

HIDDEN FEES

LITHUANIA



August 2023

7WISE

What's the purpose of this report?

According to the EU's Cross-Border Payments Regulation, providers need to inform a customer "prior to the initiation of the payment transaction, in a clear, neutral and comprehensible manner, of the estimated charges for currency conversion services applicable to the credit transfer".

This report shows that despite these rules, banks still hide the bulk of the cost of a transfer in an inflated exchange rate. The rate they offer their customers is much worse than the rate you see on Google. We've put two screenshots side-by-side to expose these fees and show consumers get a worse deal than they think.



Are banks in Lithuania transparent about their fees?


Sending 1,000 EUR to HUF

Company	Markup	Markup fees	Transparency rating
Swedbank 	2.70%	€27.79 hidden fee	Poor
SEB	2.81%	€28.94 hidden fee	Poor

Swedbank

Sending 1,000 EUR → HUF

- **2.70% mark-up** not communicated.
- The total amount deducted from a customer's account is not shown.
- Swedbank exchange rate presented as the exchange rate, but the bank encourages customers (in the fine print) to resort to complicated maths to calculate the cost: dividing the currency with the current ECB rate.
- Upfront fee of €13 creates the impression that that's the only cost.

	Mid-market exchange rate	Swedbank exchange rate	Hidden markup fee	Stated transaction fee	Real total cost	Transparency rating
	1 EUR = 393.13974 HUF	1 EUR = 382.5095 HUF + 2.70%	€27.79	€13	€30.79	Poor

Where Swedbank hides it?

i Currency conversion will be done by using the following exchange rates (*):

- You buy 393 139.74 HUF with rate 382.509500
- You sell 1 027.79 EUR with rate 1.000000

Doc. No. 123
Value date 2023-08-03
Payment type Normal
Transaction costs paid by Shared
Remitter's name [REDACTED]

Beneficiary bank

Inside Swedbank Group No
SWIFT code / BIC GIBAHUHBXXX
Beneficiary's bank name and address according to specified SWIFT code / BIC * ERSTE BANK HUNGARY ZRT., BUDAPEST, HUNGARY ?

Payment data

Amount 393139,74 HUF (Coverage currency EUR)
Service fee 13 EUR
Details Wise

Swedbank exchange rate presented as the exchange rate.
2.70% mark-up not communicated.

Creates the impression the only cost is €13

Complicated maths dividing the currency with the current ECB rate is required before a customer can find out the real cost.

(*) The calculation is shown according to the rates valid at the moment and it may not be the basis of the subsequent actual conversion. Currency exchange fees are included in the amount you sell. You can calculate exchange fees from the amount You sell by deducting the amount of the currency to be purchased divided by ECB published exchange rate between the relevant foreign currency and the euro, which is available [here](#).

Exchange between two foreign currencies (which is not EUR) is calculated using rates against EUR.

SEB

Sending 1,000 EUR → HUF

- **2.81% mark-up** not communicated.
- SEB exchange rate presented as **the** exchange rate.
- The total amount deducted from a customer's account is not shown.
- Creates the impression the only cost is €13

	Mid-market exchange rate	SEB exchange rate	Hidden markup fee	Stated transaction fee	Real total cost	Transparency rating
	1 HUF = 0.00255696927 EUR	1 HUF = 0.00263096796 EUR + 2.81%	€28.94	€13	€41.94	Poor

Where SEB hides it?

SEB exchange rate presented as the exchange rate.

2.81% mark-up not communicated.

1 Duomenų įvedimas 2 Patvirtinimas 3 Rezultatas

Gavėjas	██████████
Gavėjo sąskaita	HU121 ██████████
Gavėjo banko šalis	Vengrija
Mokėtojo sąskaita	██ Kreditito kortelės sąskaita
Suma	391 088,00 HUF
Nurašoma suma sąskaitos valiuta	391 088,00 HUF * 0,0026 = 1 028,94 EUR
Mokestis	13,00 EUR
Skubumas	Paprastas tarptautinis pinigų pervedimas
Mokėjimo paskirtis	savo
Gavėjo banko BIC kodas (SWIFT)	GIBAHUHB
Gavėjo kredito įstaigos pavadinimas	ERSTE BANK HUNGARY ZRT
Gavėjo kredito įstaigos adresas	NEPFURDO U. 24-26 1138 BUDAPEST
Mokėjimo data	2023-08-03
Banko mokesčius moka	ir mokėtojas, ir gavėjas
Mokėjimo nurodymo Nr.	4
Mokėtojo adresas	JUHKENTALI 30 - 14 VILNIAUS M. ESTONIA 10132, EST

Creates the impression the only cost is €13.

APPENDIX

Collected exchange rate data

EUR → HUF

1 Euro equals
391.09 Hungarian Forint

Aug 3, 09:12 UTC · Disclaimer

1000 | Euro ▾

391088.00 | Hungarian Forint ▾

SEB

HUF → EUR

1 Hungarian Forint equals
0.0025 Euro

Aug 3, 13:53 UTC · Disclaimer

393139,74 | Hungarian Forint ▾

1000 | Euro ▾

Swedbank

