



Bank of Israel

Banking Supervision Department

**Periodic Report on the Prices of Common Banking Services for the
Full Year of 2021**

September 2022

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Jerusalem 17 Elul, 5782
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Letter from the Supervisor of Banks

I respectfully submit the **Periodic Report for the Year 2021 on the Prices of Common Banking Services for Households** to the Knesset Economic Affairs Committee. The report is based on reports by the banking corporations and credit card companies on fees charged in 2021.

On this occasion I also wish to state that several basic current account services have been recently placed under supervision, with the aim of allowing the public to consume these basic and essential banking services at a fair price, both at bank branches and via the various digital channels.

The “basic track” service is already a supervised service that offers a basic bundle of services at the discounted price of up to NIS 10. We now decided to place 4 additional current account services under supervision: teller-executed transactions, direct-channel transactions, expanded service track, and expanded plus service track. Placing these services under supervision is designed to stabilize the current prices and ensure that they will not increase.

This step is another layer in the Banking Supervision Department’s overall approach, which emphasizes a customer-centric perspective and transfer of power to the customer. Within this approach I urge the public to make use of the direct banking channels and digital channels, which are less expensive than teller-executed transactions. The public should examine whether enrolling in a service track is advantageous for them and will save them money.

I urge the banking system to apply greater sensitivity, especially when addressing highly sensitive consumer issues such as the prices of banking services, and adjust their fees to the value that customers generate from each service received. The banking system should continue to use diverse ways to help population groups that might encounter difficulties in operating the direct channels, in order to ensure that these groups also receive a high standard of service. In order to support informed decision making by their customers, the banking system must continue to simplify its services and products and to increase their accessibility, and must provide appropriate means to compare the features and prices of the various products and services.

The following are the main points that emerge from the report:

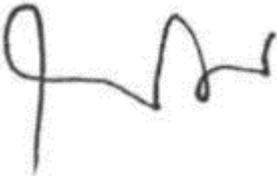
- In 2021, the downward trend in the ratio of total fee income to total assets of the banking system continued. This downward trend began following the reform conducted in 2008: Since then, there has been a cumulative decline of about 47 percent. This decline is attributed to the cumulative measures adopted by the Banking Supervision Department in recent years to address banking fees. The decline in 2021 continued this trend but was also largely influenced by the COVID-19 crisis whose repercussions continued to affect the economy and households in the first half of the year.
- In 2021, the average cost of managing a current account and holding a payment card was made up of:
 - The current account management cost, which totaled NIS 10.8, reflecting a decline of about 4.7 percent from 2020, mainly due to a decline of about 17 percent in the number of refusals to honor a charge (check, standing bank order, or authorized debit) due to insufficient funds. The transition to digital channels continued and also contributed to

reduced costs. In the past decade, the current account management cost dropped from NIS 20.4 to NIS 10.8, reflecting a decline of 47 percent.

- Payment card costs totaled NIS 13.8, reflecting an increase of about 7.7 percent from 2020 and a decline of about 5.2 percent compared to 2019. The increase derived mainly from an increase in **foreign exchange transaction and withdrawal fees** income after the economy showed some degree of a return to normal compared to the corresponding period of the previous year, during the outbreak of the COVID-19 crisis.

In total, the average cost of current account management and holding payment cards in a current account rose by about 1.9 percent from the average cost in 2020, and is currently NIS 24.6 per month. This cost is about 8.6 percent lower than the cost in 2019, the period prior to the outbreak of the COVID-19 crisis, which was NIS 26.9.

Respectfully,

A handwritten signature in black ink, appearing to be 'Yair Avidan', written in a cursive style.

Yair Avidan
Supervisor of Banks

Introduction

This report presents the key information on banking fees and focuses primarily on the fees paid by individuals and small businesses (that are included in the retail fee schedule).¹ The report proceeds as follows:

- The first chapter of the report concerns the banking system's total income from fees, from all customer segments (individuals, small businesses, and large businesses).
- The second chapter of the report presents the distribution of fee income from individuals and small businesses, by type of banking activity: current account, payment cards, securities, foreign currency, credit, and others.
- The third chapter of the report focuses on current account fees, and presents current account management costs and payment card costs of individuals only. Various data on the costs of direct-channel transactions, teller-executed operations, and payment card use are also presented; These are relevant both for households and for small businesses.
- The fourth chapter concerns securities transactions, which are a source of about one third of the banking system's fees charged to individuals and small businesses. The fee schedules for securities purchases and sales, and the management fees effectively that are actually charged to individuals and small businesses are presented. This chapter also presents the actions taken with respect to securities from 2013 to the date of the report.
- The fifth chapter of the report describes actions taken with respect to banking fees from 2013 to the date of the report.

¹ Excluding Chapter 1, which addresses all segments, and Section 3.1, which addresses individuals.

1. THE BANKING SYSTEM'S FEE INCOME

Over the past 13 years, since the banking fee reform came into effect, the banking system's total fee income to asset ratio recorded a cumulative decline of 47 percent. This decline is attributed to the cumulative measures involving banking fees performed by the Banking Supervision Department and the banking system in this period.

Figure 1
Development of the Fee Income to Asset Ratio of the Banking System and the Credit Card Companies



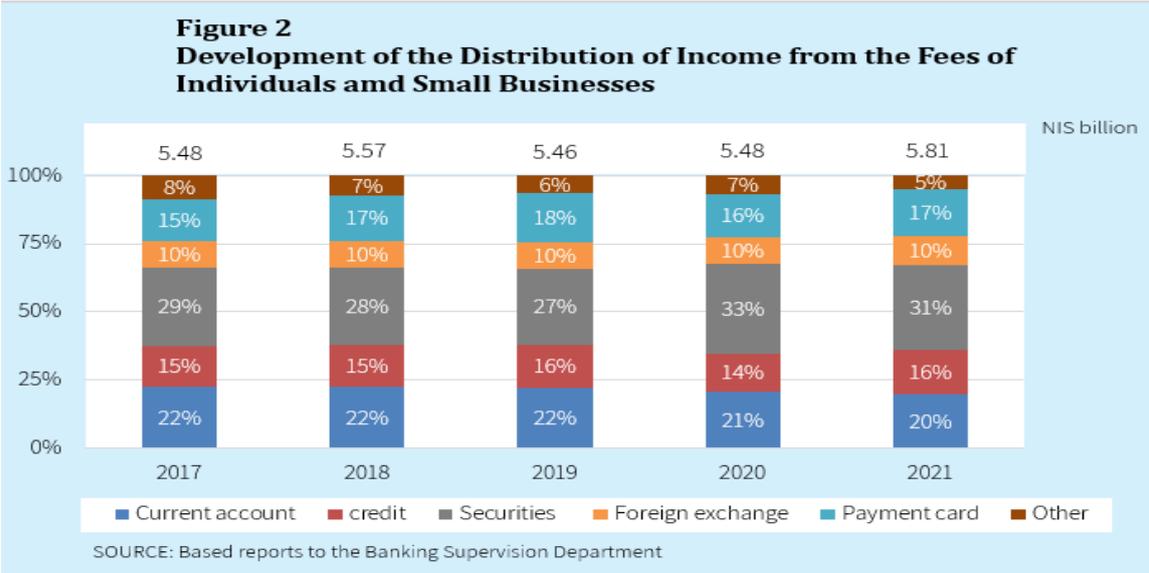
SOURCE: Based on published financial statements and corporate reports to the Banking Supervision Department.

The decline in fee income to total asset ratio in the reviewed period, from 0.76 percent to 0.73 percent, stems from a 14.4 percent increase in the banking system's total assets, in annual terms, which is a considerably larger increase than the increase in fee income, which was 9.9 percent. The growth in fee income mainly stems from fees charged to large businesses and fees charged to households and small businesses for credit activities and payment card transactions, which is the result of an increase in the number of transactions performed.

2. DISTRIBUTION OF FEE INCOME BY MAIN ACTIVITY SEGMENTS

In 2021, the distribution of fee income by banking activity remained stable. The banking system’s income totaled NIS 5.81 billion. The major share of these fees were paid by the public—individuals and small businesses—for the following activities:

- Securities:** About 31 percent of the banks’ fee income comes from the fees paid for securities transactions, which reflects a decline of about 2 percentage points from the previous year. In the reported period, the increase in fee income from securities account management fees was offset by a decline in fee income from securities purchases, sales, and redemptions. The decline in fee income from purchases, sales, and redemptions stemmed from a decline in the volume of securities transactions performed by the public (For additional information, see Chapter 4).
- Current account management:** About 20 percent of the banks’ fee income comes from current account management fees, reflecting a decline of one percentage point from the corresponding period of the previous year. In the reported period, a decline was recorded in fee income for refusal to honor charges due to insufficient funds, which stems from the continued declining use of checks. This decline is mainly reflected in the first half of 2021, and is the outcome of actions taken in 2020 to restrict the use of checks in response to the COVID-19 crisis.² At the same time, an increase was recorded in fee income from direct-channel transactions, due to an increase in the number of transactions carried out on these channels.
- Payment cards:** About 17 percent of the banks’ fee income comes from fees on payment cards, reflecting an increase of one percentage point from the corresponding period of the previous year.³
- Credit:** About 16 percent of the banks’ fee income comes from fees on credit, reflecting an increase of two percentage points from the corresponding period of the previous year, which stems from, among other things, an increase in income from credit and collateral handing fees, early repayment fees, and construction loan fees.



² See the Bank of Israel website for an analysis on the topic of checks and customers with restricted accounts – data and trends during the COVID-19 crisis. [Bank of Israel website](#)

³ Excluding credit cards, which also include large businesses. For data on the banking system, see the Review of the Supervisor of Banks. <https://www.boi.org.il/en/communication-and-publications/regular-publications/israels-banking-system/israels-banking-system-annual-survey-2021/>
<https://www.boi.org.il/he/NewsAndPublications/RegularPublications/Pages/SkiraHalf2021.aspx>

Small businesses, please note! If more than one year has elapsed since you incorporated and you have not yet done so, you must submit your financial statements to the bank in order to be included in retail fee schedule.

In 2008, the Banking (Service to the Customer)(Fees) Rules, 5768–2008, were enacted. They set out a uniform format for the fee schedules of all banking corporations in Israel. Due to the uniform structure of the banks’ schedules, it is possible to compare fees for each service across banks. Subject to these rules, all banking corporations must publish their fee schedule on their website, and in Appendix A of the bank’s fee schedule they must also publish the discounts available to different groups. Customers should check the fee schedules from time to time to see whether they are eligible for any discounts.

Are you a small business owner, a senior citizen, or a person with disabilities? You are eligible for a discount on fees.

Some businesses are eligible to be considered small businesses and to benefit from reduced fees. These businesses include companies that have not yet completed one year since their establishment, businesses with a turnover of up to NIS 5 million, and businesses with a settlement turnover of up to NIS 3 million. To define your account as a “small business account,” you are advised to contact the bank in which your account is managed.

Check the discounts that are available to different population groups! They are published on your bank’s website in Appendix A of the fee schedule.

A senior citizen or a person with disability rating of at least 40 percent is entitled to receive 4 teller-executed transactions per month at the price of customer-executed transactions (on a direct channel), and is also entitled to automatically be enrolled in the basic fee track, if it is advantageous for him or her. If one has a disability of 40 percent or more, contact the bank to submit the necessary documentation and to classify the account accordingly, so that the benefits can be received.

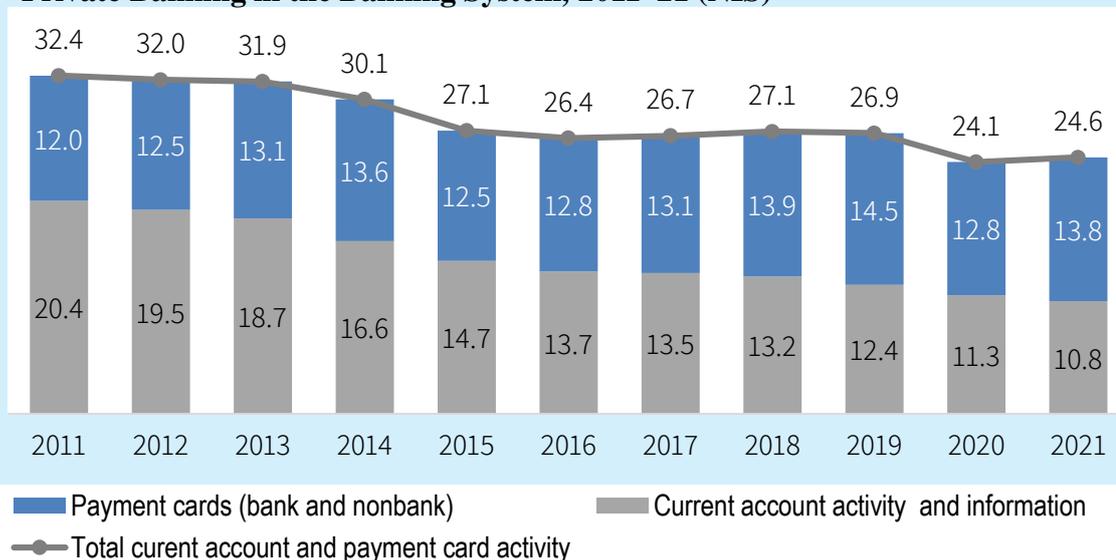
3. CURRENT ACCOUNT MANAGEMENT

3.1 Cost of managing a current account and holding payment cards in current accounts of individuals

In 2021, the average cost of managing a current account and holding payment cards in household current accounts and private banking was NIS 24.6 per month, an increase of about 2 percent from 2020 and a decline of about 9 percent relative to the average cost in 2019. The increase in 2021 stems from an increase in the cost of holding payment cards, due to an increase in foreign currency transactions, and a continued decline in current account ownership. In the past 11 years, the average cost of managing a current account and holding a single payment card has declined by 24.2 percent cumulatively (Figure 3).

The downward trend in the cost of managing a current account and holding payment cards continues

Figure 3
Development of Average Monthly Cost of Managing a Current Account and Holding Payment Cards for a Household Account and Private Banking in the Banking System, 2011–21 (NIS)



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

*Data on payment card costs in 2020 was revised from NIS 11.1 to NIS 12.8, and total cost was revised from NIS 22.4 to NIS 24.1. These adjustments were made after a computational error was discovered and after the data reported to the Bank Supervision Department underwent data cleansing.

The average monthly cost of managing a current account, receiving information, and holding a payment card in an account comprises the bank account management cost (current account and information) and the cost of holding payment cards, as detailed below.

- **Average monthly cost of managing a current account and receiving information**

This cost includes: basic banking transactions (e.g., cash deposit/withdrawal and bank transfers) that are executed by a teller or on a direct channel, check transactions, and other transactions such as authorized debits, standing bank orders, production of standard statements, information queries by phone, cellular, email communications, and document searches.

In 2021, the downward trend in current account management and information costs continued. This cost declined by 4.7 percent in 2021 relative to the previous year, and reached an average of NIS 10.8 per month. Over the past 11 years, this cost declined by a total of about 47 percent.

The decline in 2021 relative to the previous year was mainly due to a decline of about 17 percent in the number of refusals to honor a charge due to non-sufficient funds (check, standing bank order, or authorized debit), which reduced the income from these fees at the same rate. The decline in the number of dishonored charges due to non-sufficient funds stemmed, as noted above, from the declining use of checks. The number of teller-executed transactions continued to drop and the number of direct-channel transactions continued to increase, as part of the transition to digital transactions.

- **The average monthly cost of holding and using payment cards**

The average monthly cost of holding and using payment cards mainly includes card fees and other costs such as fees for foreign exchange transactions and withdrawals. The average monthly cost of holding and using payment cards was NIS 13.8 per account, reflecting an increase in average monthly cost of about NIS 1 from 2020. This rise stemmed from an increase in fee income from foreign currency transactions and withdrawals, as the economy returned to routine to some degree after a decline in the volume of these activities during the outbreak of the COVID-19 crisis in early 2020.

The card fees cost declined in 2021:

Worth checking! Have the discounts you received when signing up for a payment card expired? Are you interested in a card with no benefits? Do you have cards that charge you a monthly fee that you don't really need?

According to data for the year 2021, households hold an average of 1.71 cards per account (Figure A-4). The average monthly fee per card was about NIS 6.6 in the reported period, compared to about NIS 6.8 in 2020. The average cost of holding payment cards in an account (the monthly cost of the card fees charged to the account, weighted by the average number of cards per account) is NIS 11.2, compared to NIS 11.1 in 2020.

The upward trend in the quantity of cards held by customers in their accounts continues

Figure 4
Number of Cards per Current Account, Households and Private Banking, 2011–2021



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

3.2 The cost of teller-executed and customer-executed (on direct banking channels) transactions (individuals and small businesses)

The cost of performing a banking transaction on a direct channel is on average 70 percent lower than the cost of performing the same transaction through a bank teller.

Customers who wish to reduce their fees can use advanced technological means available on direct banking. Direct banking channels offer high availability (24/7) and high convenience.

Customers may elect to pay for their current account transactions in one of two ways: a fixed monthly payment (“the track service”) or payment per transaction (“Pay as you go”). Following are details of these two options:

3.2.1 The track service

The track service: A uniform bundle of current account management services.

As of April 1, 2014, banks are required to offer their customers a track service (basic and expanded) in their current accounts. Customers in this service pay a fixed monthly amount for a predefined number of teller-executed and customer-executed transactions. Banks may also offer an “expanded plus” track service.⁴ Over the years, and as a direct result of measures

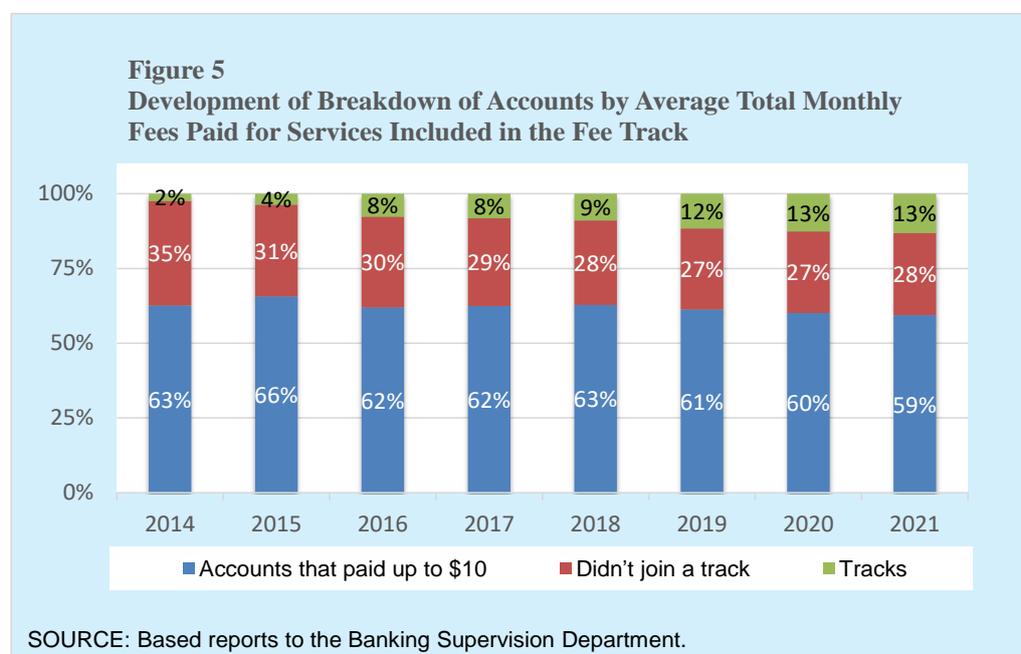
implemented by the Banking Supervision Department and the banking system, the number of accounts that enroll in the track service shows steady growth. In 2021, about 78,000 accounts enrolled in the track service, most of which are household accounts.

⁴ Expanded track plus: This track includes 10 teller-executed operations and 50 transactions on direct banking channels, and additional services defined by the bank in question.

The Banking Supervision Department urges customers to check whether the service is advantageous for them!
 Enrolling in the track service is easy and simple, and can also be done on the direct banking channels.

Banking Supervision Department data show that 59 percent of accounts pay less than NIS 10 a month on average. These accounts already benefit from a low price, and the tracks service does not offer them any advantage. Thirteen percent are already enrolled in the track service, while the remaining 28 percent of accounts should consider enrolling in the track service (Figure 5).

The Banking Supervision Department urges the banking system to examine the worthwhileness of the tracks service for all its customers and to offer them proactively to enroll in the service.



The following is a comparison of the current account management fees for the basic track and the expanded track, and a comparison of fees for customer-executed and teller-executed transactions.

- **Basic track**

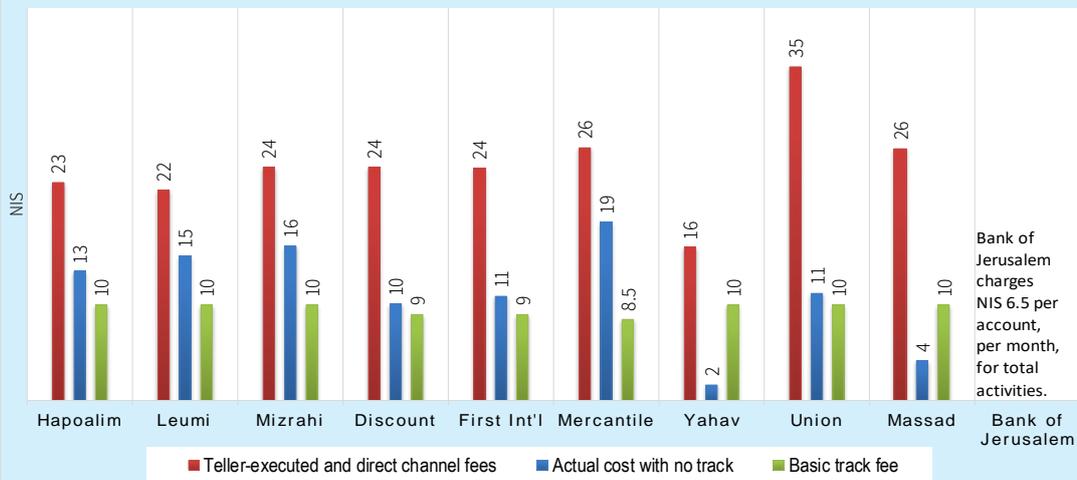
The basic fee track includes up to 10 transactions performed on direct banking channels and up to one teller-executed transaction per month. The price of this track is regulated and cannot exceed NIS 10.

For households, enrolling in the basic track is less costly than paying a fee for each separate transaction. This is true for current accounts in all banks, except for accounts at the Bank of Jerusalem, which charges a current account management fee of NIS 6.5 per month with no limitation on the number of teller-executed or customer-executed transactions performed (Figure 6).

In addition, based on the fees actually charged, enrolling in the basic fee track is less costly than paying a fee for each separate transaction at most banks, with the exception of Bank Yahav and Bank Massad, where the basic track is more expensive than the per-transaction cost actually charged. In the banking system as a whole, the actual cost charged to accounts that are not enrolled in the basic track is lowest at Bank Yahav,⁵ and highest at Mercantile Bank. (Of the five large banks, the lowest cost actually charged is charged by Discount Bank and the highest is charged by Bank Mizrahi-Tefahot).

The basic track provides a discount compared with the fees for teller-executed and customer-executed transactions.

Figure 6
Cost Comparison between Teller-Executed and Customer-Executed Transaction Fees*, Actual Cost with no Track, and the Cost on the Basic Track*****
 (NIS per month)



* Teller-executed and customer-executed rates - 1 teller-executed transaction and 10 customer-executed transactions, at the price indicated in the banks' fee schedules for those transactions;
 ** Actual cost with no track - 1 teller-executed transaction and 10 customer-executed transactions, at the price actually charged for those transactions, in accounts that did not join the tracks service (calculated based on income data reported to the Banking Supervision Department to June 30, 2022).
 *** Basic track rate - According to the price indicated in the bank's fee schedule as of June 30, 2022.

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

Expanded track

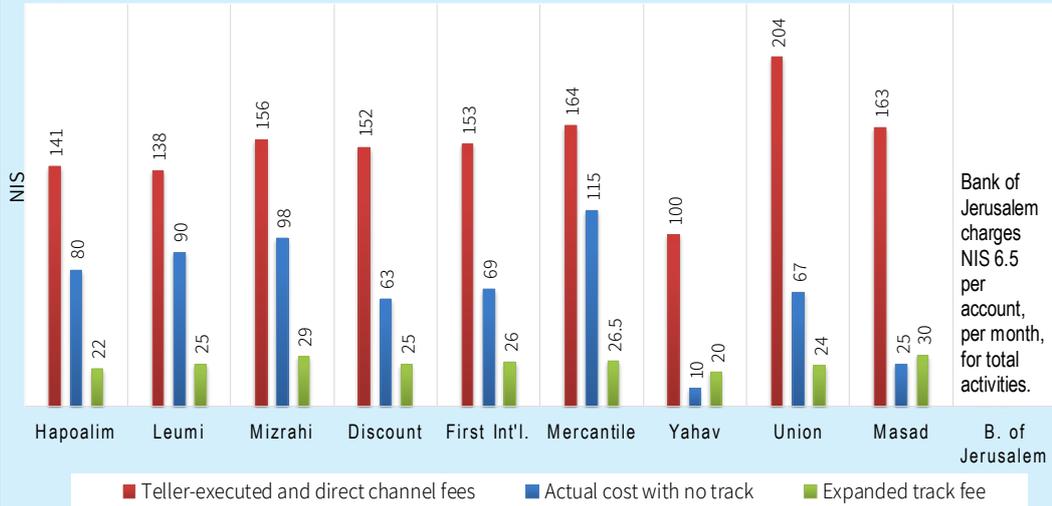
The expanded track saves costs for households and small businesses that perform a relatively large number of transactions. These customers can save several hundred shekels per year by enrolling in this track.

The expanded fee track includes up to 50 customer-executed transactions on direct channels and up to 10 teller-executed transactions per month, and the price ranges from NIS 20 to NIS 30, depending on the bank. This track should be appropriate for small businesses and households that perform a relatively large number of transactions.

⁵ Not including Bank of Jerusalem, which charges a fixed fee of NIS 6.5 per month, irrespective of the number of transactions performed.

Did you know? A credit to your account made through a payment app is considered a customer-executed transaction.

Figure 7
Cost Comparison between Teller-Executed and Customer-Executed Transaction Fees*, Actual Cost with no Track, and the Cost on the Expanded Track*** (NIS per month)**



* Teller-executed and customer-executed rates - 10 teller-executed transaction and 50 customer-executed transactions, at the price indicated in the banks' fee schedules for those transactions;
 ** Actual cost with no track - 10 teller-executed transaction and 50 customer-executed transactions, at the price actually charged for those transactions, in accounts that did not join the tracks service (calculated based on income data reported to the Banking Supervision Department to June 30, 2022).
 *** Expanded track rate - According to the price indicated in the bank's fee schedule to June 30, 2022.

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

 Bank Leumi increased the cost of its expanded track, compared to 2020, from NIS 20 to NIS 25.

At most banks, enrolling in the expanded track is advantageous compared to paying a fee for each separate transaction, based on the actual fees charged, with the exception of Bank Yahav and Bank Masad (Figure 7), where the expanded track is more expensive than the per-transaction fees actually charged.

Beginning from 2019, the banking corporations are required, once a year, to proactively enroll the accounts of small businesses and authorized merchants⁶ in the expanded track, subject to a calculation that shows that enrolling in the track is advantageous for those customers.

In the banking system as a whole, the actual fees charged for the same transactions included in the expanded track are lowest in Bank Yahav, and highest in Mercantile Bank.

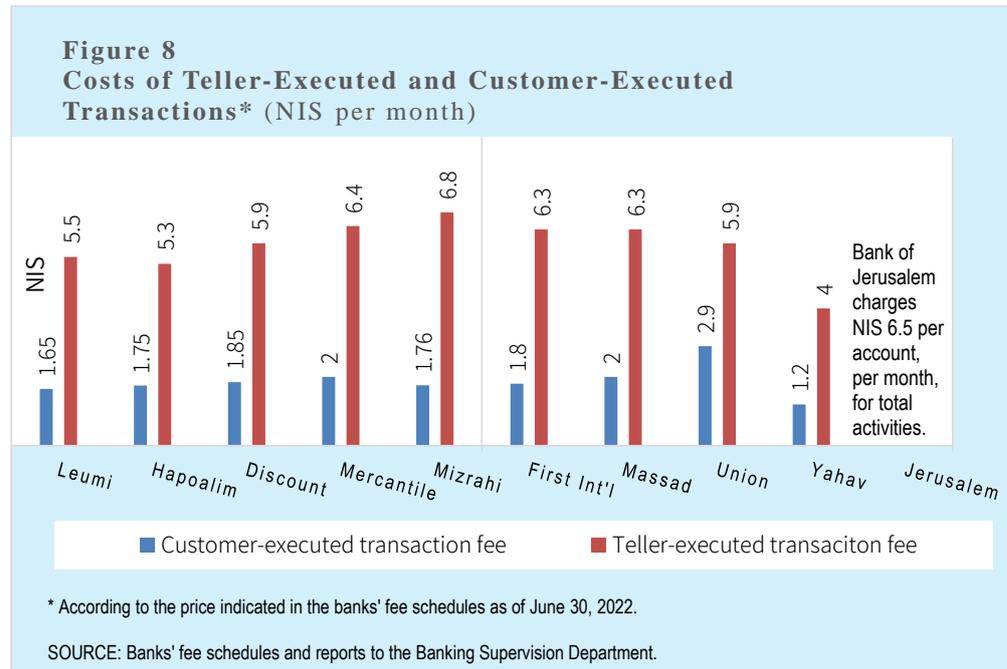
3.2.2 Payment for each teller-executed and customer-executed transaction – Pay as You Go

Customers who prefer for each transaction separately, will pay the sum total of all the fees for the transactions performed in each channel (direct banking

⁶ For expanded discussion see the relevant section in the Banking (Service to customer) (Fees) Rules, 5768-2008.

channel or teller-executed), subject to a minimum transaction fee that is equal to the fee for a single teller-executed transaction.

Customers can save money by using direct banking and digital channels.



 Bank Hapoalim increased its fee for a direct banking channel transaction, compared to 2020, from NIS 1.35 to NIS 1.75, and reduced its fee for a teller-executed transaction from NIS 6.5 to NIS 5.3. Bank Massad reduced its fee for a direct-channel transaction from NIS 2.9 to NIS 2.

Teller-executed transactions include the following transactions: cash deposit, cash withdrawal, printing a statement for a customer at the customer's request, transfer to or deposit in another account, cash a check, deposit a check (for each group of up to 20 checks), payment of a voucher, making change for cash. The teller-executed transaction fee is charged when these transactions are performed by a bank teller or by call-center staff.

Customer-executed transactions include the following transactions: crediting an account through a clearinghouse, charging a credit card, cash deposit, ATM cash withdrawal, transfer or deposit into another account, payment of a voucher, information query on any subject (from the seventh query per month), withdrawing a check, depositing a check (for each group of up to 20 checks) including deposits made through a service slot, charging the account based on an authorize debit or standing bank order.

Note that checks can be deposited through a teller in a branch, through an ATM, through a mobile app, or through a "no wait" station. Depositing a check by ATM or mobile app is considered a customer-executed transaction, while depositing a check through a teller or at a "no-wait" station is considered a teller-executed transaction.

For your convenience, a list of no wait stations in bank branches is available on the [Bank of Israel website](#).

This fee is charged when these transactions are made through a clearinghouse, an automatic cash withdrawal machine, the banking corporation’s website, or a smartphone app.

3.3 Payment cards and foreign currency transactions and withdrawals

Fees for foreign currency transactions and withdrawals using a payment card

The Banking Supervision Department urges the public to compare the fees charged by different payment cards and to make transactions and withdrawals with their payment cards in an informed manner.

Table A:
Comparison of fee schedules for foreign currency transactions and withdrawals using a payment card

Isracard	Max	Cal	Transaction fee in foreign currency
2.9%	3.0%	2.8%	Fee for foreign currency transactions*
3.5%	3.0%	3.5%	Fee for foreign currency withdrawals*

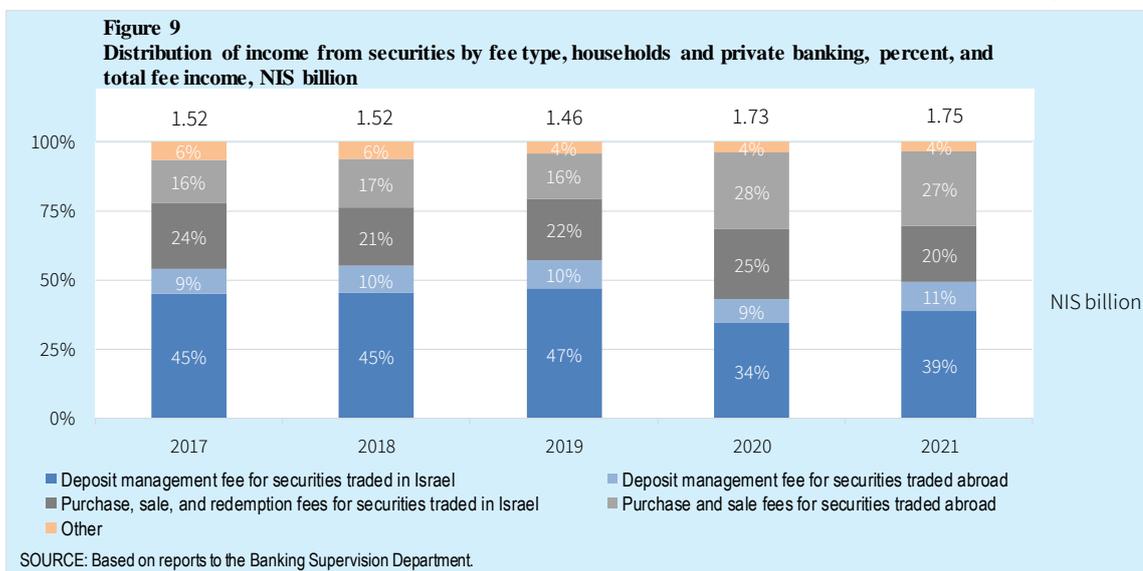
*The fee is calculated as the share of the total transaction in foreign currency or as a share of the total foreign currency withdrawn abroad, according to the representative exchange rate of the original currency in which the transaction was carried out. If there is no representative exchange rate, the fee is calculated by the amount of the debit in the conversion currency of the international acquirer.

SOURCE: Companies’ fee schedules and reports to the Banking Supervision Department 1.1.2023.

 Compared to 2020, Isracard increased its foreign currency transaction fee from 2.7 percent to 2.9 percent.

4. MANAGEMENT OF A SECURITIES PORTFOLIO

Following is the distribution of the banking system's fee income from securities transactions. The decline in the share of fee income from transactions involved securities traded in Israel, which was observed in 2020, stemmed from the COVID-19 crisis. Data for 2021 indicate that securities transactions returned to normal, to some degree.



News for holders of securities portfolios in banks: Improved disclosures to customers

Beginning on January 1, 2023, customers of all banks will be able to view current information on portfolio yields in their personal area on their bank's website. Also, beginning from April 30, 2023, customers will be shown a periodic report that includes additional and expanded information on their securities, including information on the fees paid in the reported period. These new guidelines for the banking system are the result of collaboration between the Banking Supervision Department and the Israel Securities Authority.⁷

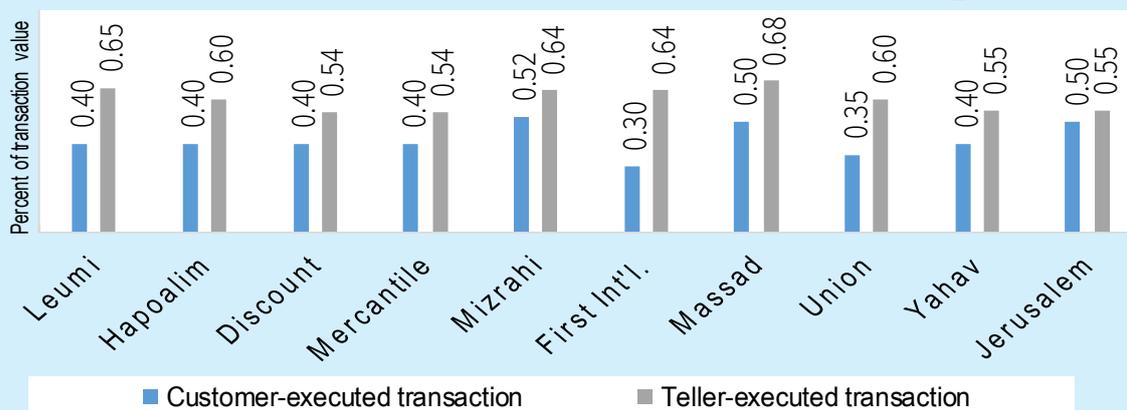
⁷ See Proper Conduct of Banking Business Directive 460, on securities, Bank of Israel website.

4.1 Purchase, sale, and redemption fees for securities traded in Israel

A “securities purchase, sale, or redemption” fee is the fee charged for the purchase, sale, or redemption of securities. The fee charged is a percentage of the transaction value.

The use of direct channels and digital means enables savings in securities transactions as well.

Figure 10
Comparison of the Securities Purchase, Sale, and Redemption Fees* in the Israeli Banking System for Equities and Bonds Traded in Israel, Teller-Executed Transactions and Customer-Executed Transactions (percent)



The Purchase, Sale, and Redemption Fee for Securities Traded in Israel - Equities and Bonds - based on the price indicated in the banks' fee schedules as of June 30, 2022.

SOURCE: Based on the banks' fee schedules and reports to the Banking Supervision Department.



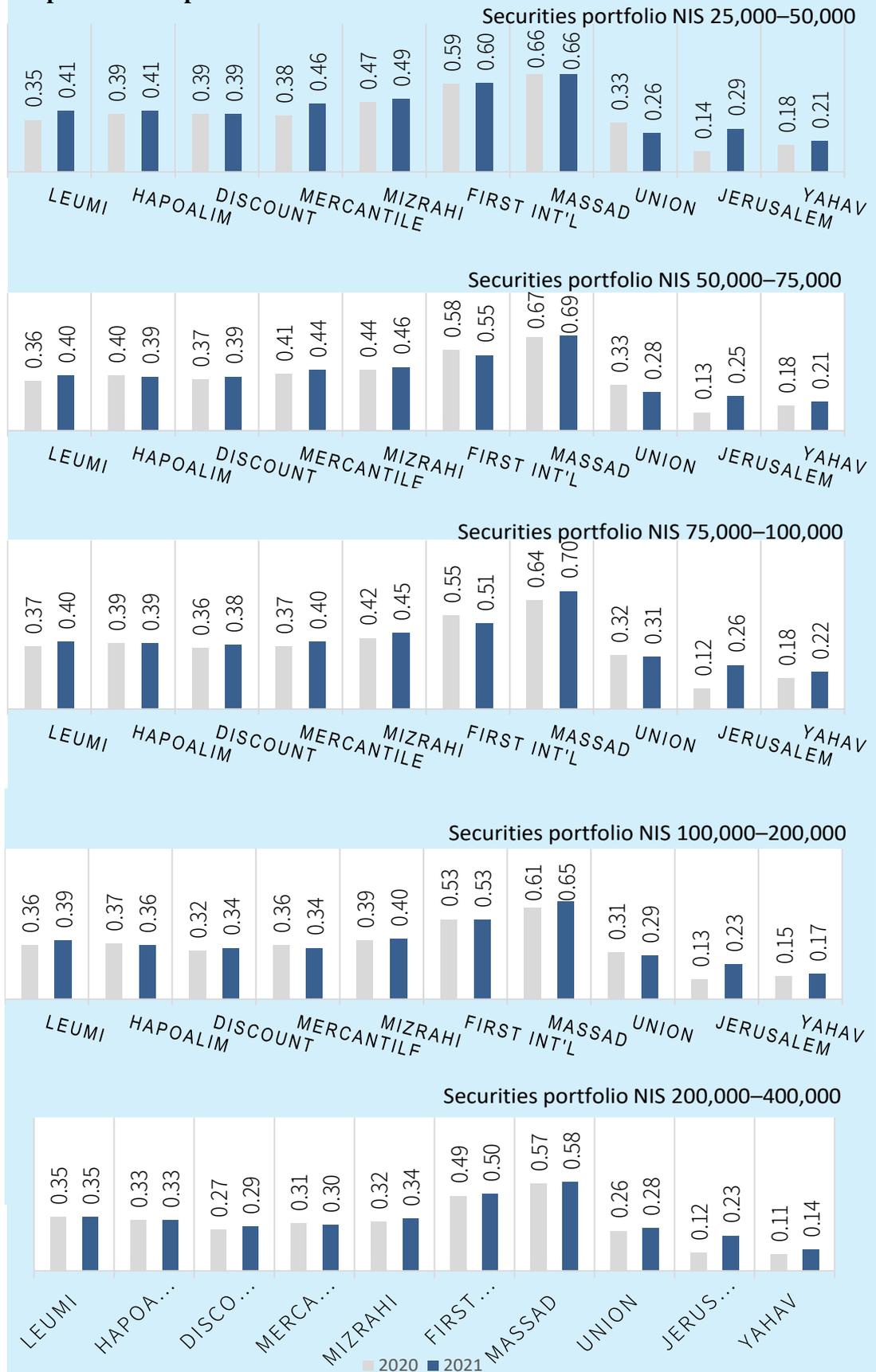
Bank Massad lowered its purchase, sale, and redemption fees on securities traded in Israel (stocks and bonds) in the banking system, compared to 2020, for direct banking channel transactions from 0.6 percent to 0.5 percent.

4.2 Securities deposit management fees - securities traded in Israel

The Banking Supervision Department urges the public to make informed decisions when consuming products and services, and invites it to use the “trading fees calculator” on the Tel Aviv Stock Exchange website.

This fee is charged for managing securities deposits and is calculated as a percentage of the deposit value. In 2021, average management fees actually charged in the banking system to individuals and small businesses increased from the corresponding period in 2020 by 10 percent to 16 percent, depending on the portfolio value, relative to the preceding year. The lowest management fees actually charged were at Bank of Jerusalem and Bank Yahav, while the highest were at Bank Massad and First International Bank of Israel.

Figure 11
Comparison of Israeli securities deposit management fee actually charged, by portfolio value, for 2020–21, percent of portfolio value



4.3 Measures taken in the field of securities, from 2013 to the date of publication of this report

2021

26.12.2021 Proper Conduct of Banking Business Directive No. 460 on the presentation of data on securities deposits operations. According to this Directive, customers will be shown information about the yields on deposits and other data. The Directive comes 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 once a 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 semi-annual 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 Re-pricing 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.

5. ADDITIONAL MEASURES TAKEN REGARDING FEES FROM 2013 TO THE PUBLICATION DATE OF THIS REPORT

2022

- 1.9.2022 Publication of a Supervisory Order on Teller-Executed” Services, Direct Banking Channel” Services, Expanded Track, and Expanded Plus Track.
- 21.7.2022 Publication of the Supervisor’s letter on the Banking Law (Service to Customers) (Amendment No. 34) (Restricting Fees for Submission of a Housing Loan Application) 5782-2022.
- 22.6.2022 Amendment to the Banking Law (Service to Customers)(Amendment No. 34) (Restricting Fees for Submission of a Housing Loan Application) was published in Official Gazette (Reshumot), determining that a banking corporation may charge a fee that does not exceed NIS 360 for submitting a housing loan application.
- 17.5.2022 Notice that the 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 the Supervisor’s letter on disclosure of service costs – Part 11 of the complete fee schedule.

2021

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

2020

- 13.9.2020 Publication of the Supervision Order on Services: fees for debit cards, warning letter from a lawyer, and teller-executed transaction via call-center (valid until April 13, 2021) - temporary order due to the COVID-19 crisis.

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 business and authorized merchants 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 rate 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 Supervisor's Letter regarding the tracks service—enhancing awareness and encouraging enrollment of small businesses.
- 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 – Supervisor 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 10, 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 was a fee that was under supervision, the amount of which 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 not be allowed to charge a fee for producing a confirmation of ownership of a bank account, but will be able to do so only 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 the determination that a reduce 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.