basic Current Account Management Fees

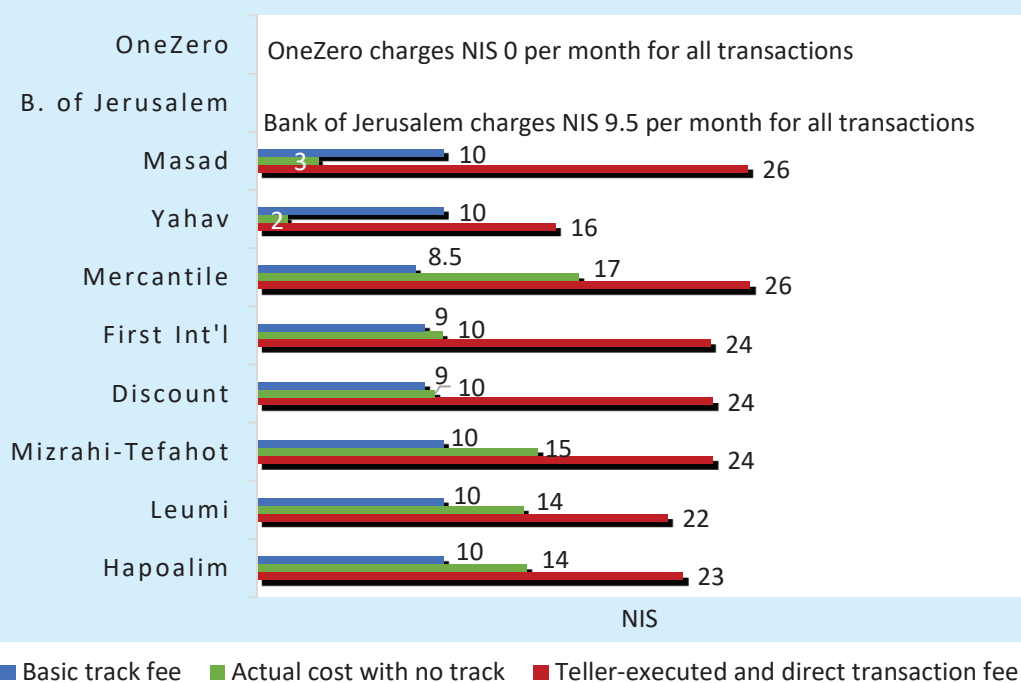
Price of the Basic Track; price of the Expanded Track; fee for a customer-executed transaction; fee for a teller-executed transaction.

- **Basic Track**

The Basic Track includes up to 10 direct-channel transactions and one teller-executed transaction per month, at a regulated price that cannot exceed NIS 10.

In most cases, it is more cost-effective for households to subscribe to the Basic Track than to pay the standard fee for each transaction. However, at Bank Yahav and Bank Masad, the actual cost without subscribing to a track is lower than the Basic Track rate.

Figure 6 | Cost of Teller-Executed and Direct Channel Transactions*, Actual Cost with No Track, and Cost of the Basic Track*****



Teller-executed and direct channel transaction fees: 1 teller-executed transaction and 10 direct channel transactions at the price indicated in the bank's fee schedule.

Actual cost with no track - 1 teller-executed transaction and 10 direct channel transactions at the price actually charged for those transactions, in accounts that have not joined the tracks service, calculated based on bank revenue data reported to the Banking Supervision Department.

Basic track fee - based on the price listed in the bank's fee schedule as of June 30, 2025.

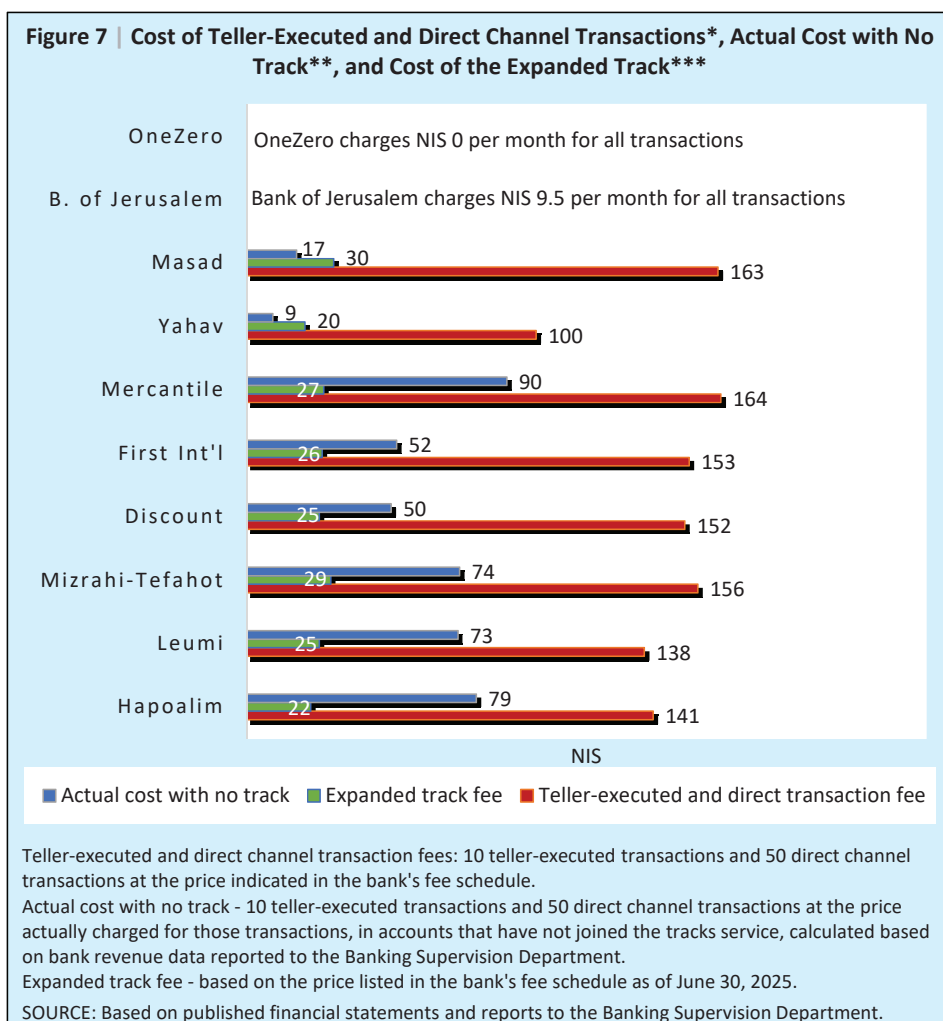
SOURCE: Based on published financial statements and reports to the Banking Supervision Department.

• The Expanded Track

The Expanded Track includes up to 50 direct-channel transactions and up to 10 teller-executed transactions per month, with a monthly fee ranging from NIS 20 to NIS 30, depending on the bank. This track may be suitable for small businesses and households carrying out a relatively large number of transactions. In most banks, subscribing to the Expanded Track is more cost-effective than paying for each transaction separately. The exceptions are at Bank Masad and Bank Yahav (see Figure 7), where the actual cost without subscribing to a track is lower than the Expanded Track rate.

The Expanded Track enables households and small businesses that carry out a relatively large number of transactions to save on costs. Customers can save tens of shekels per month and up to hundreds of shekels per year.

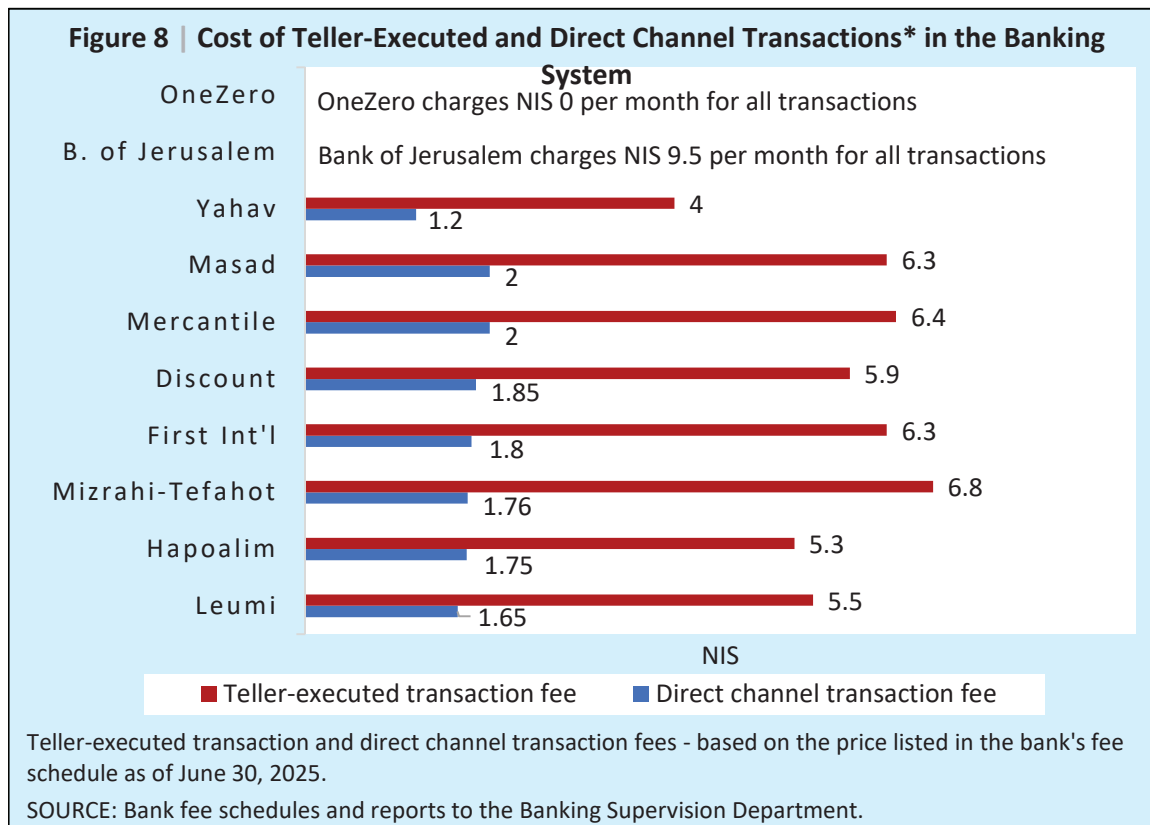
Starting in 2019, once a year, banking corporations are required to proactively enroll small businesses and sole proprietorships⁶ in the Expanded Track, subject to a calculation showing that enrolling would be cost-effective for such customers.



6 For more information, see the definitions section in the Fee Regulations.

5.2.2 Separate payment for each teller-executed or direct-channel transaction (pay-as-you-go)

A customer who chooses to pay separately for each transaction will be charged for the total fees of all transactions actually performed, according to the channel used (customer-executed or teller-executed). At the very least, they will be charged a minimum fee equivalent to the price of one teller-executed transaction.



A “teller-executed transaction” includes any of the following: depositing cash, withdrawing cash, generating and providing a printout at the customer’s request, transferring or depositing to another account, cashing a check, depositing a check (up to 20 checks per batch), paying a voucher, and making change. This fee is charged when these actions are carried out by a bank teller, including through a staffed telephone call center.

A “customer-executed transaction” includes any of the following: crediting an account via the clearing system, charging a credit card, depositing cash, withdrawing cash via an ATM, transferring or depositing to another account, paying a voucher, making any type of inquiry (starting from the seventh inquiry in a month), withdrawing a check, depositing a check (up to 20 checks per batch), including via a service box, or debiting an account via authorized debit or standing order. This fee is charged when these actions are performed via the clearing system, an ATM, the banking corporation’s website, or a smartphone application.

5.3 Payment cards and foreign exchange withdrawals and transactions

The Banking Supervision Department calls on the public to compare service fees among different providers and to make informed decisions when conducting transactions and cash withdrawals with their payment cards.



Compared to the previous report, there have been changes in American Express fees. The fee for foreign-currency transactions increased from 2.3 to 2.5 percent, while the fee for foreign-currency cash withdrawals declined from 3.9 to 3.5 percent.

The following is information regarding the fees charged for foreign-currency transactions and withdrawals using a payment card:

Table 1 | Comparison of fees on foreign exchange transactions and withdrawals using payment cards (percent)

Foreign exchange transaction fee	CAL	Max	Isracard	American Express	Diners
Fee for foreign exchange transaction*	3.0	3.0	2.9	2.5	3.0
Fee for foreign exchange withdrawal*	3.0	3.0	3.5	3.5	3.0

* The fee is calculated as a percent of the transaction amount in foreign currency, or as a percent of the foreign currency withdrawal amount abroad, at the exchange rate of the conversion amount in the original currency at which the transaction was made. In the absence of a published exchange rate, the fee is calculated according to the amount of the international merchant acquirer's charge in the conversion currency.

SOURCE: Company fee schedules and reports to the Banking Supervision Department, June 30, 2025.

6. Securities portfolio management

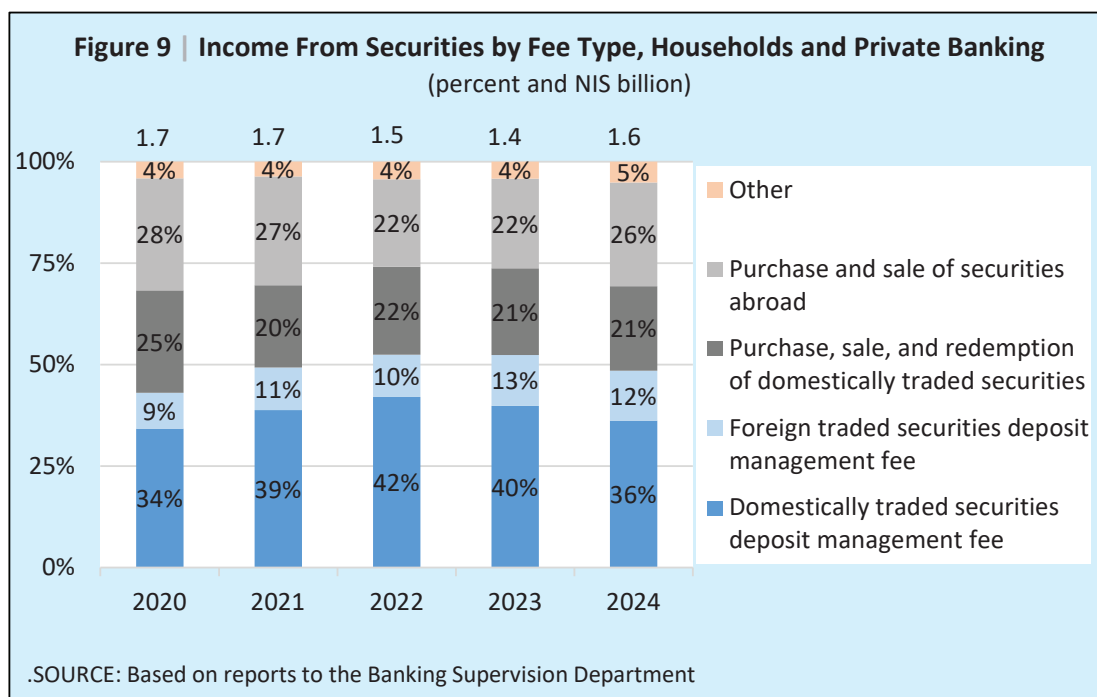
Managing a securities portfolio at banks involves paying fees for buying, selling, and redeeming securities, as well as periodic management fees. Below are the banking system's revenue figures from these fees. In 2024, there was a 14 percent increase in revenue from securities fees. This increase was primarily driven by higher income from fees for buying, selling, and redeeming foreign securities.



The Bank of Israel, the Israel Securities Authority, and the Budget Department at the Ministry of Finance issued a public call for comments regarding possible changes to the fee and compensation structure for the public's securities activities. This initiative aims to increase transparency, foster competition, and enhance service for clients operating in the capital market.



The Bank of Israel invites the public to use the “Trading Fees Calculator” available on the Tel Aviv Stock Exchange website to compare product and service prices.



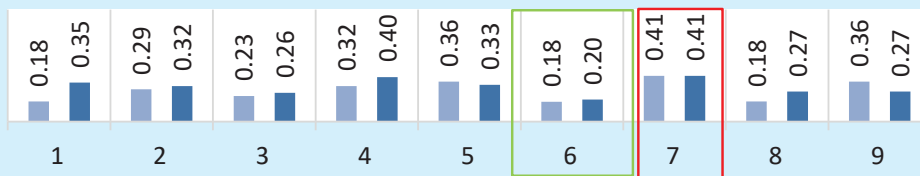
The data presented in the following sections is intended to assist the public in comparing the fees they pay for services to the actual average fees charged by various banks, serving as a tool for negotiating lower costs for securities activities. Additionally, please note that using direct channels and digital methods can also yield savings in securities transactions.

6.1 Fee for the purchase, sale, or redemption of domestically traded securities

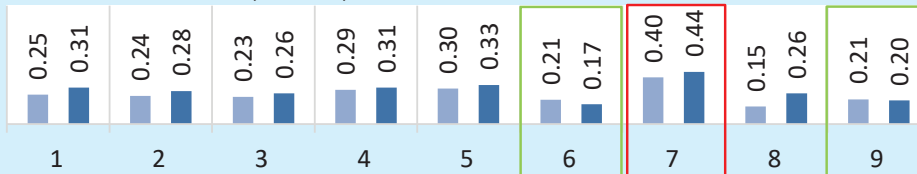
The “purchase, sale, and redemption of securities” fee is calculated as a percentage of the transaction amount. The data presented in this section were reported to the Banking Supervision Department on only an annual basis until 2023. Beginning in 2024, they are reported semiannually. Since Bank ONE ZERO did not operate in Israeli securities during the reporting period, it does not appear in the comparison.

Figure 10 | Purchase, Sale, and Redemption Fees on Israeli Equities and Bonds, Actually Charged, by Portfolio Value, 2023 and Second Half of 2024
(percent of portfolio value)

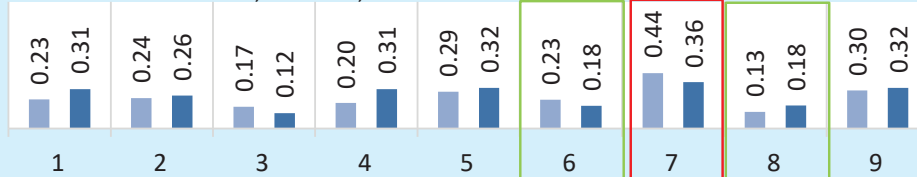
Portfolio value: NIS 25,000–50,000



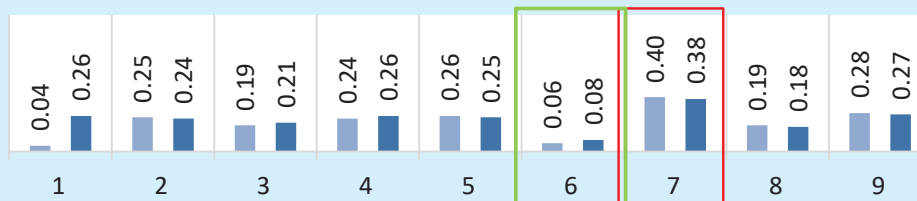
Portfolio value: NIS 50,000–75,000



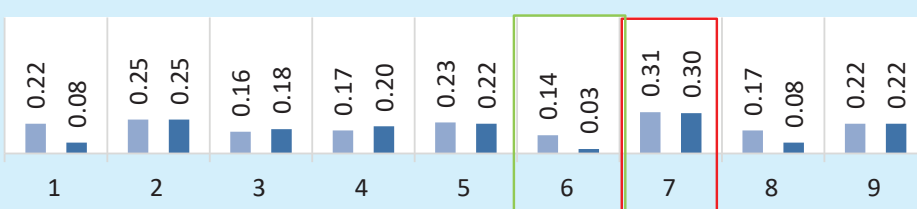
Portfolio value: NIS 75,000–100,000



Portfolio value: NIS 100,000–200,000



Portfolio value: NIS 200,000–400,000



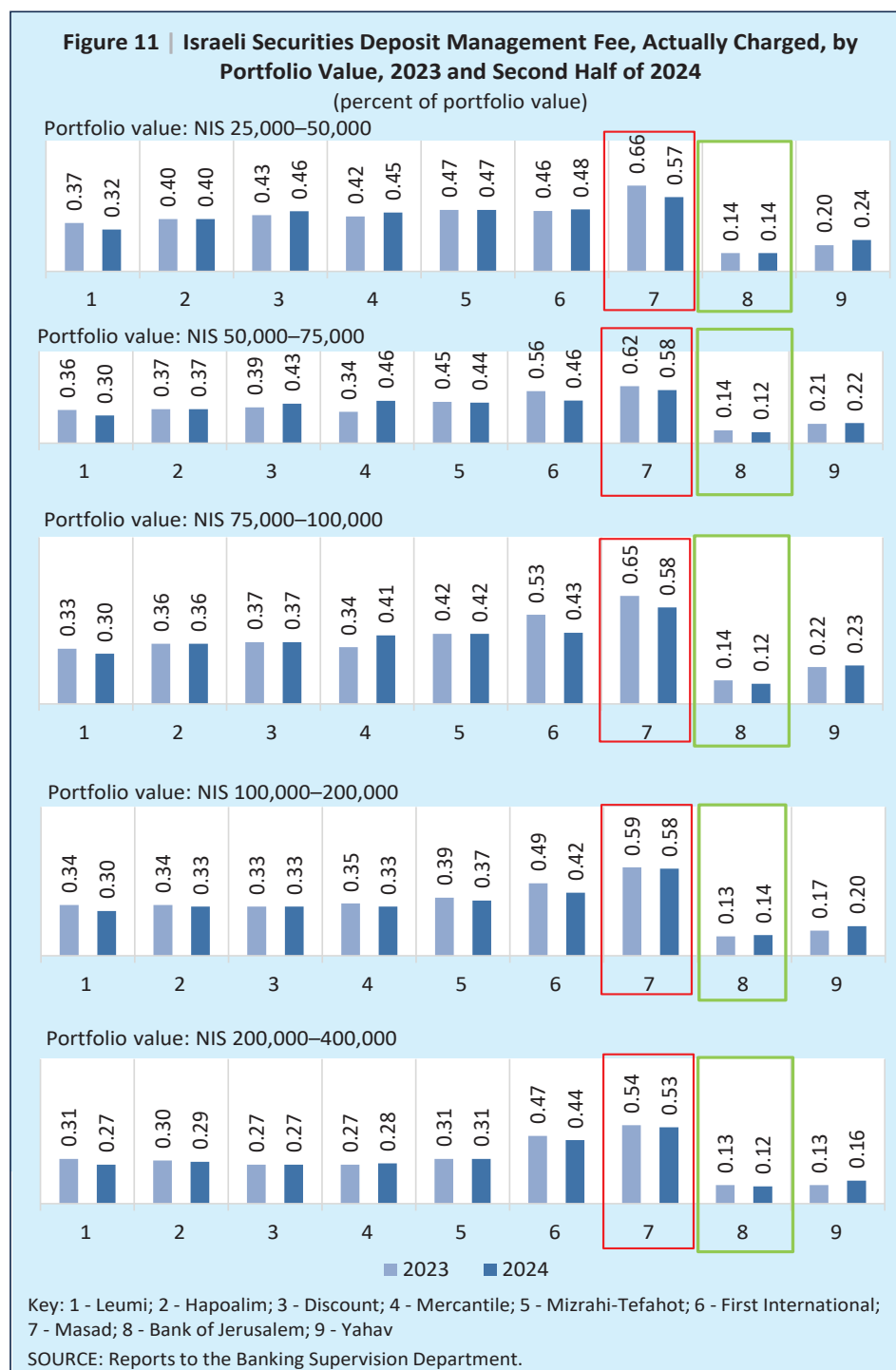
■ 2023-Q4 ■ 2024-Q4

Key: 1 - Leumi; 2 - Hapoalim; 3 - Discount; 4- Mercantile; 5- Mizrahi-Tefahot; 6- First International; 7- Masad; 8 - Bank of Jerusalem; 9 - Yahav

SOURCE: Based on published financial statements and banking corporation reports to the Banking Supervision Department.

6.2 Domestically traded securities deposit management fee

The “securities deposit management fee” is charged as a percentage of the deposit amount. The data presented in this section were reported to the Banking Supervision Department on an annual basis through 2023. Starting in 2024, the data are reported semiannually. Since Bank ONE ZERO did not operate in Israeli securities during the reported period, it does not appear in the comparison.



6.3 Measures adopted in the securities field from 2013 to the publication date of this report

2024

12.11.2024 Publication of a call for comments by the public related to possible changes in the fee and compensation structure in the public's securities transactions. The step is intended to increase transparency, to promote competition, and to improve service to customers active in the capital market.

2021

26.12.2021 Publication of Proper Conduct of Banking Business Directive No. 460 on the presentation of data on securities deposits activities. According to this Directive, customers will be shown information about the returns on deposits and other data. The Directive went into effect on January 1, 2023.

2020

23.12.2020 Requirement to enable customers to submit online requests to transfer a securities portfolio.

2018

8.2018 As of August 2018, the Banking Supervision Department maintains contact with the Tel Aviv Stock Exchange each year in order to ensure that banking corporations' prices presented to the public in the Stock Exchange calculator are correct. The Banking Supervision Department includes information on the fees in its semiannual report to the Knesset, together with a link to the calculator.

2017

1.11.2017 Requirement that reduced fees be set out for all customer-executed transactions, and publication of a comparison between fees for teller-executed transactions and reduced fees for customer-executed transactions. As part of this, the fees for foreign securities transactions were reduced significantly.

2016

28.2.2016 Annual report to customers (Banking ID Card) – Requirement to report to customers on all assets and liabilities, including total income and expenses, during the year. The aim of the periodic report is to improve customers' ability to monitor their account activity, and to increase the ability to compare products and services between banks.

2015

- | | |
|----------|--|
| 1.7.2015 | Requirement that the transfer of a customer's Israeli securities portfolio be done within 5 business days from the date the instruction is given to transfer activity in the account. (If they are foreign securities, the maximum period is 14 business days from the date the customer's instruction is issued.) |
| 1.1.2015 | The banks are required to disclose the cost of securities services by presenting the fees the customer paid next to the average fees actually charged for similar transactions. In addition, the banks are required to provide more detailed information on the securities fees that the customer is actually charged. |

2014

- | | |
|----------|---|
| 1.1.2014 | Requirement to publish a direct link to fee schedules on the banking corporations' websites, such that the information is available and accessible to the customer. |
|----------|---|

2013

- | | |
|----------|---|
| 1.1.2013 | Setting out that the supervised price for transferring a securities deposit from one bank to another applies to the transfer of a securities deposit to outside the banking system as well. |
| 1.1.2013 | Requirement to set a differential price for securities transactions on different channels. |
| 1.1.2013 | Cancellation of the securities management fee for makam and money market funds. |
| 1.1.2013 | Repricing of fees for securities transactions, which will make it possible to compare. |
| 1.1.2013 | Cancellation of the minimum securities management fee. |
| 1.1.2013 | Discounts for securities transactions will be presented in price terms and not as the rate of discount. |

7. Additional measures adopted in the fees field from 2013 to the publication date of this report⁷

2025

9.4.2025 Publication of an update to the fee regulations added a new chapter—Part 15—to the comprehensive fee schedule, addressing client financial information consolidation and analysis services. This update responds to the development of advanced infrastructures for the transfer and receipt of a client's financial product data across different financial institutions, and it aims to encourage the emergence of services that consolidate and analyze this information for the client's benefit.

It should be noted that this section covers only services that consolidate data from multiple financial institutions. Including data held by the banking corporation that provides the consolidation and analysis service is permissible, as long as additional data from other financial institutions is also collected.

At this stage, it has been decided to allow flexibility in the service structure and fee collection methods so that the market can evolve and accommodate different business models.

2024

6.11.2024 Publication of an update to the Fees Rules, which added a new chapter to the full fee schedule, Section 14 on the issue of payment application, which enables banking corporations to charge fees for the service of "receipt of payment", "executing payment instruction", and "membership fees for special service". The revisions will go into effect on 1.1.2025.

7.8.2024 Publication of the Fees Rules update, which contained several revisions for the benefit of banking system customers. The main revisions are:

(1) The fee for "Bank guarantee secured by a specific financial deposit" - the collection mechanism was revised from a percentage to a fixed shekel amount. Within this framework, it was determined that the cost of a "Bank guarantee secured by a specific financial deposit" for the purpose of a residential housing service agreement (at a guarantee amount of up to NIS 50,000) shall be lower than the price of a "Bank guarantee secured by a financial deposit". This is because the operation is simpler and in the interest of providing relief to renters.

(2) With the goal of allowing flexibility in providing service, a section was added that enables a banking corporation to validate a customer's request to join the track service or to cancel it, before the 1st of the month that follows the date of the customer's notice, and provided that a reasonable and fair mechanism of calculating the proportional part that will be charged to the customer for the part of the month will be determined.

(3) Benefits in e-banking channels – Appendix E of the fee schedule was expanded in order to allow the inclusion of additional benefits in prices of services offered via online banking channels.

⁷ Regulator's selected positions expressed in class action suits are published on the Bank of Israel website.

2023

15.10.2023	Publication of an assistance framework for bank customers dealing with the ramifications of the Swords of Iron War, including benefits with regard to fees for those directly harmed by the war. The program was set for 3 months and has since been renewed several times. As of today, the program will last until March 31, 2025.
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2022

1.9.2022	Publication of a Supervisory Order on Teller-Executed Services, Customer-Executed Services, Expanded Track, and Expanded Plus Track.
11.8.2022	Publication of the Supervisor's letter regarding clarifications on the issue of third party expenses ancillary to granting credit.
21.7.2022	Publication of the Supervisor's letter on the Banking Law (Service to the Customer) (Amendment No. 34) (Restricting Fees for Submission of a Housing Loan Application) 5782–2022.
22.6.2022	Amendment to the Banking Law (Service to the Customer)(Amendment No. 34) (Restricting Fees for Submission of a Housing Loan Application) was published in the Official Gazette (Reshumot), setting out that a banking corporation may charge a fee that does not exceed NIS 360 for submitting a housing loan application.
17.5.2022	Notice of approval of addition of a service ("automatic coverage of debit balance in foreign currency accounts") to the complete fee schedule was published in the Official Gazette (Reshumot).
16.2.2022	Publication of a Supervisor's letter on disclosure of service costs – Part 11 of the complete fee schedule.

2021

13.9.2021	Publication of a Supervisor's letter on charging an operating fee for early settlement of housing loans.
9.5.2021	Publication of a Supervisor's letter on concessions on fees for individuals with a disability.
18.1.2021	Publication of a Supervisor's letter on adjusting the banks' fee schedules to evolving technology.

2020

13.9.2020	Publication of the Supervision of Immediate Debit Card Fee, Lawyer's Warning Letter, and Teller-Executed Transaction via Call Center Services Order (valid until April 13, 2021) - temporary order due to the COVID-19 crisis.
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2019

1.8.2019	Optimization of the mechanism to proactively enroll seniors and those with disabilities to the basic tracks service.
1.8.2019	Proactive enrollment of small businesses and sole proprietorships to the basic or expanded fee track, whichever benefits the customer more.
1.7.2019	The “Bank guarantee secured by a specific monetary deposit” was defined as a separate service from the “Bank guarantee” service, and the fee for it must be lower than the fee for the “Bank guarantee” service.
1.7.2019	Receiving fee schedules by recorded phone message and in the customer’s personal area on the bank’s website.
1.7.2019	Setting a guideline by which a customer’s notice of request to enroll in the tracks service shall be issued through the communications channels offered by the banking corporation, at the customer’s preference.
15.5.2019	Presentation of information on the cost of withdrawals on the home screen of ATMs.
15.4.2019	Publication of a Supervisory Order on post-dated check deposit service (valid until June 30, 2019).

2017

18.12.2017	Reducing the capital allocation against bank guarantees secured by a deposit.
29.11.2017	Publication of a letter by the Supervisor of Banks regarding the tracks service—increasing awareness and encouraging small businesses to join.
1.11.2017	Requirement to set reduced rates for all customer-executed transactions, and publication of a comparison of fees for teller-executed transactions and reduced fees on customer-executed transactions.
1.11.2017	Setting a different fee for a walk-in customer.
24.9.2017	Regulating the fee for withdrawals from a remote machine.

2016

19.7.2016	Publication of a Supervisory Order on standard reports – maximum fee of NIS 15.
19.7.2016	Adding financial consulting services to the Fees Rules.
19.7.2016	Setting out a guideline that production of a notice to the customer more than half a year after the account was closed is without a fee.
19.7.2016	Reducing the fee for changing the housing loan repayment date from NIS 125 to the fee for a teller-executed transaction.
19.7.2016	Enrolling seniors and those with disabilities to the basic fees track, at the bank’s initiative.

2015

26.8.2015	Publication of a Supervisory Order on the rate of crossover fees – Supervisory Order on a service provided by a card issuer to a merchant acquirer in connection with the crossover settlement of immediate charge transactions. The order sets a maximum fee rate of 0.3 percent.
1.7.2015	Regulating the fees for operational services for a small business by way of settlement services.
1.7.2015	Simplification of the rules for charging conversion fees for a foreign currency transaction or withdrawal, so that only one fee is charged, calculated according to the representative rate.
10.5.2015	Publication of a Supervisory Order on service provided by a merchant acquirer to a truncation service provider in credit card transactions – setting a maximum price of NIS 20, or NIS 10 if the merchant is a small business.
10.5.2015	Publication of a Supervisory Order on the notices and warnings service – maximum fee of NIS 5.
1.2.2015	Revision of the definition of a small business, such that a corporation that provides an annual report according to which its business turnover in the year preceding the report does not exceed NIS 5 million is not required to submit an additional annual report in order to benefit from the lower fee schedule. The amendment means that the burden of proof is transferred to the banking corporation, and its aim is to make it easier for small businesses to be attached to the fee schedule for individuals and small businesses.
1.2.2015	Cancellation of the management fee for a housing loan. This fee was under supervision, and was limited to NIS 2 per month per loan (NIS 24 per year), which was charged when the monthly charge for the housing loan was made.
1.2.2015	Limitation of the fee for real-time money transfers through the ZAHAV (RTGS) system of up to NIS 1 million, up to a service price of one teller-executed transaction.
1.2.2015	Setting out a guideline that a banking corporation will only be allowed to charge a fee for producing a confirmation of ownership of a bank account from the second confirmation during a calendar year.
1.2.2015	Cancellation of the possibility of charging a customer-executed transaction fee for a transaction using an immediate payment (debit) card. Part of the aim is to increase the use of this means of payment as an alternative to the use of cash.
1.2.2015	Cancellation of the deferred payment fee for installment payments using a payment card. (The fee was charged for each installment in such transactions.)

2014

1.4.2014	Setting out the tracks service – choosing a uniform basket of services for managing a current account, from among two baskets of identical services (a basic service track and an expanded service track) offered at all banks in Israel.
24.3.2014	Publication of a Supervisory Order on the basic track service – maximum fee of NIS 10.
1.1.2014	Requirement to publish a direct link to the fee schedule on the websites of all banking corporations.

2013

1.8.2013	Revision of the definition of a “small business”. The number of businesses included in the lower retail fee schedule.
1.1.2013	Anchoring in legislation that a reduced fee will be charged for a guarantee secured by a monetary deposit.
1.1.2013	Requirement to set a maximum amount for a purchase/sale fee for Israeli securities.
1.1.2013	Cancellation of the small business management fee, and the status of a small business was equated to that of households.
1.1.2013	Cancellation of the fee for changing the charge date for credit cards.
1.1.2013	Raising the exemption from the fee for handling credit and collateral on nonhousing loans from a ceiling of NIS 50,000 to a ceiling of NIS 100,000.
1.1.2013	Cancellation of the fees for an information card and for a cash withdrawal card.
1.1.2013	Amendment to the definition of “senior citizen” with the aim of providing automatic eligibility (not dependent on presenting a card) to receive 4 teller-executed transactions per month at the price of a customer-executed transaction.