

# Pricing information

Orange Money Europe

Rates applicable from 01/07/2023

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## 1. Introduction

This brochure sets out the main pricing conditions applied to retail transactions. This information will enable you to familiarize yourself with the various services offered by Orange Money Europe.

For further information, please contact our Customer Service. You can also find this price list on our website: [www.orangemoney.fr](http://www.orangemoney.fr)

Effective 01/07/2023, these prices replace the previous rates.

## 2. Transfer fees

<b>To send money to</b> Côte d'Ivoire, Guinea, Cameroon, Mali, Madagascar, DRC, Congo Brazzaville, Ghana, Morocco, Mauritania, Rwanda, Guinea-Bissau, Benin, Burkina Faso, Sierra Leone, Liberia, Gabon, Comoros, India, Vietnam or Haiti, the rate is:	
<b>€1.99</b> Withdrawal fee not included <b>If you want to transfer between €0.01 and €100</b>	<b>€2.99</b> Withdrawal fee not included <b>If you want to transfer between €100.01 and €950</b>

<b>To send money to</b> Senegal, the rate is:	
<b>€2.99</b> Withdrawal fee <u>included</u> <b>If you want to transfer between €0.01 and €100</b>	<b>€4.99</b> Withdrawal fee <u>included</u> <b>If you want to transfer between €100.01 and €950</b>

<b>To send money to</b> Madagascar, the rate is:	
<b>€1.99</b> Withdrawal fee not included <b>If you want to transfer between €0.01 and €100</b>	<b>€2.99</b> Withdrawal fee not included <b>If you want to transfer between €100.01 and €950</b>

**Note:** the euro is converted into the currency of the beneficiary's country according to the daily exchange rate offered by the Service and visible to the User at the time of the Transaction. The exchange rate may depend on the Approved Receiving Partner chosen by the Issuer so that the Beneficiary can receive the funds. Currency conversion fees may apply.

With regard to international or domestic transfers, beneficiaries may be charged withdrawal fees, the amount of which will vary depending on the partner concerned by the transaction.

**To send money to**  
Europe (France, Belgium, Italy, Spain, Germany, Netherlands, Portugal, Ireland and Luxembourg), the rate is:

**€0**

**Withdrawal fee not included**

**If you want to transfer between €0.01 and €950**

Info: you can send money from mainland France to Reunion/Mayotte, Martinique, Guadeloupe, Belgium, Italy, Spain, Germany, Portugal, Luxembourg, Ireland and the Netherlands, and vice versa.

### 3. Top-up and withdrawal fees

Top-up fees via the mobile application		Free of charge
Top-up fees in stores (France only)	<b>Operations (From/to)</b>	
	€0.01 - €50	<b>€1.00</b>
	€50.01 – €100	<b>€1.50</b>
	€100.01 – €200	<b>€2.50</b>
	€200.01 – €300	<b>€3.50</b>
	€300.01 – €450	<b>€4.50</b>
	€450.01 – €600	<b>€6.00</b>
	€600.01 – €700	<b>€7.00</b>
	€700.01 – €800	<b>€8.00</b>
	€800.01 – €900	<b>€9.00</b>
€900.01 – €950	<b>€10.00</b>	

Withdrawal fees via the mobile application	<b>By bank transfer (IBAN-SEPA) €0.01 to €950</b>	<b>€1.00</b>
In-store withdrawal fees (France only)	<b>Operations (from/to)</b>	
	€0.01 - €100	<b>€2.00</b>
	€100.01 – €250	<b>€4.00</b>
	€250.01 – €950	<b>€5.00</b>

	<b>Note:</b> all operations (in particular top-ups and withdrawals) on the Orange Money Europe Account in a store in France are only available to Users who opened their Orange Money Europe Account in France.
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## 4. Other account fees

Account maintenance fees	<b>Account inactive for 12 months or more</b>	<b>€1.00</b>
Processing fees	<b>Request for reimbursement</b>	<b>€15.00</b>
	<b>Search</b>	<b>€15.00</b>
	<b>Banking incident*</b>	<b>€25.00</b>

\* Banking incident fees will be charged in particular if the User uses their Orange Money Europe Account for fraudulent or illegal purposes.

## 5. Resolving disputes

Orange Money Europe does its utmost to provide you with the best quality of service. However, you may experience difficulties using your account or the services provided to you.

### Orange Money Europe CUSTOMER SERVICE

Orange Money Europe has a dedicated customer service team.

Here is how to contact our Customer Service team:

- **From your customer access in the 'Help' section of your mobile application using the Message Center**
- Or by telephone from France only, call 0800 01 33 33, opening hours Monday - Saturday: 8 a.m. - 10 p.m. free service and calls,
- Via the [orangemoney.com/help](http://orangemoney.com/help) website
- Or by sending a letter to  
SAV Orange Money Europe,  
Village de l'Arche 6, 31 Place Ronde,  
92800 PUTEAUX La Défense - FRANCE

**If the Customer disagrees with the response or solution provided by Customer Service**, they may contact the Complaints Department by sending a registered letter with acknowledgment of receipt to the following address:

SAV Réclamation Orange Money Europe,  
Village de l'Arche 6, 31 Place Ronde,  
92800 PUTEAUX La Défense - FRANCE.

The Orange Money Europe Customer Service and Complaints Department undertakes to acknowledge receipt of the complaint within 3 days and to provide a response within 15 working days, except in exceptional cases.

### AS A LAST RESORT: THE MEDIATOR

If the Customer is not satisfied with the answer or solution provided by the Customer Service team, they may, by written application, free of charge and without prejudice to any possible recourse to a competent court, refer to:

The <http://www.afepame.fr/mediation> and <https://mediateur-consommation-afepame.fr/> websites

Monsieur le Médiateur de l'AFEPAME  
Association Française des Etablissements de Paiement et de Monnaie  
Electronique,  
36 rue Taitbout,  
75009 Paris, FRANCE.

The mediator is responsible for recommending solutions to the dispute. The mediator's findings and statements may not be introduced or relied upon in further proceedings without the consent of the Parties.



### Orange Money Europe

Prepaid electronic money account that users can top up issued and managed in mainland France by W-HA (a public limited company (société anonyme) located at **Village de l'Arche 6, 31 Place Ronde, 92800 PUTEAUX La Défense - FRANCE**, an authorized Electronic Money Institution – interbank code no. 14738) that allows users to transfer money to one of the countries listed on the Orange Money Europe Application or on the <https://orangemoney.fr/> website.

This service is reserved for individuals aged 18 and over who have a mobile phone plan with an operator in one of the countries listed on the Orange Money Europe Application or on the <https://orangemoney.fr/> website, and who have a compatible device. See conditions on [orangebank.fr](http://orangebank.fr) Orange SA (RCS Nanterre 380129866 - share capital of €10,640,226,396 - 111 quai du président Roosevelt 92130 Issy-les-Moulineaux -France) is the Orange Money Europe distributor appointed by W-HA for France.