



Bank of Israel
Banking Supervision



January 2026

**PERIODIC REPORT ON THE
PRICES OF COMMON BANKING SERVICES
FOR THE FIRST HALF OF 2025**

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Letter from the Supervisor of Banks

I am honored to submit the Periodic Report on the Prices of Common Household Banking Services for the first half of 2025 to the Knesset Economics Committee. This report is based on reports by the banking corporations and credit card companies regarding the fees that they charged during this period.

In recent years, the Banking Supervision Department has worked to enhance the clarity and transparency of fees for banking services. To this end, the following steps were advanced:

- In December 2025, the Banking Supervision Department published a letter revising the format to be used when contacting the Department about changes in fee schedules, and adding various clarifications concerning fees.
- In September 2025, the joint work team of the Bank of Israel, the Israel Securities Authority, and the Budget Division on examining the fee and compensation structure regarding the public's securities activities issued an interim report¹, containing the outline that the team developed for a revised compensation model.
- In July 2025, the Banking Supervision Department published for public consultation a draft reform of the fees charged to households and small businesses for account management services (including current accounts) and payment cards.² The Department is working to advance this reform and a final version will be published in the next few months. The aim of the reform is to make it easier for banking system customers to understand the basic banking services, and to simplify the existing billing mechanism for regular current account operations. To this end, the Department is promoting a revision to the billing method for current payment operations, and defined a new fixed-fee service, to be known as "payment account management." This fee is expected to reduce costs, which will become more significant as the customer makes more transactions in his or her account. In addition, the Department is also advancing the setting of a maximum fee on immediate payment (debit) cards.
- In April 2025, a new chapter on information services that was added to the Banking Rules (Service to the Customer)(Fees) 5768-2008 (hereinafter: "Fee Rules") came into force. The new chapter was promulgated in response to the development of advanced infrastructures for access to and transfer of information about a customer's financial products in the various financial entities. This addition is designed to encourage the development of information services and information analyses, which will benefit customers.
- In February 2025, an amendment to the Fee Rules came into force, designed to reduce the costs of fees on guarantees secured by a specific monetary deposit. Consequently, the billing mechanism was revised from a percentage-based mechanism to a fixed shekel fee. In addition, a new service was defined: "Bank guarantee secured by a specific monetary deposit for the purpose of a residential rental agreement." The cost of this service will be lower because its operational aspects are simpler, and also due to a desire to reduce renters' costs.

¹ <https://www.boi.org.il/publications/pressreleases/21-9-25c> (in Hebrew).

² <https://www.boi.org.il/publications/pressreleases/15-07-2025/> (in Hebrew)

- In January 2025, a new chapter that was added to the Fee Rules, entitled "Payment apps," came into force. This addition was designed to allow for innovative services to receive payments and process payment orders. To this end, it was determined that the fees for this service will be charged to customers who receive or transfer more than NIS 25,000 through payment apps per calendar year, in each type of service. These customers account for a small portion of the customers who use payment apps and therefore, the service will continue to be free for most users. A new service, "Subscription fees for special services," was also established. This service allows banks to charge a fee for special services rendered to payment app users who indicate their interest in these services in addition to receipts and transfers of funds.

The following are the main points of the report:

- In the reviewed period, there was a moderate increase in the ratio between total fee income and total assets, from 0.69 percent to 0.71 percent. This increase is mainly due to the increase in fee income from large businesses and the increase in fee income from securities activities of individuals and small businesses.
- In the reviewed period, total income from fees that the banks charged households and small businesses totaled NIS 3.1 billion. The main sources of the banks' fee income are fees on securities, current accounts, and payment cards.
- New information on the distribution of credit card companies' fees income was incorporated into this report beginning in 2025:Q2. In 2025:Q2, income from fees charged by credit card companies to households and small businesses totaled about NIS 0.6 billion.
- The average monthly cost of maintaining a current account and a payment card in a household account totaled NIS 31.5 per month, compared to an average of NIS 29.1 in 2024.

Respectfully,

Daniel Hahiashvili
Supervisor of Banks

Introduction

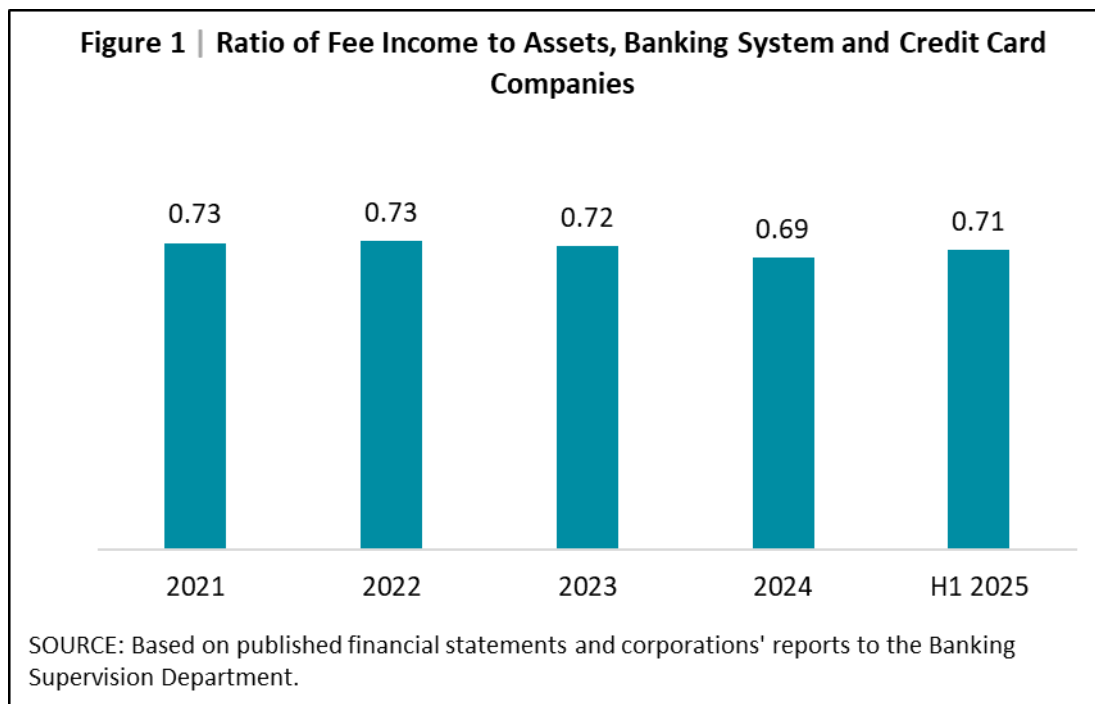
This report presents key data in the realm of banking fees, focusing primarily on fees charged to individuals and small businesses³ (included in the retail fee schedule), as detailed below:

- Chapter 1 of the report presents information on the banking system's total fee income from all customer segments (individuals, small businesses, and large businesses).
- Chapter 2 presents a breakdown of fee income from individuals and small businesses by type of banking activity: current accounts, payment cards, securities, foreign currency, credit, and other areas.
- Chapter 3 reviews the eligibility for fee reductions or concessions available to households, small businesses, and people with disabilities.
- Chapter 4 provides consumer tips for households and small businesses.
- Chapter 5 focuses on fees related to current accounts. This chapter includes an index of the costs of maintaining a current account and a payment card in accounts of individual customers only. This chapter also features various data on the costs of customer-executed transactions, teller-executed transactions, and transactions using payment cards—relevant to both households and small businesses.
- Chapter 6 focuses on activities involving securities. This chapter presents purchase and sale fees for securities and the management fees actually charged to individuals and small businesses. This chapter also outlines measures implemented in the securities field from 2013 up to the publication of this report.
- Chapter 7 discusses additional measures involving fees, adopted from 2013 up to this report's publication date.

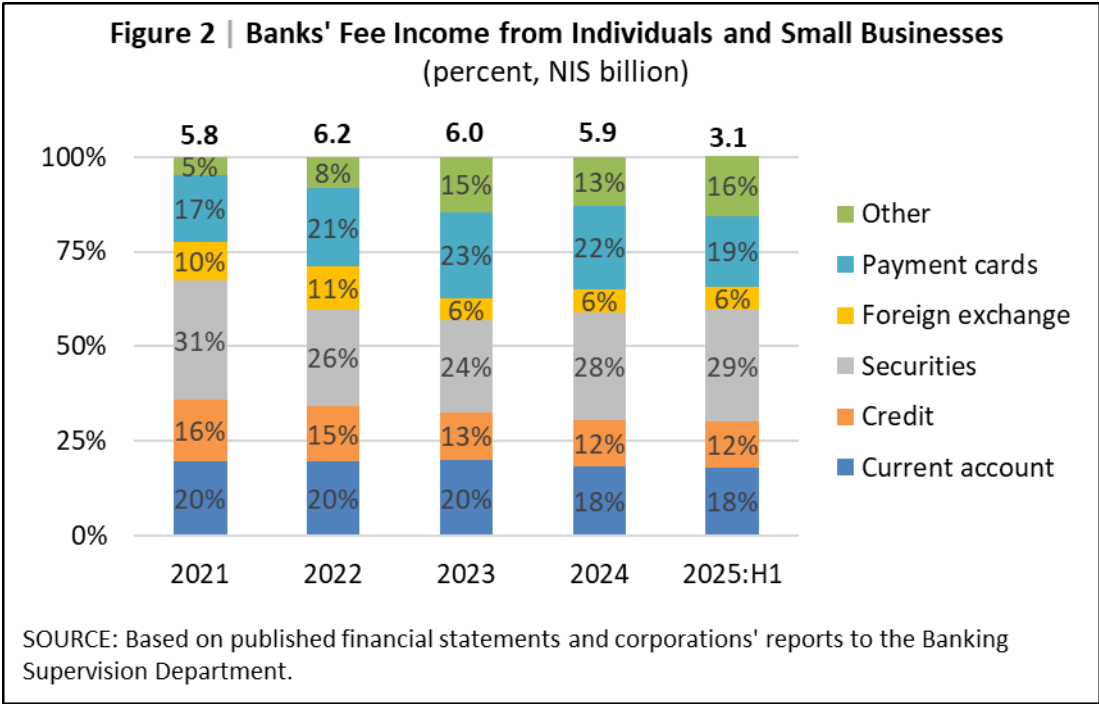
³ Except for Chapter 1, which addresses all segments, and Section 4.1, which focuses solely on individuals.

1.The banking system’s fee income

In the reviewed period, the overall ratio of total fee income to total assets increased slightly, from 0.69 percent to 0.71 percent. This increase was mainly due to an increase in fees from large businesses and an increase in fee income from securities activities of individuals and small businesses.



2. Distribution of fee income by main activity category



In the reviewed period, total income from fees that the banks charged to households and small businesses was approximately NIS 3.1 billion. The war persisted in the reviewed period, and in response the Bank of Israel developed several programs to aid the public. These events had no other observed effects on the data in this report compared to the previous report.

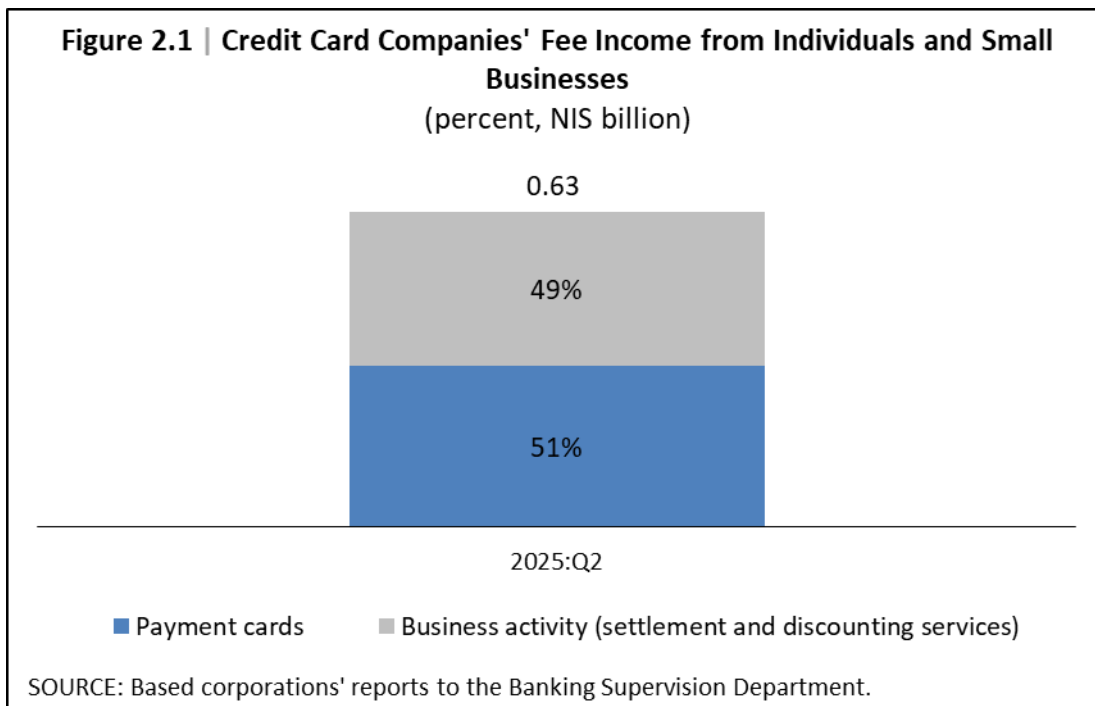
In the reviewed period, most of the fees paid by the public—individuals and small businesses—were in respect of the following activities:

- **Securities:** About 29 percent of the banks' fee income came from fees associated with securities activities, compared with about 28 percent in 2024. This change was mainly due to an increase in fees for buying and selling securities, in view of the large volume of transactions conducted by the public in this category. (For additional information, see Chapter 6 below.)
- **Payment cards:** About 18 percent of the banks' fee income is generated by fees for payment cards. In 2024, fees for payment cards accounted for about 22 percent of the banks' total fee income. (For more information, see Chapter 5 below.)
- **Current accounts:** About 18 percent of the banks' fee income comes from current account management fees, similar to 2024.
- **Credit:** Approximately 12 percent of the banks' fee income came from fees for credit, similar to 2024.
- **Foreign exchange:** About 6 percent of the banks' fee income in the reviewed period came from fees related to foreign exchange activities. This percentage remained unchanged from 2023–24. Several banks performed a data cleansing process on the data in this category beginning with data from 2023. As a result, the banks' fee income from this category declined relative to 2022 (when these fees accounted for 11 percent of the total fee income). In the data cleansing process, income from exchange rate differentials

was transferred from "foreign currency" to "other," according to the definitions in the public reporting rules.

- **Other:** Fee income in this category includes fee income from all other services listed in the fee schedule⁴, and also includes an adjustment component in the profit and loss statement, due to differences in the public reporting rules and Fee Rules. About 16 percent of the fee income came from this category, compared to 13 percent in 2024. As a result of the aforesaid data cleansing process, the fee income in this category increased beginning in 2023.

Distribution of credit card companies' fee income



Beginning in 2025:Q2, this report includes new information about the distribution of credit card companies' fee income. Fee income charged by credit card companies to households and small businesses in 2025:Q2 totaled about NIS 0.6 billion.

Most of the fees paid by the public (individuals and small businesses) to credit card companies in the reviewed period were in respect of the following activities:

1. **Payment card fees** — About 51 percent of the credit card companies' fee income in 2025:Q2 came from the fees charged in respect of activities performed by their customers who have payment cards (mainly card fees).
2. **Business activities** – This category includes fees charged to small businesses in respect of acquiring and discounting services. This category accounted for about 49 percent of the credit card companies' fee income in 2025:Q2.

⁴ Income from the following parts of the fee schedule: messages, alerts, and information; foreign trade; currency exchange and other transactions; special services; diamonds; third party expenses; payment apps; and financial information and analysis.

3. Eligibility for Discounts and Fee Concessions

Concession program to help customers cope with the effects of the war

The war-related relief measures for the public developed by the Bank of Israel ended during the reviewed period. The program included exemptions from numerous fees for individuals and businesses impacted by the war, as detailed on the Bank of Israel’s website, and a series of relief measures including concessions related to fees. In addition, a NIS 3 billion program of financial concessions⁵ for banking system customers began in April 2025, and continues as of the date of this report. Furthermore, a new relief program was developed with the outbreak of Operation Rising Lion. The new program was adopted by the banks to support their customers who were affected by the campaign. This program ended on July 31, 2025.

Population Groups

<p>Check whether you are eligible for fee benefits given to various population groups! The benefits are published on the bank’s website in Appendix A to the fee schedule.</p>	<p>The Fee Rules establish a uniform fee structure for all banking corporations in Israel. In accordance with these regulations, each banking corporation publishes its fee schedule on its website. This standardized format enables customers to compare the fees charged by different banks for each service. The banks’ fee schedules also include any benefits they offer to certain population groups, which appear in Appendix A of the banks’ fee schedules.</p> <p>We suggest that you check periodically whether you qualify for these benefits.</p>
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Small businesses

<p>Small businesses, please note! If a year has passed since you were incorporated and you have still not done so, submit your financial statement to your bank to ensure that your fees are calculated according to the retail fee schedule.</p>	<p>Certain businesses are eligible to be classified as “small businesses,” and benefit from reduced fees. These include businesses that have not yet completed a year since their establishment, businesses with annual turnover that does not exceed NIS 5 million, or businesses with clearing volume that does not exceed NIS 3 million. To have an account designated as a “small business account,” contact the bank where your account is held. Among other benefits, small businesses are automatically enrolled in either the basic or the expanded fee track, if it is advantageous for them.</p>
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Senior citizens and people with disabilities

<p>Are you a senior citizen, or do you have a disability? If so, you are eligible for fee-related benefits.</p>	<p>Senior citizens and individuals with a disability rating of 40 percent or higher are entitled to four teller-executed transactions per month at the same fee rate as customer-executed transactions, and to automatic enrollment in the basic fee track, provided it is beneficial. If you have a qualifying disability, contact your bank, present the necessary documentation, and have your account classified accordingly so that you can receive these benefits.</p>
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⁵ <https://www.boi.org.il/bank-of-israel/iron-swords/boi-outline-banksapril2025>

Cost of teller-executed and customer-executed transactions

<p>Transitioning to direct banking and enrolling in a fee track can lower your banking costs. We suggest that you ask your bank if this is beneficial for you.</p>	<p>On September 1, 2022, several current account services were placed under regulatory supervision to ensure that the public could use these essential, basic banking services—both at bank branches and through various digital channels—at a fair price. The services brought under supervision include “teller-executed transactions,” “customer-executed transactions,” the “expanded track,” and the “expanded plus track.” These services are available in addition to the “basic track,” which was already a supervised service, allowing the public to receive a basket of basic services at a discounted price of up to NIS 10. By placing these services under supervision, the prices in effect at the time were fixed, preventing any increase in price without approval. For more information, see Chapter 5.2 below.</p>
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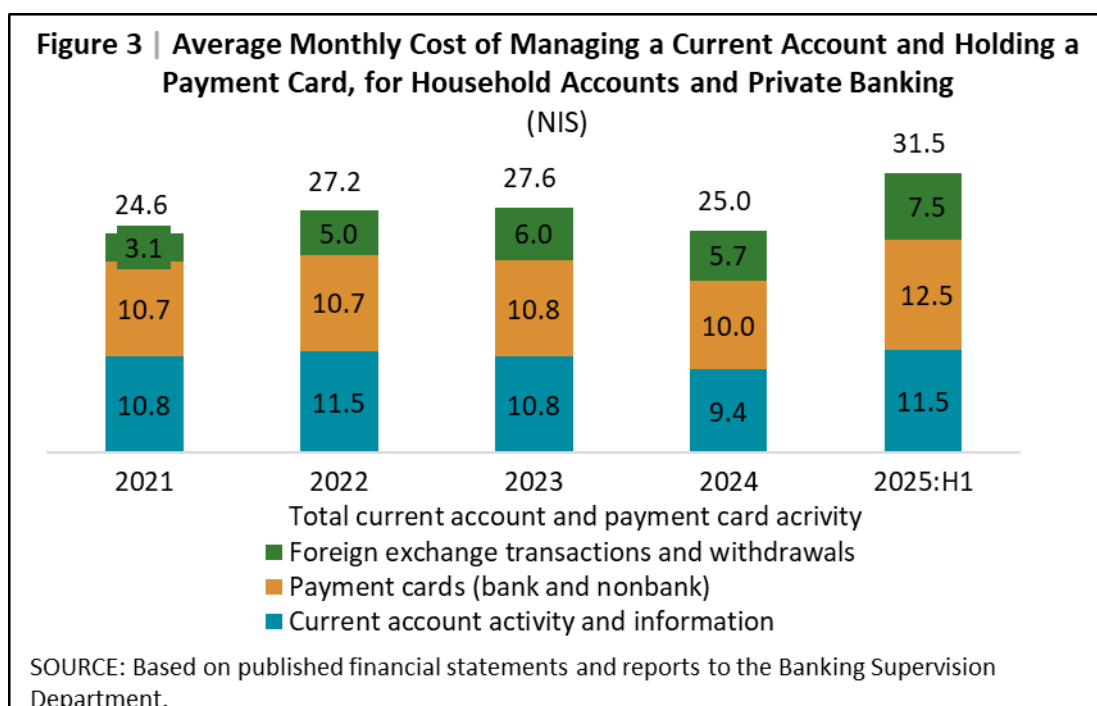
4.Consumer tips – Did you know?

Payment cards	It's worth checking whether benefits that you received when you applied for your payment card are still in effect. Are you interested in your card if it offers no benefits? Are you paying fees on a card that you don't need?
Payment and current account apps	Did you know that every credit made to your current account through a payment app is considered a customer-executed transaction?
Digital	You can save on fees by using direct channels and digital channels.
Checks	Please note: You can deposit checks at your branch, or using your smartphone, an ATM machine, or a no-wait service slot. Deposits through ATMs, service slots, or mobile apps are considered customer-executed transactions, while deposits through a teller at a bank branch are considered teller-executed transactions. For your convenience, a list of service slots located at bank branches appears on the Bank of Israel website (in Hebrew).
Securities	As of January 1, 2023, customers can view current information on their securities portfolios in the personal section of their bank's website. In addition, since April 30, 2023, customers can view periodic reports with extensive information on their securities deposits, including information on securities fees paid in each period. These new guidelines for the banking system are the result of cooperation between the Banking Supervision Department and the Israel Securities Authority.

5. Current account management fees

The cost of managing a current account and holding a payment card for individuals

The average cost of managing a current account and holding a payment card in the account for households totaled NIS 31.5 per month in the reviewed period, compared to NIS 29.1 per month in 2024. As a result of a data cleansing process involving the number of accounts in the banking system, the number of accounts declined from 9 million to 8 million accounts. In order to allow a comparison of the data after the data cleansing process, we recalculated the following data retrospectively using an estimate based on 2025 data.



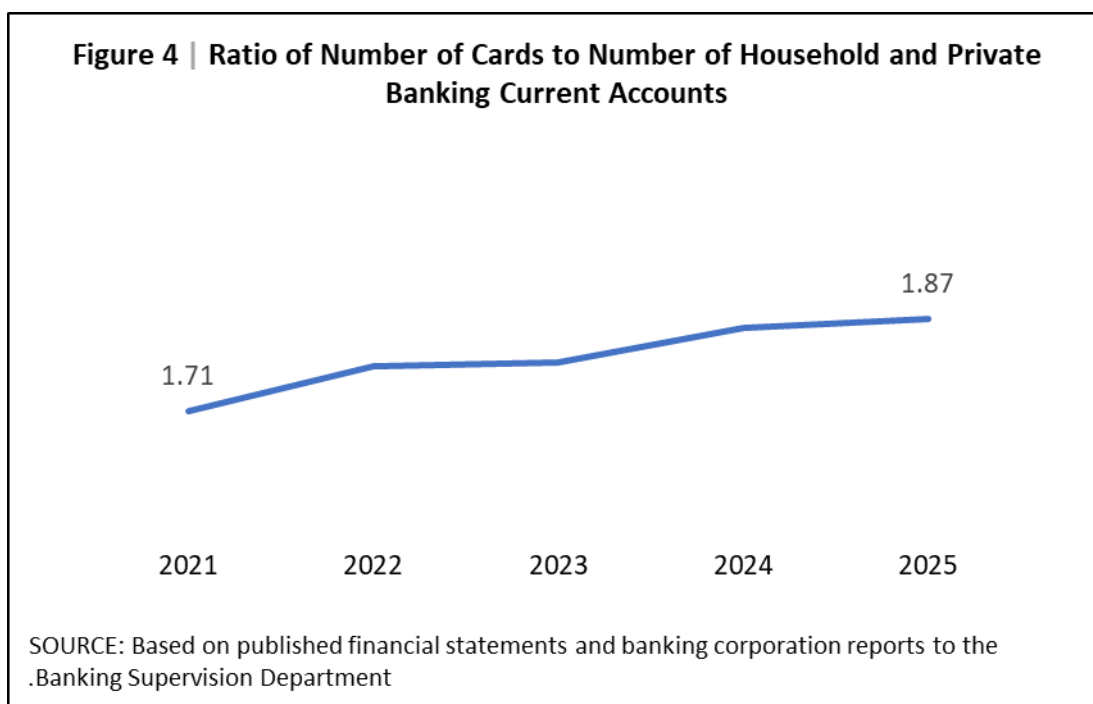
- The average monthly cost is comprised of:
 - 1) Cost of Managing a Bank Account (Current Account Activities and Information)**
In the reviewed period, the cost of managing a current account and receiving information was NIS 11.5, compared to NIS 10.9 in 2024. This increase was due to the termination of the relief program for bank customers coping with the effects of the war. The program included a series of concessions for the public, including fee-related measures. Furthermore, a NIS 3 billion relief program for banking system customers began in April 2025.

The cost of managing a bank account includes basic banking transactions, such as cash deposits and withdrawals, transfers performed either by a teller or by the customer using a digital channel, checking transactions, and other transactions such as direct debits, standing bank orders, standard reports, accessing information through digital channels (mobile phone, telephone, email), and document searches.

2) **Average Monthly Cost of Holding and Using Payment Cards**

In the reviewed period the cost of holding and using payment cards was NIS 20 per month, compared to NIS 18.2 in 2024. Most of the increase in this cost was due to an increase in fees from the public's use of foreign currency transactions and withdrawals, with the remainder due to an increase in other fees, especially annual fees, as a result of the termination of the wartime relief program.

Maintaining payment cards in an average household account — The average number of cards that customers hold per account continues to rise.



The cost of teller-executed and customer-executed transactions (individuals and small businesses)

The cost of a customer-executed bank transaction is, on average, 70 percent lower than the cost of a teller-executed transaction.

We urge the public to make their transactions through direct channels and digital means, which are cheaper than making transactions through a teller.

Customers who wish to save on fees can switch to the advanced technological tools that direct banking offers. These tools offer greater availability (24/7) and maximum convenience when accessing services.

Customers can choose to pay for their current account activities in one of two ways: a fixed monthly fee ("Tracks Service") or a pay-per-transaction model ("Pay-as-you-go"). The following is a detailed breakdown of each option.

On September 1, 2022, basic current account management fees became subject to regulatory supervision. The result is that prices became fixed and cannot be increased without approval from the Banking Supervision Department.

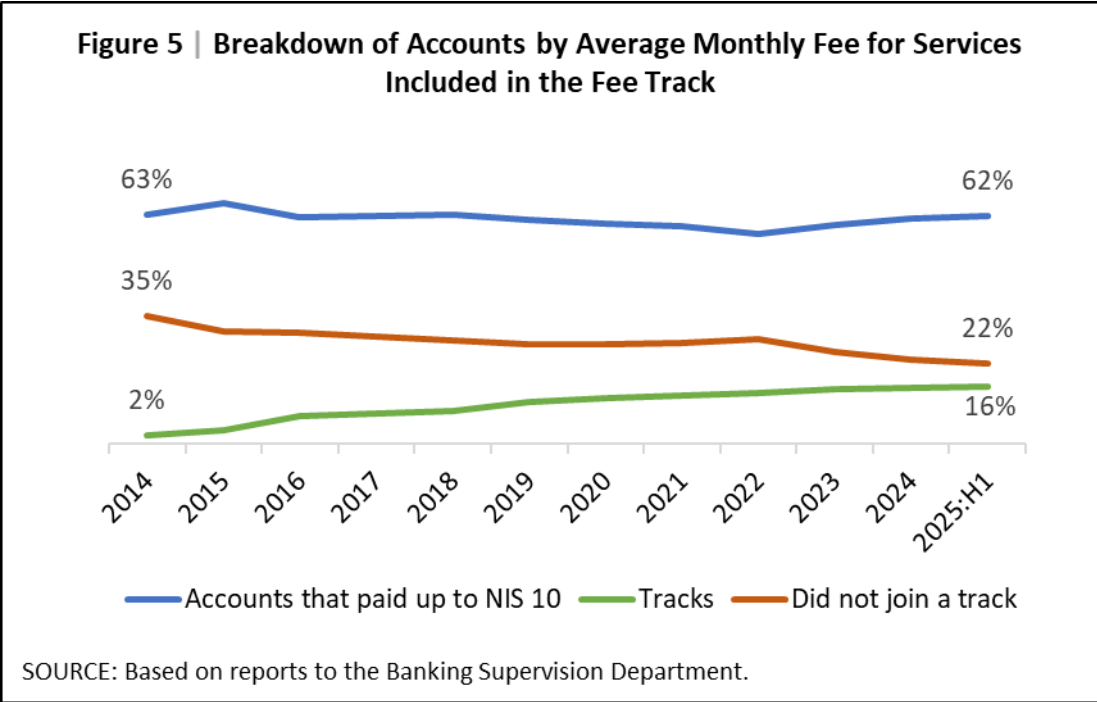
5.2.1 The Tracks Service — a standard basket of current account management services

Banks are required to offer their customers the Tracks Service (basic and expanded tracks) for their current accounts.⁶ This service provides a fixed monthly fee covering a predefined number of transactions (including both teller-executed and direct-channel transactions). Banks may, at their discretion, also offer an "Expanded Plus" track. Over the years, and as a result of actions taken by the Banking Supervision Department and the banking system, the number of accounts enrolled in the Tracks Service has steadily increased. In the reviewed period, approximately 55,000 new accounts were enrolled in the Tracks Service, most of which belong to households.

The Banking Supervision Department calls on customers to regularly assess whether the tracks service is beneficial for them. Enrolling in the Tracks Service is straightforward and can also be done through online channels.

Banking Supervision Department data show that the number of accounts that pay less than NIS 10 a month remained around 62 percent. These accounts benefit from a low fee and the Tracks Service is therefore not relevant for them

⁶ Amendment to the Fee Rules that entered into effect on April 1, 2014.



Comparison of Basic Current Account Management Fees

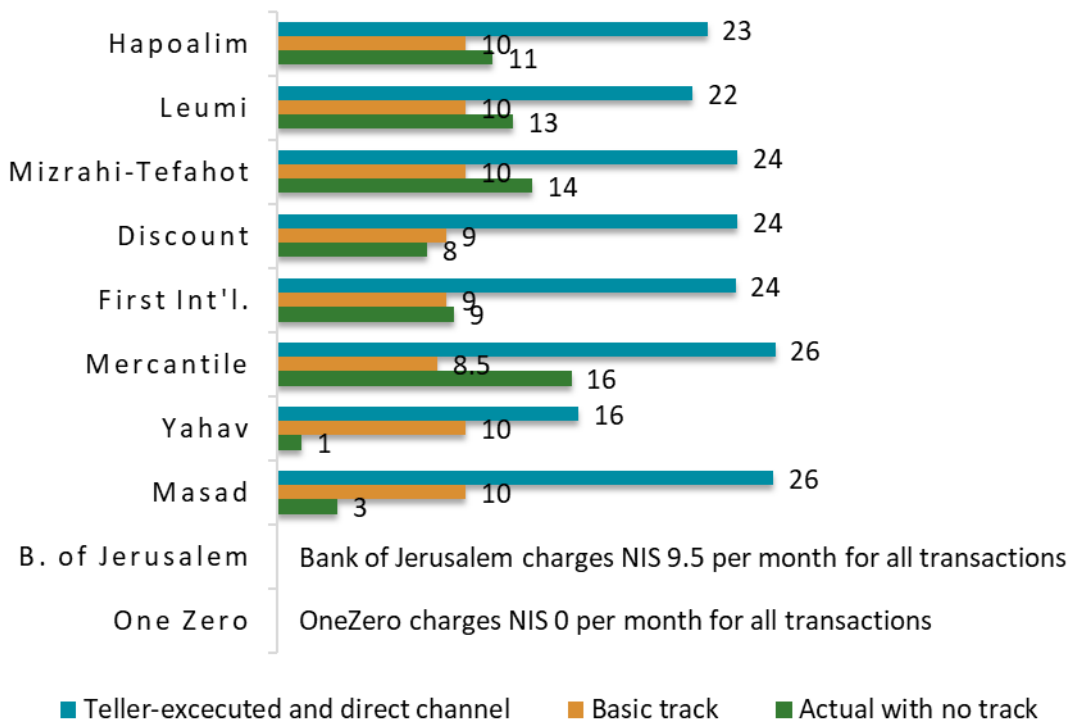
In the reviewed period, no changes occurred in the following banking fees: the Basic Track fee, the Expanded Track fee, customer-executed transaction fees, and teller-executed transactions fees.

- **Basic Track**

The Basic Track includes up to 10 direct channel transactions and one teller-executed transaction per month, at a regulated price that is capped at NIS 10.

In most cases, it is more cost-effective for households to enroll in the Basic Track than to pay the standard fee for each transaction separately. However, at Bank Yahav and Bank Masad, the total cost for these transactions paid separately is lower than the Basic Track fee.

Figure 6 | Cost of Teller-Executed and Direct Channel Transactions*, Actual Cost with No Track, and Cost of the Basic Track*** (NIS)**



* Teller-executed and direct channel transaction fees: 1 teller-executed transaction and 10 direct channel transactions at the price indicated in the bank's fee schedule.

** Actual cost with no track - 1 teller-executed transaction and 10 direct channel transactions at the price actually charged for those transactions, in accounts that have not joined the tracks service, calculated based on bank revenue data reported to the Banking Supervision Department.

*** Basic track fee - based on the price listed in the bank's fee schedule as of June 30, 2025.

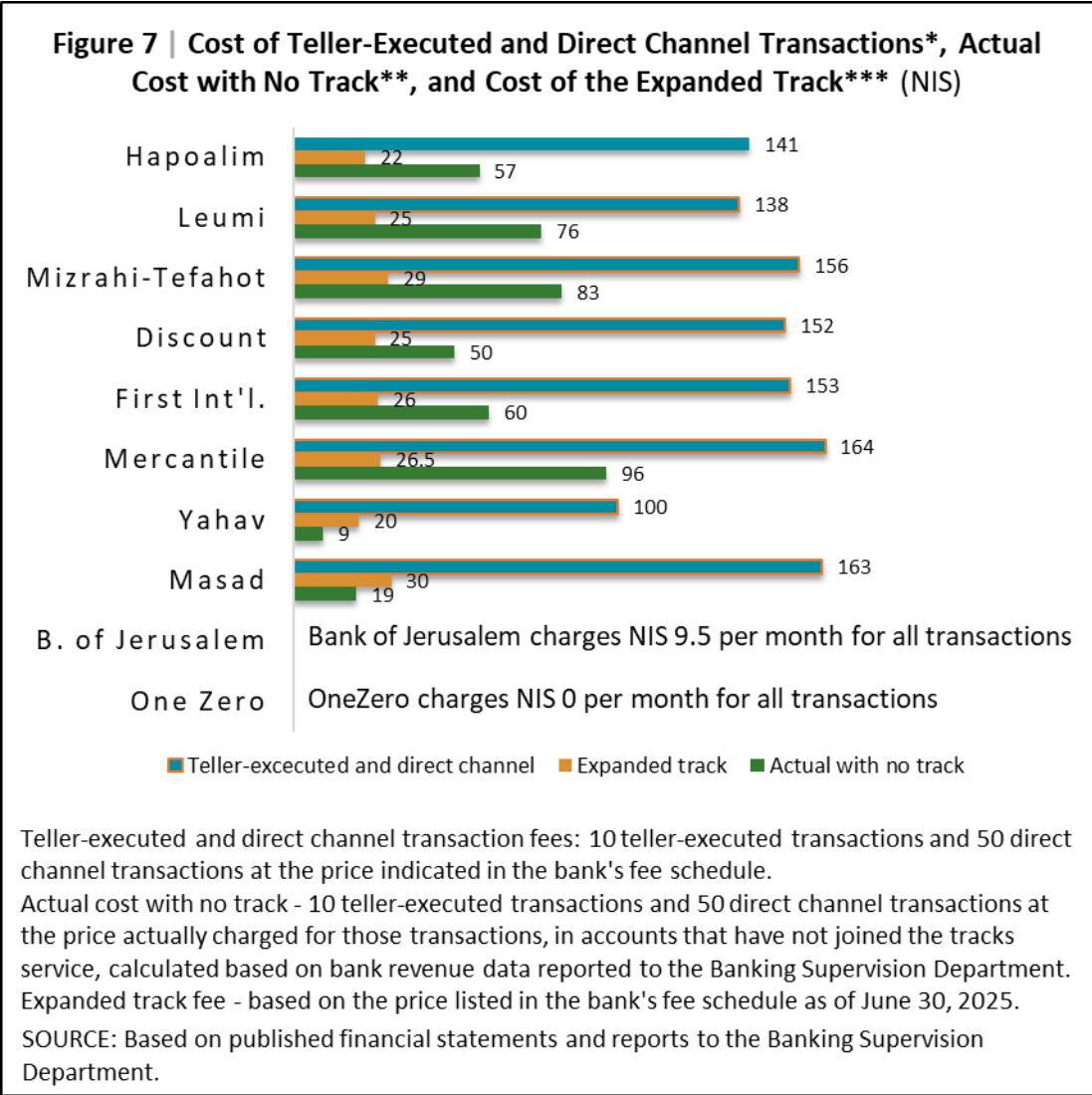
SOURCE: Based on published financial statements and reports to the Banking Supervision Department.

• **Expanded Track**

The Expanded Track includes up to 50 direct channel transactions and up to 10 teller-executed transactions per month, with a monthly fee ranging from NIS 20 to NIS 30, depending on the bank. This track may be suitable for small businesses and households that perform a relatively large number of transactions. In most banks, enrolling in the Expanded Track is more cost-effective than paying for each transaction separately. The exceptions are Bank Masad and Bank Yahav (see Figure 7), where the actual cost of the same number of transactions for accounts that are not enrolled in this track is lower than the Expanded Track rate.

The Expanded Track allows households and small businesses that perform a relatively large number of transactions to save on costs. Customers can save tens of shekels each month and up to hundreds of shekels per year.

Starting in 2019, once a year, banking corporations are required to proactively enroll small businesses and sole proprietorships⁷ in the Expanded Track, if a calculation shows that enrolling would be cost-effective for such customers.

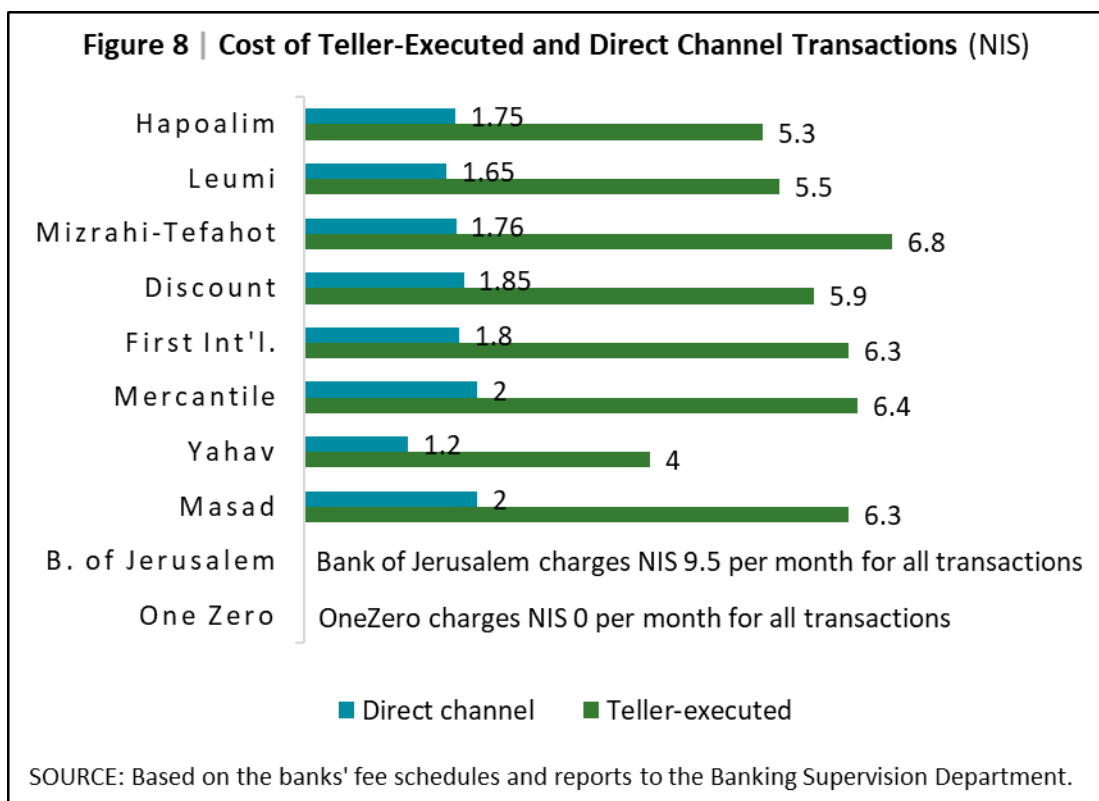


⁷ For additional information, see the definitions section in the Fee Rules.

5.2.2 Separate payment for each teller-executed or direct-channel transaction (Pay-as-you-go)

A customer who chooses to pay separately for each transaction will be charged for the total fees for all transactions actually performed, according to the channel used (customer-executed or teller-executed). At the very least, they will be charged a minimum fee equivalent to the price of one teller-executed transaction.

Teller-executed and customer-executed transaction fees are based on the fee that appears in the banks' fee schedule on December 31, 2025.



A "teller-executed transaction" includes the following: depositing cash, withdrawing cash, generating and providing a printout at the customer's request, making a transfer or deposit to another account, cashing a check, depositing a check (up to 20 checks per batch), paying a voucher, and making change. This fee is charged when these actions are carried out by a bank teller, including through a staffed telephone call center.

A "customer-executed transaction" includes the following: crediting an account via the clearing system, charging a credit card, depositing cash, withdrawing cash via an ATM, making a transfer or deposit to another account, paying a voucher, submitting a query (starting from the seventh query per month), withdrawing a check, depositing a check (up to 20 checks per batch), including via a service box, and debiting an account via direct debit or standing order. This fee is charged when these actions are performed via the clearing system, an ATM, the banking corporation's website, or a smartphone application.

6. Payment cards and foreign exchange withdrawals and transactions

The Banking Supervision Department urges the public to compare service fees among different providers and to make informed decisions when conducting transactions and cash withdrawals using their payment cards.

In the reported period no changes occurred in the fees for foreign exchange transactions and withdrawals using a payment card – as follows:

Table 1: Comparison of fees for foreign currency transactions and withdrawals using a payment card

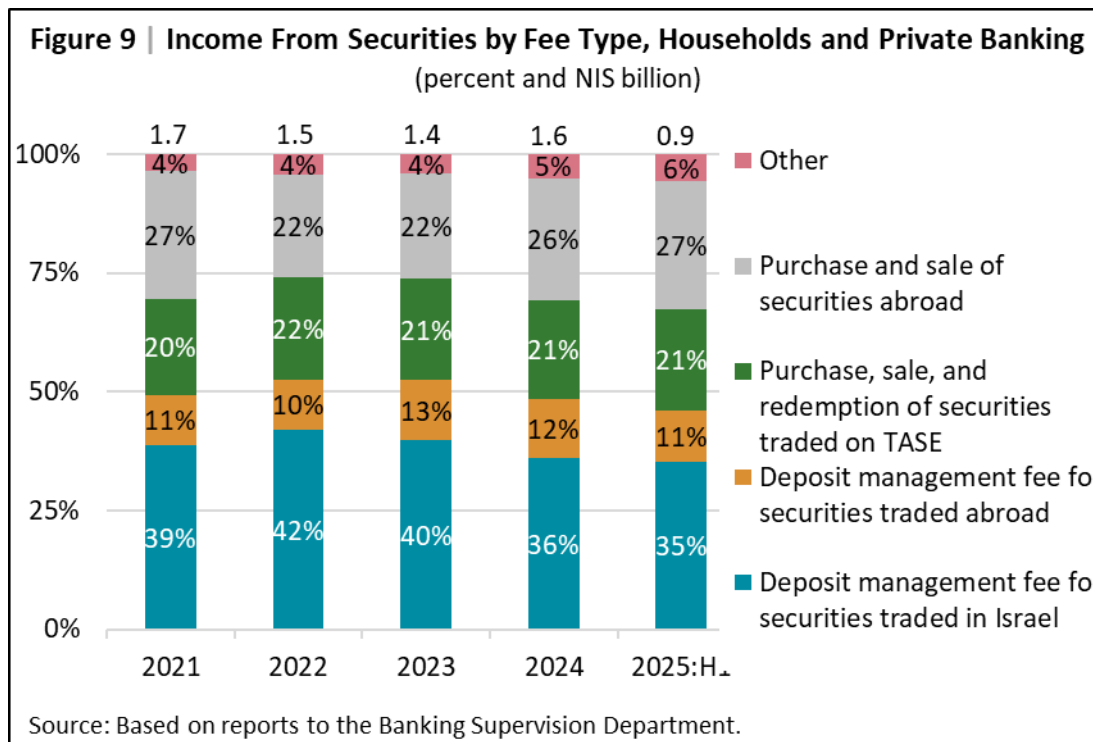
Foreign currency fee	CAL	Max	Isracard	AmEx	Diners
Foreign currency transaction*	3.0%	3.0%	2.9%	2.5%	3.0%
Foreign currency withdrawal*	3.0%	3.0%	3.5%	2.5%	3.0%


Source: Companies' fee schedules and reports to the Banking Supervision Department December 31, 2025.


* The fee is calculated as a percentage of the foreign currency transaction amount or of the withdrawal of foreign currency abroad, based on the representative exchange rate of the currency used in the transaction. In the absence of a representative exchange rate, the fee is calculated according to the amount charged in foreign currency by the international acquirer.

7. Securities portfolio management fees

Managing a securities portfolio at a bank entails fees for buying, selling, and redeeming securities, as well as periodic management fees. The banks' income from portfolio management fees is presented below. In the reviewed period, income from securities fees increased by 9 percent in annual terms. This was primarily driven by an increase in the public's foreign securities activity.



 In February 2024, the Bank of Israel, the Israel Securities Authority, and the Budget Department at the Ministry of Finance established a joint work team to examine the fee and compensation structure that applies to the public's securities activity. The team issued a call for public comments, and after the responses were examined, the team published an interim report in September 2025⁸, which includes the program that it developed for revising the compensation model.

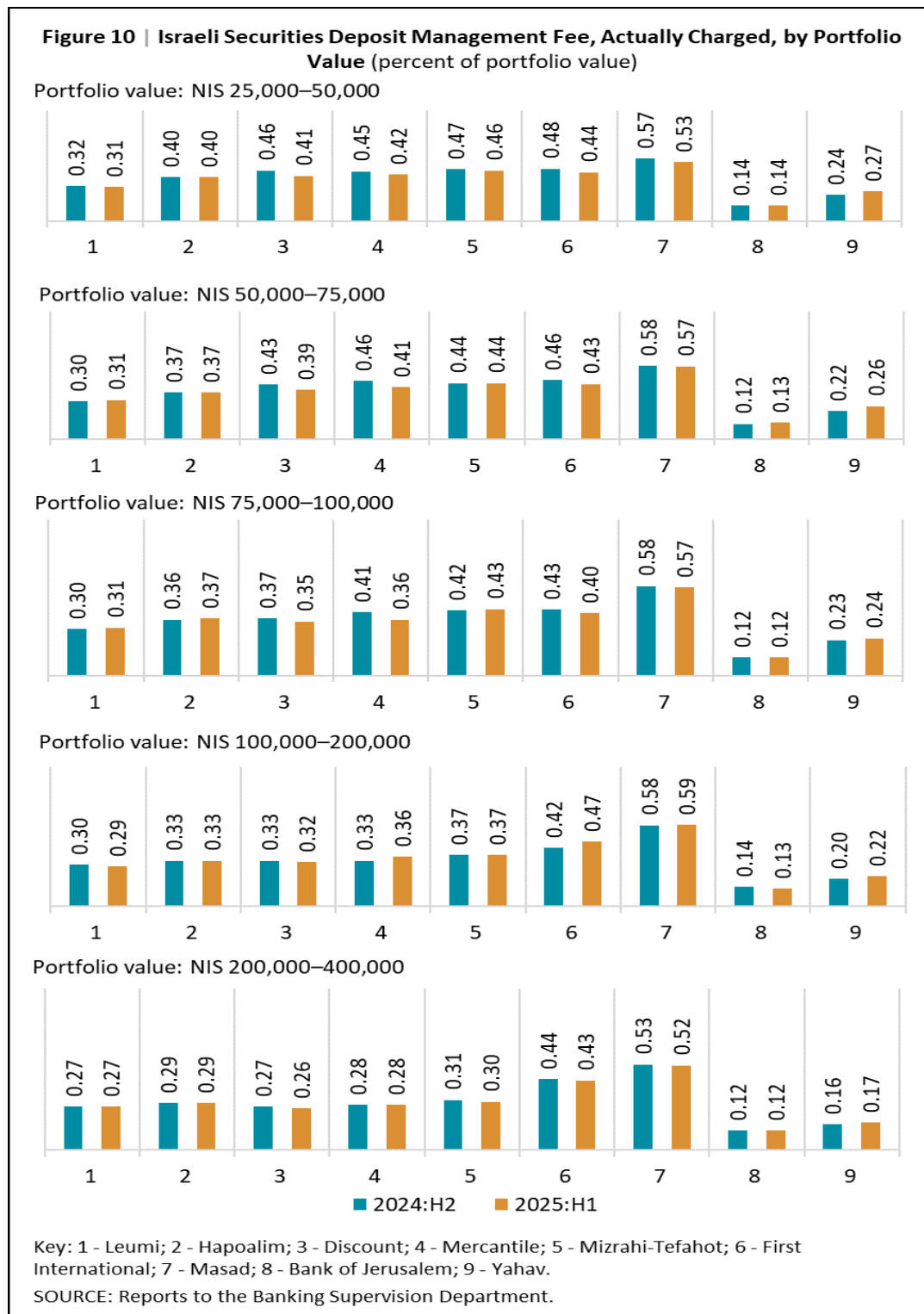
 The Bank of Israel invites the public to use the "Trading Fees Calculator" available on the Tel Aviv Stock Exchange website to compare product and service prices.

The data presented in the following sections are intended to assist the public in comparing the fees they pay for services to the average fees effectively charged by various banks. The public can use such comparisons to negotiate lower costs for their securities activity. Additionally, please note that using direct channels and digital methods can also generate savings on securities transaction fees.

⁸ <https://www.boi.org.il/publications/pressreleases/21-9-25c>(in Hebrew)

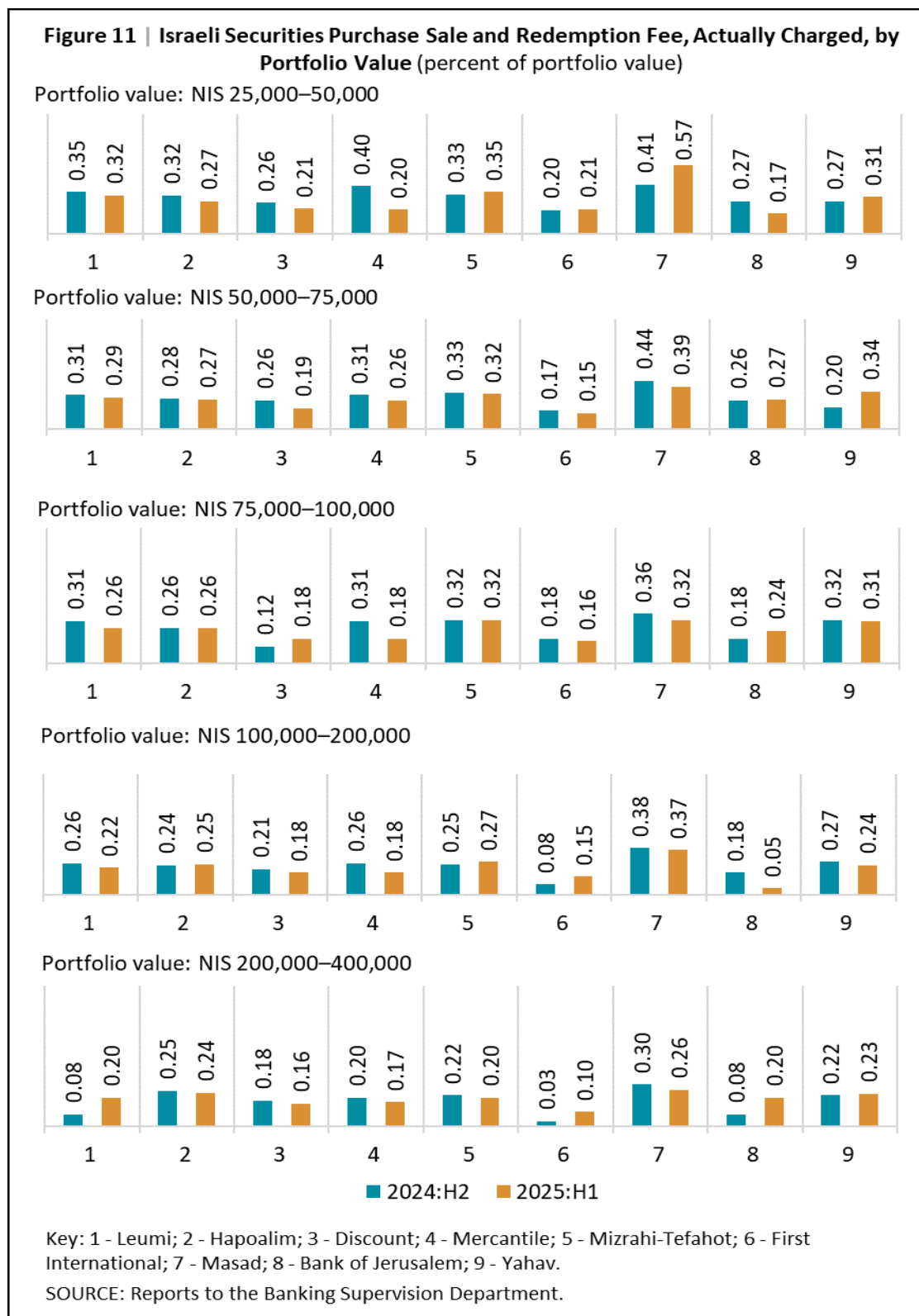
8. Management fees for deposits of domestically traded securities

The "securities deposit management fee" is calculated as a percentage of the deposit amount. The data presented in this section were reported to the Banking Supervision Department. Bank ONE ZERO began operating in the Tel Aviv Stock Exchange (TASE) in the first half of 2025, and in the reviewed period, the bank offered trading in mutual funds only.



9. Fees on the purchase, sale, and redemption of domestically traded securities

The fee on the purchase, sale, and redemption of securities is calculated as a percentage of the transaction amount. The data presented in this section were reported to the Banking Supervision Department. In the first half of 2025, Bank One Zero began operating in the TASE and in this period it offered trading in mutual funds only.



10. Measures adopted in the securities field from 2013 to the publication date of this report

	2025
21.9.25	Publication of the interim report of the joint team of the Banking Supervision Department at the Bank of Israel, the Israel Securities Authority, and the Ministry of Finance, presenting the team's initial recommendations for compensation models.
	2024
12.11.2024	Publication of a call for public comments on potential changes in the fee and compensation structure for the public's securities activity. This measure is designed to increase transparency, promote competition, and improve service to customers active in the capital market.
	2021
26.12.2021	Publication of Proper Conduct of Banking Business Directive No. 460 on the presentation of data on securities deposit activities. According to this Directive, customers will be shown information about the returns on deposits and other data. The Directive came into force on January 1, 2023.
	2020
23.12.2020	Requirement to enable customers to submit online requests to transfer a securities portfolio.
	2018
8.2018	As of August 2018, the Banking Supervision Department maintains contact with the Tel Aviv Stock Exchange each year in order to ensure that banking corporations' prices presented to the public in the Stock Exchange calculator are correct. The Banking Supervision Department includes information on the fees in its semiannual report to the Knesset, together with a link to the calculator.
	2017
1.11.2017	Requirement that reduced fees be set out for all customer-executed transactions, and that a comparison between fees for teller-executed transactions and reduced fees for customer-executed transactions be published. As part of this, the fees for foreign securities transactions were reduced significantly.
	2016
28.2.2016	Annual report to customers (Banking ID Card) – Requirement to report to customers on all assets and liabilities, including total income and expenses during the year. The aim of the periodic report is to improve customers' ability to monitor their account activity, and to increase the ability to compare products and services between banks.

2015

- 1.7.2015 Requirement that the transfer of a customer's Israeli securities portfolio be done within 5 business days from the date the instruction is given to transfer activity in the account. (If they are foreign securities, the maximum period is 14 business days from the date the customer's instruction is issued.)
- 1.1.2015 The banks are required to disclose the cost of securities services by presenting the fees the customer paid next to the average fees actually charged for similar transactions. In addition, the banks are required to provide more detailed information on the securities fees that the customer is actually charged.

2014

- 1.1.2014 Requirement to publish a direct link to fee schedules on the banking corporations' websites, such that the information is available and accessible to the customer.

2013

- 1.1.2013 Determination that the supervised price for transferring a securities deposit from one bank to another applies to the transfer of a securities deposit to outside the banking system as well.
- 1.1.2013 Requirement to set a differential price for securities transactions on different channels.
- 1.1.2013 Cancellation of the securities management fee for MAKAM and money market funds.
- 1.1.2013 Repricing of fees for securities transactions in a manner that facilitates comparison.
- 1.1.2013 Cancellation of the minimum securities management fee.
- 1.1.2013 Discounts for securities transactions will be presented in price terms and not as the rate of discount.

11. Additional fee-related measures from 2013 to the publication date of this report⁹

2025

- 10.12.2025 Publication of a letter from the Supervisor of Banks on revising the format of inquiries addressed to the Banking Supervision Department about changes in fee schedules and of the Department's clarifications regarding fees.
- 15.7.2025 Publication of a draft of the Fee Regulations for public comments, reflecting a reform in the fees charged to households and small businesses for payment account management services (including current accounts) and immediate payment (debit) cards.
- 9.4.2025 Publication of an update to the Fee Regulations, adding a new chapter—Part 15—to the comprehensive fee schedule, addressing client financial information consolidation and analysis services. This update was made in response to the development of advanced infrastructures for the transfer and receipt of a client's financial product data across different financial institutions, and it aims to encourage the development of services that consolidate and analyze this information for the client's benefit. It should be noted that this section covers only services that consolidate data from multiple financial institutions. Including data held by the banking corporation that provides the consolidation and analysis service is permissible, as long as additional data from other financial institutions is also collected. At this stage, it has been decided to allow flexibility in the structure of the service and the fee collection methods so that the market can evolve and support different business models.

2024

- 6.11.2024 Publication of an update to the Fees Rules, including a new chapter (Part 14) to the complete fee schedule, on the issue of payment applications, which enables banking corporations to charge fees for the following services: "receipt of payment," "execution of payment order," and "membership fees for special services." The revisions will go into effect on January 1, 2025.
- 7.8.2024 Publication of an update to the Fees Rules, including several revisions for the benefit of banking system customers. The main revisions are:
- (1) The fee for "Bank guarantee secured by a specific financial deposit" - the collection mechanism was revised from a percentage to a fixed shekel amount. Within this framework, it was determined that the cost of a "Bank guarantee secured by a specific financial deposit" for the purpose of a residential housing service agreement (at a guarantee amount of up to NIS 50,000) shall be lower than the price of a "Bank guarantee secured by a financial deposit". This is because the operation is simpler and in the interest of providing relief to renters.
- (2) With the goal of allowing flexibility in providing service, a section was added that enables a banking corporation to validate a customer's request to join the track service or to cancel it, before the 1st of the month that follows the date of the customer's notice, and provided that a reasonable and fair mechanism of calculating the proportional part that will be charged to the customer for the part of the month will be determined.

⁹ Regulator's selected positions expressed in class action suits are published on the Bank of Israel website.

(3) Benefits in e-banking channels – Appendix E of the fee schedule was expanded in order to allow the inclusion of additional benefits in prices of services offered via online banking channels.

2023

15.10.2023 Publication of an assistance framework for bank customers dealing with the ramifications of the Swords of Iron War, including benefits with regard to fees for those directly harmed by the war. The program was set for 3 months and has since been renewed several times. As of today, the program will last until March 31, 2025.

2022

1.9.2022 Publication of a Supervisory Order on Teller-Executed Services, Customer-Executed Services, Expanded Track, and Expanded Plus Track.

11.8.2022 Publication of the Supervisor's letter regarding clarifications on the issue of third party expenses ancillary to granting credit.

21.7.2022 Publication of the Supervisor's letter on the Banking Law (Service to the Customer) (Amendment No. 34) (Restricting Fees for Submission of a Housing Loan Application) 5782–2022.

22.6.2022 Amendment to the Banking Law (Service to the Customer)(Amendment No. 34) (Restricting Fees for Submission of a Housing Loan Application) was published in the Official Gazette (Reshumot), setting out that a banking corporation may charge a fee that does not exceed NIS 360 for submitting a housing loan application.

17.5.2022 Notice of approval of addition of a service ("automatic coverage of debit balance in foreign currency accounts") to the complete fee schedule was published in the Official Gazette (Reshumot).

16.2.2022 Publication of a Supervisor's letter on disclosure of service costs – Part 11 of the complete fee schedule.

2021

13.9.2021 Publication of a Supervisor's letter on charging an operating fee for early settlement of housing loans.

9.5.2021 Publication of a Supervisor's letter on concessions on fees for individuals with a disability.

18.1.2021 Publication of a Supervisor's letter on adjusting the banks' fee schedules to evolving technology.

2020

13.9.2020 Publication of the Supervision of Immediate Debit Card Fee, Lawyer's Warning Letter, and Teller-Executed Transaction via Call Center Services Order (valid until April 13, 2021) - temporary order due to the COVID-19 crisis.

2019

1.8.2019 Optimization of the mechanism to proactively enroll seniors and those with disabilities to the basic tracks service.

1.8.2019 Proactive enrollment of small businesses and sole proprietorships to the basic or expanded fee track, whichever benefits the customer more.

1.7.2019	The "Bank guarantee secured by a specific monetary deposit" was defined as a separate service from the "Bank guarantee" service, and the fee for it must be lower than the fee for the "Bank guarantee" service.
1.7.2019	Receiving fee schedules by recorded phone message and in the customer's personal area on the bank's website.
1.7.2019	Setting a guideline by which a customer's notice of request to enroll in the tracks service shall be issued through the communications channels offered by the banking corporation, at the customer's preference.
15.5.2019	Presentation of information on the cost of withdrawals on the home screen of ATMs.
15.4.2019	Publication of a Supervisory Order on post-dated check deposit service (valid until June 30, 2019).

2017

18.12.2017	Reducing the capital allocation against bank guarantees secured by a deposit.
29.11.2017	Publication of a letter by the Supervisor of Banks regarding the tracks service—increasing awareness and encouraging small businesses to join.
1.11.2017	Requirement to set reduced rates for all customer-executed transactions, and publication of a comparison of fees for teller-executed transactions and reduced fees on customer-executed transactions.
1.11.2017	Setting a different fee for a walk-in customer.
24.9.2017	Regulating the fee for withdrawals from a remote machine.

2016

19.7.2016	Publication of a Supervisory Order on standard reports – maximum fee of NIS 15.
19.7.2016	Adding financial consulting services to the Fees Rules.
19.7.2016	Setting out a guideline that production of a notice to the customer more than half a year after the account was closed is without a fee.
19.7.2016	Reducing the fee for changing the housing loan repayment date from NIS 125 to the fee for a teller-executed transaction.
19.7.2016	Enrolling seniors and those with disabilities to the basic fees track, at the bank's initiative.

2015

26.8.2015	Publication of a Supervisory Order on the rate of crossover fees – Supervisory Order on a service provided by a card issuer to a merchant acquirer in connection with the crossover settlement of immediate charge transactions. The order sets a maximum fee rate of 0.3 percent.
1.7.2015	Regulating the fees for operational services for a small business by way of settlement services.
1.7.2015	Simplification of the rules for charging conversion fees for a foreign currency transaction or withdrawal, so that only one fee is charged, calculated according to the representative rate.
10.5.2015	Publication of a Supervisory Order on service provided by a merchant acquirer to a truncation service provider in credit card transactions – setting a maximum price of NIS 20, or NIS 10 if the merchant is a small business.
10.5.2015	Publication of a Supervisory Order on the notices and warnings service – maximum fee of NIS 5.

1.2.2015	Revision of the definition of a small business, such that a corporation that provides an annual report according to which its business turnover in the year preceding the report does not exceed NIS 5 million is not required to submit an additional annual report in order to benefit from the lower fee schedule. The amendment means that the burden of proof is transferred to the banking corporation, and its aim is to make it easier for small businesses to be attached to the fee schedule for individuals and small businesses.
1.2.2015	Cancellation of the management fee for a housing loan. This fee was under supervision, and was limited to NIS 2 per month per loan (NIS 24 per year), which was charged when the monthly charge for the housing loan was made.
1.2.2015	Limitation of the fee for real-time money transfers through the ZAHAV (RTGS) system of up to NIS 1 million, up to a service price of one teller-executed transaction.
1.2.2015	Setting out a guideline that a banking corporation will only be allowed to charge a fee for producing a confirmation of ownership of a bank account from the second confirmation during a calendar year.
1.2.2015	Cancellation of the possibility of charging a customer-executed transaction fee for a transaction using an immediate payment (debit) card. Part of the aim is to increase the use of this means of payment as an alternative to the use of cash.
1.2.2015	Cancellation of the deferred payment fee for installment payments using a payment card. (The fee was charged for each installment in such transactions.)

2014

1.4.2014	Setting out the tracks service – choosing a uniform basket of services for managing a current account, from among two baskets of identical services (a basic service track and an expanded service track) offered at all banks in Israel.
24.3.2014	Publication of a Supervisory Order on the basic track service – maximum fee of NIS 10.
1.1.2014	Requirement to publish a direct link to the fee schedule on the websites of all banking corporations.

2013

1.8.2013	Revision of the definition of a "small business". The number of businesses included in the lower retail fee schedule.
1.1.2013	Anchoring in legislation that a reduced fee will be charged for a guarantee secured by a monetary deposit.
1.1.2013	Requirement to set a maximum amount for a purchase/sale fee for Israeli securities.
1.1.2013	Cancellation of the small business management fee, and the status of a small business was equated to that of households.
1.1.2013	Cancellation of the fee for changing the charge date for credit cards.
1.1.2013	Raising the exemption from the fee for handling credit and collateral on nonhousing loans from a ceiling of NIS 50,000 to a ceiling of NIS 100,000.
1.1.2013	Cancellation of the fees for an information card and for a cash withdrawal card.
1.1.2013	Amendment to the definition of "senior citizen" with the aim of providing automatic eligibility (not dependent on presenting a card) to receive 4 teller-executed transactions per month at the price of a customer-executed transaction.