Benvenuto in Banca

Benvenuto in banca:

possiamo aiutarla a vivere e lavorare meglio in Italia

Bienvenue a la banque :

nous pouvons vous aider a mieux vivre et travailler en Italie

مرحبا بكم في البنك:

نستطيع أن نساعدكم لكي تعيشوا وتعملوا على نحو أفضل في إيطاليا

Mirëserdhët në bankë:

ne mund t'ju ndihmojë të jetojni dhe te punoni më mirë në Itali

Welcome to the bank:

we can help you live and work better in Italy

欢迎进入银行:

我们可令您在意大利的生活与工作更加轻松

Benvenuto in Banca
è realizzato da

in collaborazione con
ACLI, ANCI, ARCI, CARITAS ITALIANA, CeSPI, CISS e UNHCR.

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INDICE

ABI,
together with ACLI, ANCI, ARCI, CARITAS ITALIANA, CeSPI, CISS

WELCOME TO BANKING: WE CAN HELP YOU TO LIVE AND WORK BETTER IN ITALY

ABI the Italian Banking Association, has prepared this brochure for foreign citizens who live and work in our country. Knowing what a bank can do for you, for your business and for your family will simplify your life and enable you to make plans for the future.
You will find many answers to your questions in the next few pages. For example:

- How can I send money to my relations back home?
- My employer has asked me to open a current account to receive my pay. What documents do I need?
- How can I pay my rent, utility bills and taxes?
- I would like to buy a house in Italy. Can I do it? Can I get a mortgage? Is my income sufficient?
- I would like to build up some savings for my future and that of my children. What are my alternatives?
- I would like to be protected if something unexpected happens to me or my family. What can I do?

In order to best explain the banking services of most interest to you, we have worked together with various organisations that are in daily contact with foreign citizens: Acli, Anci, Arci, Caritas Italiana, Centro Studi di Politica Internazionale, Cooperazione Internazionale Sud Sud.
Collaboration with the UNHCR - United Nations High Commissioner for Refugees - has also enabled us to extend this brochure to the beneficiaries of international protection (refugees and holders of subsidiary protection).
Now let's enter the world of banking.

GETTING STARTED

To obtain services from a bank you can open a current account or a savings book. If you are not sure what they are, we explain them for you on pages 79 and 80.
If you want information, you can:

- go into any bank and ask at the counter; in some cases you may find documents and explanations available in your language
- visit the bank's website
- telephone, if the bank has a call centre and toll-free number.

You can compare the current account charges made by participating banks on the website www.pattichiari.it.

Under Italian law, identity documents must be shown in order to open a current account: valid identity card or passport and tax code. **Foreign citizens** must present a valid passport or identity card and a stay permit.

CAREFUL about the duration of your stay permit, considering the nature of your employment contract, and the time needed to obtain renewal.

Beneficiaries of international protection must present an identity card or travel document, in lieu of passport, and a stay permit valid for 5 years for refugees and for 3 years for holders of subsidiary protection.
The stay permits of beneficiaries of international protection are renewable, even if they do not have employment. Access to the majority of banking services involves signing a contract written in Italian.

Internet or telephone services
If you have a current account, you can use Internet or telephone banking services to find out how much money you have in your account, ask about any cash transactions made and request bank transfers. In many cases, you can also top up mobile phones and prepaid cash cards. Calls to "green" numbers are toll free.
Some banking call centres have staff who speak your language. How much does Internet banking cost? These services usually cost less than the same services provided at your branch. If you want to use Internet or telephone banking, you will have to sign a contract and follow a few simple rules.

NB: Take good care of the remote access codes given to you by your bank (user name, password, PIN). Never give them to anyone. The bank might contact you by telephone, e-mail or SMS, but it will never ask you for your access codes. If someone asks you for them, claiming to be from your bank, it's a fraudster for sure!

- Write down the telephone numbers of your bank and keep them with you, especially the call centre's toll-free number.
- Type the web address of your bank directly into the navigation bar of your browser (where you write www.) and never click directly on the links contained in e-mails received, even if they were apparently sent by your bank.
- Check the statements - documents that show the movements on your account – received regularly from your bank. If you find any transactions that you did not do, contact your bank's call centre immediately or go to your branch.

SENDING MONEY HOME - Transferring money via your bank is safe!

WHAT DO YOU NEED?	WHAT DOES YOUR BANK OFFER?	
Send money to your country of origin	Bank transfer Prepaid card Remittance	77 78 84

MANAGING YOUR MONEY AND MAKING PAYMENTS - Take care not to issue "uncovered" cheques, i.e. without having enough money in your account: it's illegal.

WHAT DO YOU NEED?	WHAT DOES YOUR BANK OFFER?	
Deposit money	Prepaid card Current account Savings book Basic banking	78 79 80 84
Withdraw money	Bancomat ATM card Credit card Prepaid card	76 77 78
Have salary paid into the account	Prepaid card Current account Basic banking	78 79 84
Pay rent and utilities	Bank cheque Bancomat ATM card Bank transfer Credit card Prepaid card RID (direct debit)	74 76 77 77 78 83
Buy and pay without using cash, even in instalments (using a credit card)	Bank cheque Bancomat ATM card Bank transfer Credit card	74 76 77 77
Buy and pay via the Internet	Bank transfer Credit card Prepaid card	77 77 78
Pay taxes	F24 form	80

GETTING A LOAN - Banks don't automatically give loans to anyone who asks. Before giving a credit card, a loan or a mortgage, the bank evaluates creditworthiness by checking if the customer will be able to repay the money on time. The more the bank knows the person asking for the loan, the more information it has to make the credit assessment and the better the chance of the customer obtaining the loan. If the customer has ever issued a cheque without having enough money available, it will be extremely difficult to get a loan. Before asking for a loan, which has a cost, it is necessary to check if the customer's salary is enough to make the repayments, a little at a time, and also pay the bank for providing the service. The cost of the loan, expressed as a percentage, is known as the Total Effective Annual Rate (TAEG). For some loans, it is necessary to take out insurance:

- a "life and employment risks policy" in order to obtain a loan repayable by the assignment of "one fifth of salary or pension"
- a "losses policy" covering fire and explosion, in order to obtain a mortgage.

WHAT DO YOU NEED?	WHAT DOES YOUR BANK OFFER?	
Buy a home	Mortgage	81
Pay unexpected expenses	Loan repayable against one fifth of salary or pension Personal loan	79 83
Buy mobile phone, television, household appliances, motorcycle, car	Loan for a specific purpose	82
Start a personal business or a company	Business loan	83

CAREFUL ABOUT USURY

Never deal with bad people who promise financial help, because you might fall into the usury trap. Usury is a crime in Italy. Usury consists of making loans at illegal rates of interest that are so high it becomes very difficult or impossible to make repayments. Victims of usury are forced to ask for additional loans, also at excessive rates, and fall ever deeper into debt. Usury is often a one-way street to financial ruin. If you are already in this situation, you can contact anti-usury foundations, voluntary organisations, community associations, anti-usury desks at local council offices, trade associations, trade unions and consumer associations. These organisations can help you to fight usury and denounce loan sharks to the authorities. If you are in difficulty and at risk of usury, whether as an individual or as a business, you can ask anti-usury foundations to guarantee a loan from your bank.
To access the available funds, contact your bank for an introduction to:

- the Confidi (loan guarantee associations), if you have a small business (artisans, traders etc.)
- the anti-usury foundations, if the problem affects just you or your family.

The anti-usury foundations and associations and the Confidi are listed on the website http://www.dt.tesoro.it/export/sites/sitodt/modules/documenti_it/prevenzione_reati_finanziari/antiusura/Elenco_associazioni_e_fondazioni.pdf

MANAGING SAVINGS AND COPING WITH UNEXPECTED EVENTS - Banks have many solutions if you want to put money aside in order to accumulate savings and cope with unexpected events. Ask your branch for advice on the best way to save, considering your needs and those of your family, and on the types of insurance suitable for you.
Savings can be invested in various ways. Higher returns generally mean greater risk. If the investment is successful, you will have the money invested plus a profit (positive return), but if it is unsuccessful, you will have less money than you invested.

WHAT DO YOU NEED?	WHAT DOES YOUR BANK OFFER?	
Put aside money for yourself and for the future of your children and to make small investments	Deposit account Savings book Capital accumulation plan	80 80 82
Cope with serious events, such as death	Life assurance	76
Obtain reimbursement for medical expenses or cope with an illness	Healt insurance	75
Obtain reimbursement for accidents with the car, at work or in the home, regardless of who was at fault; protect your home and its contents from the consequences of fire and theft	Accident insurance	75
Obtain reimbursement if you have an accident and cannot work for some time	Injury insurance	75
Obtain a higher pension	Supplementary pension	82

The principal services offered by banks (other than buying/selling securities) are presented on the following pages, together with their advantages and the things to consider.

BANKING PRODUCTS AND SERVICES

Bank cheque

A bank cheque represents a request to your bank to pay an amount to another person or business. To use cheques, you must have a current account from which the requested amount will be taken.

> **REMEMBER:** The issue of cheque books is not automatic: the bank must first evaluate the customer's creditworthiness.
> It is important to know when a cheque is written that there is enough money available in the current account. Issuing an "uncovered cheque", i.e. without having enough money in your account, is against the law and has serious consequences: there are penalties and if you later apply for a loan or a credit card, your request is very unlikely to be successful.
> Take care with the cheques that you are given as payment: to be sure of collecting the money, you will have to wait the period of time needed to verify that the cheque is "covered"; this process is called "subject to collection".

The cheque is valid and can be paid by the bank only if it contains: the place and date of issue, the amount to be paid (in numbers and Italian words), the name and surname of the recipient of the money and the signature of the issuer.
The cheque can be paid into the recipient's current account. If the recipient does not have a current account, the money can be collected at the branch of the bank indicated on the cheque, upon presentation of an identity card or passport, or travel document in the case of beneficiaries of international protection.

> **NB:** the branch might request two forms of identification.

If the cheque is presented in the town where the paying bank's branch is situated (printed on the cheque), it takes 8 days to be sure of collection. If it is presented in another city, it takes 15 days.
How much do cheques cost? This depends on the bank and the type of current account chosen. There may be charges for cheque books and for each transaction.

Banker's draft

In addition to bank cheques, another type of cheque exists: the banker's draft.
A banker's draft is safer than a bank cheque because it is issued by a bank and it is certain that the amount indicated is already available.
If you need to pay someone using a banker's draft, just go to a branch of any bank. If you have a current account with that bank, the amount and the cost of the cheque will be charged to your account; otherwise, you will have to pay the total amount in cash at the time of the request.

How much does a banker's draft cost?
This depends on the bank.
The banker's draft is valid only if it contains the words "assegno circolare", the name and surname of the recipient of the payment (the beneficiary), the place and date of issue and the name of the issuing bank.
The beneficiary, i.e. the recipient of the banker's draft, must present it for collection within 30 days of the date of issue at any branch of the issuing bank. To collect the money, go to the bank indicated on the cheque and present an identity card or passport, or travel document in the case of beneficiaries of international protection.

NB: the branch might request two forms of identification.

Loss and accident insurance

On paying a sum of money known as the premium (the cost paid for insurance), loss insurance reimburses the costs incurred by the policyholder for damage to the car or the home, or for injury at work, or for involuntary damage to other persons or their assets.
There is a specific form of insurance for each type of loss:

- fire damage to the car, the home or the shop
- injuries incurred while at work
- Third-party Liability, covering involuntary damage to other persons or their assets
- Vehicle Third-party Liability (RCA), covering involuntary damage to other persons or their assets in a road accident while driving a car: this policy is required by law
- judicial or legal protection, if the assistance of a lawyer or a technical expert is needed for the enforcement of rights
- travel, in the event of accidents, injury or theft during a journey, or for visits to a country where medical assistance is not free (e.g. the USA).

Health insurance

Health insurance reimburses the medical expenses of the policyholder and can be extended to cover family members. The size of the annual premium, payable in instalments if desired, depends on the cover selected i.e. which illnesses and injuries are eligible for the reimbursement of expenses and to what extent, and how many family members are covered.
Remember that persons who already have certain illnesses cannot be insured e.g. those affected by psychiatric problems, AIDS or drug addiction.
Some banks offer foreign citizens insurance that covers:

- the travel costs of a relation and/or for the care of children, if the policyholder has to go into hospital for serious reasons

- return to the policyholder's country of origin, on the death of a close family member
- in Italy, emergency home visits by a doctor
- telephone information about health facilities or even direct medical advice.

Life assurance

Life assurance contracts help policyholders and their families cope with certain of life's adverse and unexpected events.
Death cover guarantees the beneficiaries a lump sum (a large amount of money paid just once) or an income (a small amount paid every month) upon the death of the policyholder. Some banks offer foreign citizens insurance that, on death, covers repatriation to the country of origin of the policyholder's corpse. Life assurance policies guarantee the policyholder a lump sum or income for life on maturity of the contract. Life assurance policies also involve the payment of annual premiums, which can even be paid in instalments.

The use of insurance policies when applying for a mortgage or loan
A number of insurance policies, often available from several sources, offer additional protection if you decide to apply for a mortgage or sign a contract for a loan. For example, one type of insurance (mortgage cover) guarantees that you will be able to repay the bank even if very serious events occur, such as death, major injury or loss of employment.

Bancomat ATM card

It is necessary to open a current account in order to receive a Bancomat card. Using Bancomat in Italy, you can withdraw money from cash dispensers (ATM) and pay in shops with a terminal next to the till, if your Bancomat card says "Pagobancomat".
If your card is linked to an international circuit, such as Visa Electron, Cirrus or Maestro, you can also make purchases in shops abroad.
You can even use Bancomat to check the balance and the movements on your current account, top up mobile phones, pay money into your account, withdraw cash and make payments up to an agreed monthly limit.
When you pay or withdraw, the amount is immediately deducted from your current account: for this reason, Bancomat is called a "debit" card.
In order to use Bancomat, you must type in the card's secret numerical code (PIN).

NB: For security reasons, always keep your PIN code separate from your Bancomat card.

How much does it cost? This depends on the bank and the type of current account chosen. In some cases, there is an annual fee for the Bancomat card and there may also be a charge

for withdrawing cash from ATMs, especially those not operated by your own bank.
In general, it is easier and safer to use the card to pay in shops, rather than taking bank notes from cash dispensers.

Bank transfer

You can ask your bank to make a bank transfer, which sends money from your current account to that of another person or business (beneficiary). You can also make a bank transfer "using cash", i.e. by giving cash to the cashier at the bank, but preferably only when small amounts are involved.
When arranging a bank transfer, you must give the bank your name and surname, together with the name, surname and IBAN code of the beneficiary.
The IBAN (International Bank Account Number) is the international code that identifies the bank current account. The IBAN code is required for all domestic transfers and those made to SEPA (Single Euro Payments Area), the area in which you can make and receive payments in euro, using your domestic current account, regardless of which European country you are in. The IBAN code is not obligatory for bank transfers to countries that are not members of SEPA.
With bank transfers made within Italy or SEPA, the money is credited to the beneficiary's current account within a maximum of three working days; this becomes four days if the transfer is arranged using a paper form.
How much does it cost? This depends on the bank and the type of current account chosen.

Credit card

It is necessary to be an adult with a current account in order to obtain a credit card.

REMEMBER: Banks don't automatically give credit cards to anyone who asks. First they evaluate creditworthiness; in general, it is necessary to have an income that guarantees repayment of the money spent using the card.

Using a credit card, you can make purchases without cash in Italy and abroad, via the Internet, by telephone and in shops, even if there is not enough money in your account at the time of making the purchase. For this reason, the card is called a "credit" card.

REMEMBER: The money is still taken from your account, but later (usually within a maximum of one month). It is important to check how much money you have in your current account (balance) to be sure that the amount spent using the credit card can be repaid (debited).

Using the credit card, you can also withdraw cash in Italy and abroad from the branches of partner banks or from cash dispensers (ATM) linked to an international circuit.

NB: In order to draw cash, you must type in a secret code (PIN).
For security reasons, always keep your PIN code separate from your card. A credit card withdrawal usually costs more than one made using the Bancomat card.

It is also possible to obtain a "revolving" credit card, which is generally used to pay in instalments for purchases made in shops linked with one of the international circuits.

NB: Read all the contract clauses with great care before activating a revolving card, just as you must always do when asking for a loan.

How much does it cost? This depends on the bank, the type of card and the type of current account.
There is usually an annual fee for the card and the cost of cash withdrawals can be high, especially if not made at your bank.
Making purchases with a revolving card costs you more, because interest is charged on the instalments. The interest rate on money spent using a revolving card is normally higher than that for other forms of loan.

Prepaid card

The "prepaid" card has this name because, before spending, the money must be credited to the card. You can top up the card whenever you like, deciding the amount to pay in.
The amount available on the card decreases every time you make a payment or withdraw cash. Availability increases each time you top up the card.
The prepaid card is particularly useful for young people without an income and for children.
In order to obtain one, you need to present an identity document and your stay permit; many banks do not require you to have a current account.
Using the card, you can withdraw money from cash dispensers (ATM) and make payments in authorised shops in Italy and even abroad, if the card is linked with an international circuit.
You can use the card to reduce the risk associated with Internet purchases: in the event of fraud, the maximum you can lose is the balance on your card. If you use a credit card, you might lose much more.
In order to use the prepaid card, you must type in its secret numerical code (PIN).

NB: For security reasons, always keep your PIN code separate from your card.

How much does it cost? This depends on the bank, but there is usually an initial payment to buy the card and then a charge every time it is topped up or withdrawals are made.

REMEMBER: If your card (credit, debit, prepaid, revolving) gets lost or stolen, you must tell your bank or the card issuer immediately and report the loss to the authorities.
The toll-free number to call can be found on the bank's website and cash dispensers (ATM).
Call immediately to block the card and protect your savings.

Loans repayable against one fifth of salary or pension

If you have permanent employment, one way to get a bank loan to make purchases is to assign one fifth of your salary or pension to the bank.
The bank will give you a personal loan and the monthly repayments, up to one fifth (20%) of your monthly net pay or pension, will be deducted automatically from your income.

Current account

This is the most important service, since all other banking services are associated with the current account. The principal banking transactions are made via a current account. For example, making and receiving payments, collecting salary, obtaining a Bancomat card and a credit card, arranging insurance, applying for a loan, issuing cheques, making transfers, paying utility bills and managing savings. A current account can be opened and used by one or more persons, or opened and used for business purposes.
Many Italian banks offer current accounts together with additional services (current account packages) designed to meet the needs of foreign citizens.
How much does it cost? Opening a current account is often free, but an annual tax of 34.20 euro is payable to the Italian State (stamp duty). Using a current account, like every other service, costs money. This cost depends on the type of account chosen and how it is used. Before choosing an account, remember that there are both fixed costs - a monthly fee, for example - and variable costs for each type of transaction. Accessing the website conticorrentiaconfronto.pattichiari.it, you can compare at your leisure the cost of the different current accounts offered by the Italian banks participating in this scheme. For those with basic banking needs - for example, for collecting salary, making payments and withdrawing money from Bancomat cash dispensers - some banks offer a so-called "Simple" Account with a fixed monthly charge that depends on the bank, but which is usually very low.

The Summary Cost Indicator (ISC) can give you guidance about the annual cost of a current account, depending on the different ways it is used.
Your bank will send a statement to your home at least once every year. Using this list, you can check all the transactions carried out and the charges made to your current account.

Deposit account

A deposit account differs from a current account, in that it is a simple deposit of money that guarantees a given return. Deposit accounts are usually free, but it is only possible to pay in and withdraw money, much like a "piggy bank" for your savings.
How much does it cost? Costs depend on the bank, but are usually low; the returns also vary from bank to bank. Not all banks offer this service.

Savings book

A savings book is a tool for managing your savings and, like a deposit account, guarantees a given return.
With a savings book it is only possible to withdraw or deposit money at the branch of your bank, nothing more. Every time a deposit or withdrawal is made, the transaction is recorded in the book and the amount of money remaining is written next to it.
How much does it cost? The cost varies from bank to bank.

NB: Keep your savings book in a safe place. If you lose it, you must inform your bank immediately and report the loss to the authorities. After 90 days, you can get another book to replace the one that was lost.

F24 form

Private individuals and businesses use the F24 form to pay taxes (direct taxes, VAT, flat taxes), contributions (e.g. pension contributions paid to INPS or INPDAP and social security contributions paid to INPS or INAIL) and insurance premiums.
Using the F24 form, it is possible to offset amounts recoverable against amounts payable, and pay any difference due in just one transaction.
In paper form, the F24 can be presented at any branch of any bank, tax collection office or post office. Otherwise it can be completed using the Internet, by logging onto:

- the portal of the tax authorities (Fisconline for private individuals and Entratel for holders of a VAT number); a practical guide to the payment of taxes can be downloaded from the "Guide Fiscali" section
- the website of your bank (home banking/Internet banking for private individuals and CBI–Corporate Banking Interbancario/remote banking for holders of a VAT number)
- the website of Poste Italiane.

Holders of a VAT number (freelance workers, professionals, artisans and businesses) are required to use the Internet.
The presentation of your F24 form can be delegated to your accountant or trade association.
How much does the F24 service cost? This service is free.

Mortgage

A mortgage is a loan for the purchase of a home. It is repaid in instalments, usually every month or every 6 months, that must be paid promptly when due. The amount of the instalment may be fixed or it may be different each time, depending on the type of interest rate chosen: fixed, variable or a combination of the two. The duration of a mortgage is usually between 5 and 30 years. In general, a mortgage does not finance the entire value of the home.
A mortgage has some additional costs, for the investigation (during which the bank prepares the loan documentation and evaluates creditworthiness) and for the appraisal (to check the value of the home). In addition to the bank, be aware that you will also have to pay the notary.

REMEMBER: When you buy a home, the law requires you to take out insurance covering the risks of fire/explosion. The bank giving you the mortgage can also offer the required insurance.

In order to apply for a mortgage, you must:

- take some documents to the bank (identity card or passport or travel document, for the beneficiaries of international protection, tax code, stay permit)
- state how many years you have been an employee of a business; the minimum period varies from bank to bank, depending on the type of mortgage requested and the type of employment contract
- provide information about your income as a self-employed or employed person; in many cases, it is also necessary to present the Cud form (certificate of income from employment), your most recent pay slips and/or a declaration from your employer
- take all the documentation relating to the home you want to buy (pre-sale contract, land register deeds, certificates).

NB: A mortgage is a financial commitment to be considered with great care, since it lasts a long time and will represent a large chunk of your monthly expenses. The amount of each instalment should not exceed one third of your salary, in order to be sure of paying your daily expenses, utility bills and unexpected costs, including any reduction in income due to illness, injury or loss of employment. Important: if the interest rate is variable, consider that the instalments might rise rather a lot. Obtaining a mortgage depends on the evaluation made by the bank and the customer's ability to pay the instalments. When the bank gives you a mortgage, your home represents the bank's guarantee. The instalments must be paid promptly, otherwise you risk losing ownership of your home, without reimbursement of the instalments already paid.

If your want to renovate and improve your home, but do have enough money for the work, you can ask your bank for a loan.

Supplementary pension

As the name suggests, a supplementary pension increases the total amount of your pension in the form of income or a lump sum.
A supplementary pension can be arranged independently or based on an agreement with your employer: the type of pensions is chosen (closed-end pension fund, open-end pension fund or personal pension plan) and both the worker and the employer make periodic payments until retirement.

Capital accumulation plan

A capital accumulation plan allows the investor to pay small amounts to a mutual fund, depending on availability (each month, or every two, three or six months). A mutual fund is a tool for the collective investment of savings, managed by specialist companies.
Different types of fund can be chosen: those offering opportunities for higher returns are also the riskiest. A capital accumulation plan usually lasts for 5 or 6 years, but if you don't have any more money to save at a certain point, or if you have an unexpected need for cash, it is possible to stop making the payments at any time and get your money back.

REMEMBER: If the investment is successful, you will have the money invested plus a profit (positive return), but if it is unsuccessful, you will have less money than you invested.

Loan for a specific purpose

If you need a car, have to make a journey or buy school books, home furniture, electrical appliances or electronic items, but don't have enough money, you can ask the shop or your bank for a "specific purpose" loan, i.e. a loan for the purpose of buying that particular product.
With this type of loan, you can receive the money needed for the purchase immediately, and repay it in instalments, which are usually monthly. The bank will make the loan after checking the customer's status and ability to make the repayments.
The instalments for the repayment of the loan may be either fixed or variable amounts, depending on the plan agreed with the bank. Depending on the amount, the duration of the loan and the evaluation made by the bank, you might have to provide guarantees in order to obtain the amount you need.

NB: If you want to pay for something in instalments, don't just look at the amount of the payments you will have to make, but also consider very carefully the TAEG (Total Effective Annual Rate), which helps you to understand the amount of interest and expenses you will be charged.

Business loans
Banks can lend money to foreign citizens who decide to start their own business or open a company in Italy.
They can help you to choose the current account and loan most suited to your present or future activities. They will analyse with you how much you need to do what, and how long it will take you to repay the loan.
If you already have a business, the bank will analyse your previous use of banking services and determine what guarantees it may require.

For further information, visit the website:
www.pattichiari.it/home/saperne-di-piu/risorse/tutti-gli-argomenti/speciale-migranti/index_ita.dot, and download the guide entitled "Migrante Imprenditore".

Personal loan
You can ask your bank if you require money to cover daily expenses, such as utility bills, medical expenses, taxes and school books, or to cope with unexpected needs.
In order to obtain a personal loan, the bank will ask you for some documents:

- identity card or passport, or travel document in the case of beneficiaries of international protection
- tax code
- stay permit
- employment contract.

How much does it cost? The loan will be repaid to the bank in instalments (usually every month), the amount of which (generally fixed) is part repayment and part interest.
Always check the TAEG (Total Effective Annual Rate), which helps you to understand the amount of interest and expenses you will be charged, in addition to the loan.

RID
RID is Italian for direct interbank relationship. In everyday terms, this involves authorising automatic charges (direct debits) to your account. By signing a RID, the bank makes an automatic payment for you whenever requested by a person or entity previously authorised by you, charging this payment against your current account.
RIDs are therefore very convenient for all payments that are repeated regularly: the instalments of a loan or mortgage; electricity, water, gas and telephone bills. You can stop queuing in the bank or at the post office, in the certainty that payments will be punctual even when you are on holiday or abroad.
How much does it cost? RIDs are usually cheap: in many banks they are free and, in general, their cost is low.

NB: When you set up a RID, it is important to monitor the balance on your account, in order to be sure there is enough money to pay the amount requested.

Remittance

Using a remittance, you can send money from Italy to your country of origin.
Banks can make a remittance by bank transfer or by prepaid card, both of which are very safe.
How much does it cost? The cost of the remittance varies from bank to bank. Ask your bank first or visit the website www.mandasoldiacasa.it, where you can compare the cost of remittances made by banks and various other Italian operators. Bank remittances are cheaper than those made by other operators; if you need to send money to a very remote location or with extreme urgency, some banks also offer Money Transfer services, but these usually cost more.

REMEMBER: In addition to the costs, the time taken for the money to arrive at its destination varies from bank to bank.

Basic banking

Basic banking consists of a current account for customers with simple banking needs, such as depositing and withdrawing money, collecting salary and using a Bancomat card. As with a "Simple" Current Account, this service does not include the issue of a cheque book or credit card, or access to loans or investment opportunities. This service is offered by banks participating in the "Patti Chiari" initiative (www.pattichiari.it).
How much does it cost? Costs depend on the bank, but are usually very low.

Some problem with a bank?

If a mistake has been made or you have some problem with a bank (even if it's not your bank) and you can't sort it out by contacting the branch or the call centre, you can write to the bank's complaints office which will provide the answers you need. If you are not satisfied with these answers, you can contact the Arbitro Bancario e Finanziario (the Finance and Banking Arbitrator) or the Ombudsman.

If you think you have been discriminated against, you can contact UNAR (Ufficio Nazionale Antidiscriminazioni Razziali - national office against racial discrimination) by calling the toll-free number 800 901010 or by visiting the website www.unar.it.

Cosa mi serve per pagare l'affitto, le bollette e le tasse?
Come posso inviare denaro ai miei familiari?
Come chiedere un mutuo per comprare casa in Italia?

Queste sono alcune delle domande che si pongono gli stranieri in Italia.
Le risposte si trovano in questa brochure, realizzata da
ABI, in collaborazione con **ACLI**, **ANCI**, **ARCI**, **CARITAS ITALIANA**, **CeSPI**, **CISS** e **UNHCR**
per permettere a tutti gli stranieri di avere una vita più semplice
e fare progetti per il proprio futuro.