



Frequently asked questions

Frequently asked questions



Why does the PrivatBank offer to save on commissions? Is it beneficial for the bank?

For the Bank Customer service satisfaction is more important than the profit. Furthermore, "Regular payment" service helps to reduce queues at checkout at branch offices – it is beneficial for both the bank and Customers.



How will I know if the payment is completed?

After the payment is completed, you will receive an SMS in your mobile phone (within the scope of SMS banking services). If necessary, you can also order a payment receipt.



Is it easy to cancel the "Regular payment" service?

You can deactivate the "Regular payment" service for your bank account at the bank branches, in the Internet Banking, in the "Correspondence with the Bank" menu and in the portal rekini.lv (regular payments of service providers' invoice).



Service provider invoice payment:

if the company and the customer allows partial payment of the invoice, the payment will be made in the amount available in the account;

if the company and the customer do not allow partial payment of the invoice, the regular payment of the invoice payment in the current month will remain unpaid. A notification will be sent to you via SMS.

Frequently asked questions



What if I need a payment receipt?

You can order a payment receipt at any PrivatBank branch or print it from the Internet Bank – menu "Payments"/"Bank Operation List".



Who can be recipients of regular payments?

Recipients of regular payments may be both natural and legal persons, regardless of the bank in which they have an open account or a card account.



Can the "Regular payment" service be created in dollars?

Yes, fixed amounts may be settled in US dollars or euros on a regular basis. Regular payments of invoices can be made only in euro.



Must the payment currency be in the same currency as my account currency?

Yes!



How to limit transferable amounts of the recipient?

When creating "Regular payment" service, you can establish maximum amount, which the bank is entitled to transfer to the service provider. If the requested amount exceeds maximum amount, the payment will be done only within the limits established by you (if service provider has partial invoice payment option, to which you have agreed).