

Transfers

Review the terms, processing times, requirements, fees, and conditions for domestic, SEPA, and international transfers with Jet Bank.

What types of transfers can you make with Jet Bank?

With Jet Bank, you can make the following types of transfers:

- **transfers between your own Jet Bank accounts;**
- **transfers to other Jet Bank customers;**
- **domestic transfers within Albania**, to banks in the Republic of Albania;
- **SEPA transfers**, in Euro, to countries within the SEPA area;
- **SWIFT transfers, for international transfers in Euro.**

All transfers are carried out through the Bank's digital channels and are subject to security checks, data accuracy checks, and legal/regulatory requirements.

What are domestic transfers?

Domestic transfers are transfers made between bank accounts within the Republic of Albania.

In which currencies can domestic transfers be made?

Domestic transfers are supported in:

- **Albanian Lek (ALL)**
- **Euro (EUR)**

How long does a domestic transfer take?

Domestic transfers are processed through interbank systems and may take up to **1-2 working days**, depending on the time the transfer is submitted, the currency, the amount, and the payment system used.

What beneficiary details are required?

Usually, the following details are required:

- full name of the beneficiary;
- beneficiary address;

- beneficiary IBAN;
- transfer amount and date;
- payment description, where applicable.

The details must be accurate. Errors may lead to delays, rejection, or return of the transfer.

How are ALL transfers processed?

ALL transfers are processed based on the transfer amount:

- up to **ALL 10,000,000** through **AECH**;
- above **ALL 10,000,000** through **AIPS**.

By what time should you submit the transfer?

For ALL payments up to **ALL 10,000,000**, processing is done in several sessions during the day:

- payments submitted by **10:00** are processed in the first session;
- payments submitted by **12:40** are processed in the second session;
- payments submitted by **14:40** are processed in the third session.

Payments submitted after the last processing time are processed on the next working day.

For higher-value payments:

- ALL payments above **ALL 10,000,000** must be submitted by **15:00** to be processed on the same working day;
- domestic EUR payments must be submitted by 15:15 to be processed on the same working day.

Payments submitted after these times are processed on the next working day.

What are SEPA transfers?

SEPA transfers are **Euro (EUR)** transfers to bank accounts in countries that are part of the SEPA area.

What types of SEPA transfers does Jet Bank offer?

Jet Bank offers:

SEPA Instant

For transfers up to **EUR 50,000**, when the beneficiary bank supports this service. It is usually executed within up to **10 seconds**, 24/7.

SEPA Standard

For transfers above **EUR 50,000**, or when the transfer cannot be processed as SEPA Instant.

By what time should you submit a SEPA Standard transfer?

SEPA Standard transfers submitted by **13:00** may be processed on the same working day. Transfers submitted after this time are processed on the next working day.

What details are required for a SEPA transfer?

Usually, the following details are required:

- beneficiary name;
- beneficiary address;
- city/postal code;
- country of residence;
- IBAN;
- SWIFT/BIC;
- bank name, where required.

Does SEPA Instant always work?

SEPA Instant works only if the technical and operational conditions are met, including the amount being within the limit, the beneficiary bank supporting the service, the accuracy of the data, and the transfer passing the Bank's checks.

If these conditions are not met, the transfer may be rejected or processed differently.

What are SWIFT transfers?

SWIFT transfers are international transfers to bank accounts in different countries worldwide. They are used for payments outside domestic or SEPA schemes, as well as for payments in currencies such as USD.

In which currencies can SWIFT transfers be made?

SWIFT transfers can be made in:

- **Euro (EUR)**

How are SWIFT transfers processed?

All outgoing SWIFT transfers are treated as **urgent**, regardless of the amount.

SWIFT EUR transfers submitted before 16:00 are processed on the same working day. Transfers submitted after this cut-off are processed on the next working day.

How long does a SWIFT transfer take?

The final timing depends on the destination country, currency, beneficiary bank, and intermediary banks. Although Jet Bank processes the transfer as urgent, the final crediting may also depend on other parties in the payment chain.

What details are required for a SWIFT transfer?

Usually, the following details are required:

- beneficiary name;
- beneficiary address;
- city/postal code;
- country of residence;
- IBAN or account number;
- SWIFT/BIC;
- bank name, where required;
- payment description/purpose.

Can currency exchange apply?

Yes. If the transfer involves different currencies, for example **ALL ↔ EUR**, or other supported combinations, the Bank's exchange rate applies at the time of processing.

In case of a returned transfer, the returned amount may differ from the original amount due to exchange rate movements or fees applied by other banks, where applicable.

Are transfers checked?

Yes. All incoming and outgoing transfers may be subject to checks related to:

- accuracy of the data;
- available account balance;
- AML/KYC requirements;
- sanctions requirements;

- payment system rules;
- other legal and regulatory requirements.

If the transfer does not meet the required criteria, it may be delayed, rejected, or returned.

Can a transfer be rejected even if you have enough funds?

Yes. A transfer may be rejected even if you have enough funds, if the data is incorrect, the currency is not supported, the beneficiary bank does not accept the payment, or the transfer does not pass the Bank's legal/regulatory checks.

Can you cancel a transfer?

If the transfer has not yet been processed, the Bank may assess whether cancellation is possible, depending on the payment status and internal procedures.

Once the transfer has been successfully processed and executed, it usually cannot be cancelled directly by the customer. This applies to domestic, SEPA and SWIFT transfers.

For any cancellation request, you must contact the Bank through its **official communication channels**.

What happens if you entered incorrect details?

If you entered incorrect details, such as IBAN, beneficiary name, SWIFT/BIC, amount or currency, the transfer may be delayed, rejected, returned, or executed according to the details entered in the payment order.

In this case, you must contact the Bank as soon as possible through its **official communication channels** to request an investigation.

What is a transfer investigation?

A transfer investigation is the process initiated by the Bank to track the status of a transfer, for example when the transfer is delayed, returned, not credited to the beneficiary, or when incorrect details were entered.

The Bank may contact the beneficiary bank, intermediary banks, or the relevant payment system, depending on the type of transfer.

Is the return of funds guaranteed?

No. If the transfer has been successfully executed, the return of funds is not always guaranteed. It may depend on the beneficiary bank, the beneficiary, intermediary banks, the rules of the payment system, and applicable law. The Bank may assist with the investigation and return request, but it cannot guarantee that funds will be returned in every case.

How can a transfer be returned?

A transfer may be returned in certain cases, for example when: beneficiary details are incorrect;

- the beneficiary account is closed or inactive;
- the beneficiary bank rejects the payment;
- the payment does not pass regulatory or security checks;
- the transfer was sent in an unsupported currency;
- the beneficiary or beneficiary bank accepts the return of funds.

In case of a return, the funds are credited to your account after the Bank receives and processes the return.

Can the returned amount be different from the amount you sent?

Yes. In case of a return, the credited amount may differ from the original amount due to exchange rate movements, fees charged by intermediary/beneficiary banks, or other charges applied by third parties.

This is especially relevant for foreign currency transfers and SWIFT transfers.

What happens if the transfer is rejected before execution?

If the transfer is rejected before execution, the funds are not sent out of your account or are returned to your account according to the relevant process.

Common reasons for rejection may include incorrect details, insufficient balance, unsupported currency, technical restrictions, or failure to pass legal/regulatory checks.

What happens if the transfer is unauthorized?

If you suspect that a transfer was made without your authorization, you must immediately notify the Bank through its official communication channels.

The Bank will review the case according to its procedures, payment services rules, and applicable legislation.

What information should you provide for an investigation?

When requesting an investigation through the Bank's official communication channels, you should provide as much information as possible, such as:

- transfer date;
- amount and currency;
- beneficiary name;
- IBAN or account number;
- SWIFT/BIC, where applicable;
- transfer type;
- reason for the investigation request.

The sooner the issue is reported, the sooner the follow-up process can begin.

What should you check before confirming a transfer?

Before confirming a transfer, carefully check:

- the transfer type;
- beneficiary name;
- IBAN or account number;
- SWIFT/BIC, where applicable;
- beneficiary country and bank;
- amount and currency;
- payment description/purpose;
- exchange rate, where applicable;
- expected processing time.

Once the transfer is executed, correction or return may not be possible. For any uncertainty, you must contact the Bank through its official communication channels.