



BANKA QENDRORE E REPUBLIKËS SË KOSOVËS  
CENTRALNA BANKA REPUBLIKE KOSOVA  
CENTRAL BANK OF THE REPUBLIC OF KOSOVO

## Bank Cards



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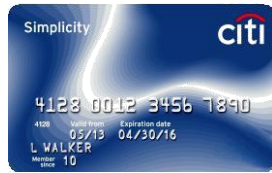
**MasterCard**  
Worldwide

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Payment Systems Department

**Bank Cards** - Bank cards are a payment instrument designed to eliminate the need for using cash. They enable payments for purchased goods or services, as well as withdrawal of cash when needed at certain terminals. Today commercial banks offer different products and cards. They have already become an inseparable part of our daily life.

It is therefore necessary to be well informed about the types, advantages, cost and all other details about using bank cards.



**Bank card** - is the electronic payment instrument issued by a bank licensed to carry out bank transactions with previously defined functions.

Thus, the bank card is a card with a magnetic stripe and/or chip card (where data is stored electronically). It should contain the data specified by law (logo, bank name, cardholder, card number, etc.). The bank card is linked to your bank account.

The use of bank cards in Kosovo is increasing continuously.

What are the reasons for their use?

- Time saving;
- Easy to use;
- Safety;
- No need to carry cash;
- Access to your funds any time anywhere;
- Enable purchasing through internet;
- Access to additional funds allowed by the bank.

In order to make use of these benefits and ensure safe use of bank cards, as for any other product, you can and should be informed by your bank about the issuance conditions, rules and safety measures during card use.

**Types of cards** – Bank cards may be debit cards or credit cards.

**Debit cards** – allow payment and cash withdrawal up to the amount of funds you have in your account, as well as the amount allowed by the bank as overdraft (when you are allowed to go “negative” with the Bank).

**Credit cards** – allow payment for goods and services even when you do not have money in your account. This is by using funds credited by your bank up to the value determined with previous agreement. This agreement also determines the interest you pay during the crediting time.

Another type are prepaid or reloadable cards, which are not linked to a bank account but may be refilled with certain amount of money as needed and be used like other cards.

Cards may also be classified as cards for **natural persons** and **businesses**.

The most widespread cards in Kosovo are the international cards **VISA** and **Master Card**.

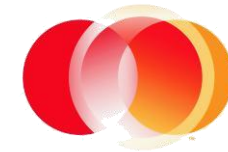


**What should you know before getting a bank card?**

Card issue cost, payment amount limits, cash withdrawal amount limits, applicable interest rates, penalties for defaulting, debt payment date, etc.

**Use** – Payment with bank cards is done through Points of Sale (POS) at traders. To pay, you hand the card to the cashier, who after verification processes the payment in the POS asking you to type your card's Personal Identification Number (PIN). After this the payment is processed and the invoice is printed in two copies, one for you and one for the trader.

A similar procedure applies for withdrawing money from or making payments at the Automatic Teller Machine (ATM). Place the card in the designated location, follow the instructions that appear on the device screen and typing the card's personal identification number continue with the withdrawal or payment. If there are funds in the account, the ATM will execute the withdrawal/payment and you will receive your money and invoice. In Kosovo, a number of ATMs can be used to pay electricity bills through Kos Giro and to credit mobile phones. Although in very small numbers, some ATMs can also be used to deposit money into your account.



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**Safety** -.The bank card is a payment instrument and as such should be kept and used with caution. When using it, you must be careful and attentive.

It can only be used by its holder - so the card must have your name. You should be careful when storing your card's Personal Identification Number (PIN). (WARNING: Do not keep your card and PIN together, do not reveal your PIN to anyone else, etc.).

Your card information should not be provided by phone, email, or other unsafe form.

In the event of losing the card, please notify your bank immediately. It will block the card immediately to prevent its misuse by unauthorized persons. Otherwise, you will be liable for any loss due to card misuse up to notification of the card loss/theft.

