

## Accounts and Cards Brochure

(Version 2025 – Public Brochure)

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### 1. Your Banking Relationship, Simplified

At FinSight Bank, opening an account is quick, transparent, and secure.

We offer a complete range of accounts and cards designed to fit your lifestyle — from your first salary to your professional expansion.

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### 2. Account Options

Account Type	Target Clients	Main Benefits	Monthly Fee
<b>Current Account</b>	Employees, professionals	Easy salary deposits, payments, cheque book, e-banking access	6 TND
<b>Youth Account (18–25)</b>	Students and young graduates	Free maintenance, Visa Classic debit card, SMS alerts	0 TND
<b>Savings Account</b>	All clients wishing to save	Attractive interest rate (up to 5% p.a.), liquidity anytime	Free
<b>Premium Account</b>	Executives, frequent travellers	Priority service, Gold card, dedicated advisor	15 TND

#### Opening Requirements:

- Valid National ID or Passport
- Proof of residence (utility bill or lease)
- Proof of income or professional status
- Minimum initial deposit: **20 TND** (Current), **50 TND** (Savings)

#### Processing Time:

Account opening is completed within **48 hours** once documentation is validated.

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### 3. Payment and Credit Cards

Card Type	Currency	Annual Fee	Withdrawal Limit / Day	Advantages
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Card Type	Currency	Annual Fee	Withdrawal Limit / Day	Advantages
<b>Visa Classic</b>	TND	45 TND	1,000 TND	Contactless payments, international use, 3-D Secure
<b>Visa Gold</b>	TND / EUR	90 TND	2,500 TND	Higher limits, travel insurance, concierge service
<b>Visa Platinum</b>	Multi-currency	150 TND	5,000 TND	Airport lounge access, assistance abroad, purchase protection
<b>Visa Business</b>	TND	120 TND	3,000 TND	Ideal for SME managers and corporate use

**Card Delivery Time:**

Within **5 working days** after approval and printing.

Clients are notified via SMS once the card is available at their branch.

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**4. Lost or Stolen Card Procedure**

1. **Immediate Blocking** – Contact the FinSight Call Center at **71 000 123** or use the **FinSight Mobile App** (“Block Card” option).
  2. **Declaration** – Report the loss to the nearest police station within 24 hours.
  3. **Replacement Request** – Present your declaration at the branch; a new card will be issued within 5 working days.
  4. **Fee** – Replacement is **free** in case of theft (upon presentation of report) or **15 TND** otherwise.
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**5. Account Management Tools****FinSight Online:**

- Real-time account monitoring
- Secure transfers and statement downloads

**FinSight Mobile:**

- Instant balance notifications
- QR payments and limit adjustments

**ATM Network:**

- Nationwide coverage
  - Deposit, withdrawal, PIN change, and mini-statements 24/7
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**6. Advantages for Our Clients**

- **Transparent pricing:** all tariffs are available on [www.finsightbank.tn](http://www.finsightbank.tn)
  - **Personalized assistance:** dedicated advisors in every branch
  - **Sustainability commitment:** paperless statements available
  - **Security first:** 3-D Secure, biometric login, and data protection by design
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**7. Contact and Support**

**FinSight Call Center:** +216 71 000 123

**Email:** [support@finsightbank.tn](mailto:support@finsightbank.tn)

**Website:** [www.finsightbank.tn](http://www.finsightbank.tn)

**Mobile App:** FinSight Mobile – available on iOS and Android