



Credit



Rates



Cautions



Financial System

# Financial Information Booklet for Migrants and Refugees

# Sumário

<b>1 Introduction</b> .....	<b>5</b>
<b>2 How to open a bank account?</b> .....	<b>7</b>
2.1 What are the main types of accounts I can have? .....	7
2.2 Opening an account for asylum seekers.....	8
2.3 Opening an account for migrants or refugees.....	9
<b>3 Cautions when opening an account</b> .....	<b>11</b>
3.1 Make sure the institution is authorized by the BC .....	11
3.2 Read the contract carefully .....	11
3.3 Is there any guarantee for the money that I deposit in my account in case the bank breaks down or goes bankrupt? .....	12
<b>4 Methods of Payment</b> .....	<b>14</b>
4.1 Checks.....	14
4.2 Intrabank Transfer (book transfer).....	14
4.3 Credit Document (DOC).....	15
4.4 Electronic Debit Transfer (TED).....	15
4.5 Instant Payment (Pix).....	16
4.5.1 What is Pix.....	17
4.5.2 Where to access Pix .....	17
4.5.3 Who can offer Pix.....	17
4.5.4 How to make a payment via Pix? .....	17
4.5.5 How to receive a Pix .....	18
4.5.6 How many access keys are available?.....	18
4.5.7 Scheduling a Pix .....	19
4.5.8 More information about Pix.....	19
4.5.9 Rates.....	19

<b>5 Foreign Exchange Operations</b> .....	<b>21</b>
5.1 Where can I exchange foreign currency for Reais or purchase foreign currency?.....	21
5.2 Do I need to enter into a foreign exchange contract to buy or sell foreign currency?.....	21
5.3 What is the exchange rate of the operation?.....	21
5.4 Where can I get an idea of the exchange rates charged by institutions? .....	22
<b>6 Send and Receive Resources to / from Abroad</b> .....	<b>24</b>
6.1 How do I send money abroad?.....	24
6.2 How do I receive money from abroad? .....	24
6.3 Is there a limit for sending / receiving amounts to / from abroad? .....	24
6.4 Which currency can I receive funds in Brazil in? .....	24
6.5 Can the amount received from abroad be credited directly to my account in Brazil?.....	25
6.6 Can fees and charges be charged for shipping or receiving amounts in Brazil and another country simultaneously?.....	25
<b>7 Know the Real Banknotes and Coins</b> .....	<b>27</b>
<b>8 How to Get Credit</b> .....	<b>29</b>
8.1 Credit operations.....	29
8.2 Credit card.....	29
8.3 Microcredit .....	30
8.4 Overdraft .....	30
8.5 Overdraft is different from checks .....	31
<b>9 Relevant points when contracting credit</b> .....	<b>33</b>
9.1 Make sure the institution is authorized by the BC .....	33
9.2 Don't believe in scams .....	33
9.3 Read the contract carefully .....	34
9.4 Pay attention to the total amount and your ability to pay .....	34

<b>10 Rates</b> .....	<b>36</b>
10.1 Can banks charge fees to their customers? .....	36
10.2 Are there free services?.....	36
10.3 Can payment account fees be charged?.....	36
<b>11 Brazilian Financial System</b> .....	<b>39</b>
11.1 The Brazilian National Financial System .....	39
11.2 The Central Bank of Brazil.....	39
<b>12 Main Types of Financial Institutions and Other Supervised by the BC</b> .....	<b>41</b>
12.1 Banks.....	41
12.2 Credit unions .....	41
12.3 Payment institutions .....	41
12.4 Consortium administrators .....	42
12.5 Credit, Financing and Investment Societies (SCFI) .....	42
12.6 Credit Fintechs .....	42

# 1 Introduction

Art. 5 of the Federal Constitution of Brazil and Law No. 13,445, of May 24, 2017, guarantees to Brazilians and migrants in national territory the right to life, freedom, equality, security, property and all other human rights.

This Booklet contains guidelines for migrants and refugees on:

- (i) opening bank accounts;
- (ii) foreign exchange;
- (iii) remittances and receiving money from / to abroad;
- (iv) loans;
- (v) warnings not to be a victim of scams;
- (vi) as well as general information regarding the functioning of the Brazilian financial system and the role of the Central Bank (CB).

More specific information and other matters not covered in this Booklet can be consulted on the Central Bank's website ([www.bcb.gov.br](http://www.bcb.gov.br)), at: [Frequently Asked Questions](#).

In addition, you can watch videos about financial education on the Central Bank's YouTube, in the [Playlists section](#). There, you will find the videos in the “[It's your business](#)” playlist, which aims to provide guidance on financial products and services. In addition to this, there is the playlist of the series “[My money and I](#)”, with everyday situations that involve aspects of financial education such as planning, responsible consumption, savings etc. The CB also recommends access to content on [Financial Citizenship](#), for financial education information.

Note: all the norms edited by the National Monetary Council (CMN) and the BC mentioned in this Booklet can be consulted on the bank's website on Search for Norms.

In case of doubt, information or complaints against any bank or other inspected institution, the BC has the following channels:

- a) internet service: Contact Us;
- b) telephone service: telephone 145, from Monday to Friday, from 8 am to 8 pm (local call cost);
- c) face-to-face service: at the BC Headquarters Building, in Brasília, located in the Southern Banking Sector (SBS) Quadra 3 Bloco B;
- d) mailing: Banco Central do Brasil - Institutional Service Department, Southern Banking Sector (SBS), Quadra 3, Bloco B - Ed.-Sede, Brasília / DF, CEP: 70074-900.



How to  
open a bank  
account?

## 2 How to open a bank account?

**Important warning!** No bank or other institution is required to open an account. This depends on the will of the institution and the client.

### 2.1 What are the main types of accounts I can have?

The main types of account are the deposit account, the salary account and the payment account.

The deposit account can be on demand (current account) or savings account and it is the most common type of bank account.

In the current account, the money you deposit is at your disposal to be withdrawn at any time. To open it, you can directly request the bank through any service channel made available by it for this purpose, including electronically. The CB rules only prevents opening by voice on telephone (phone calls).

In the savings account, the amount deposited is a financial investment that earns interest to the saver. Its main vocation is investment and not the current movement of financial resources. For cash transactions, the ideal is to open a checking account.

The salary account is an account opened at the initiative and request of the employer to pay wages to its employees. This account does not accept any type of deposit other than those made by the employer and cannot be handled in checks.

**Important!** The mere fact that the employer deposits your salary into an account does not make it a salary account. Only if there is a specific wage account contract between the employer and the institution will the account be formally considered a salary account.

Nothing prevents the employer from depositing salary amounts into an employee-owned deposit account.

The payment account is used specially to save money and make transfers, such as TED, DOC, Pix, payment of invoices, and purchases with debit and credit cards.

It can be:

- a) prepaid: with amounts previously deposited by the customer, such as transactions via card, telephone, internet etc.;
- b) post-paid: does not depend on prior deposit of amounts by customers. The most common example is credit cards.

Usually, prepaid accounts can be opened on the cell phone itself. Just enter the identification document and some data, such as name and CPF or CNPJ and others that are requested by

the institution. Since they are prepaid, the funds are only available if you deposit money in advance. They work as a recharge for your cell phone, for example.

In turn, post-paid payment accounts are, in fact, prepaid accounts plus a credit card offered by an issuer, which may be the financial institution itself that offers this type of account as a product or a partner financial institution. Thus, to open these accounts, in addition to the documentation required to open the prepaid account, specific documents may be required for the provision of a credit card.

**Important!** Payment account services can be offered to customers by payment institutions (IPs) or by financial institutions (IFs). However, the payment account is mandatory for the IPs that keep customer resources.

## 2.2 Opening an account for asylum seekers

The Central Bank of Brazil (BC) does not establish a list of documents required for customer identification at the time of opening an account.

The norms state that: (i) any identification documents recognized by Brazilian law are skilled documents for account opening; and (ii) it is up to the banks to define the list of documents necessary to open their clients' accounts, since they are required to adopt procedures and controls necessary to identify and qualify the account holder, including foreign, and their representatives.

Thus, there is no legal or regulatory impediment to banks to identify asylum seekers for account opening purposes, based on the following documents:

- a) National Migration Registration Card (CRNM);
- b) Provisional Document of National Migratory Registration (DPRNM);
- c) Protocol of Refuge.

The asylum seeker can also open a payment account, including via mobile phone, at a bank or at a payment institution (IP). These accounts have simpler opening rules when the maximum deposited amount limit is R\$5,000.

If the bank or payment institution requests the presentation of a CPF, look for the Federal Reserve Service (<https://receita.economia.gov.br/>).

**Important!** It is up to banks and payment institutions to define the list of required documents and they are not obliged to open an account, even if you have all the documentation requested. This rule also applies to Brazilians!



## 2.3 Opening an account for migrants or refugees

The process of opening a bank account for migrants or refugees is the same as that described for the applicant for recognition of refugee status and everyone can open a payment account.

We can cite, as an example of documents that can be accepted for the identification of migrants and refugees in the process of opening an account, the following:

- a) Foreign Identity Card (CIE);
- b) National Registry of Foreigners (RNE); or
- c) National Migration Registration Card (CRNM).

Important! As mentioned, it is up to banks and payment institutions to define the list of required documents and they are not obliged to open an account, even if you have all the documentation requested. This rule also applies to Brazilians!

Attention! The refugee already recognized by the National Committee for Refugees (Conare) and who already has an account opened as an applicant for recognition of refugee status must update his registration at the bank or payment institution, and must present his National Migration Registration Card (CRNM). Banks and payment institutions must keep their customers' records up to date under [Resolution 4,753, 2019](#), and [Circular Letter 3,680, 2013](#), respectively.

### 2.4 Can I open an account together with another person (s)?

Yes. It is allowed to open an account with more than one holder. The rules for joint account follow the same as those established for a single account.

The opening of this type of account depends on the agreement between the parties, and there is no regulation that requires a bank or other institution to open an account with more than one holder.

### 2.5 Can I open an account as an Individual Microentrepreneur (MEI)?

Yes. In this case, your account will be opened as a corporate account (PJ). Check with your institution for the necessary documentation to be presented for opening that account.



Cautions when  
opening an  
account

## 3 Cautions when opening an account

### 3.1 Make sure the institution is authorized by the BC

You can find all institutions authorized to operate by the BC on the website by following “Financial stability> National Financial System> Organization> [Find an institution](#)”. If authorized, by clicking on the name of the institution, various information is provided, including contact details.

If the name of the institution is not found, check if it acts as a [correspondent](#) for any authorized institution.

In the case of payment institutions, there are rules that determine whether they need the BC’s authorization to act. Small IPs that do not handle high financial volumes can operate without the need for authorization.

If in doubt, contact the BC.

### 3.2 Read the contract carefully

Institutions are obliged to provide you with the most important information, including on:

- a) conditions for providing checks;
- b) the need for the depositor to communicate any changes to the registration data and documents used to open the account;
- c) conditions for including the name of the depositor in the [Register of Issuers of Checks without Funds \(CCF\)](#);
- d) information that liquidated checks, once microfilmed, may be destroyed;
- e) [rates](#) for services, including information on services that cannot be charged; and
- f) balance required to maintain the account, if there is such a requirement.

If you have any questions, ask the institution’s attendant or contact the BC.

**Important!** The institution is required to provide a copy of all documents that you have signed. Ask and keep them with you.

The institution may send the contract by any means, including electronically.

### 3.3 Is there any guarantee for the money that I deposit in my account in case the bank breaks down or goes bankrupt?

Yes. The amounts deposited in banks and cooperatives are guaranteed up to R\$ 250,000.00, in each institution, being up to the Credit Guarantee Fund (FGC) and the Credit Cooperative Guarantee Fund (FGCoop), which are private companies, to manage these credit mechanisms protection.

More information about the funds can be obtained on the respective websites: [www.fgc.org.br](http://www.fgc.org.br) and [www.fgcoop.coop.br](http://www.fgcoop.coop.br).

In addition, you can also access the [Frequently Asked Questions in Resolution Regimes](#), FGC and [FGCoop](#) on the BC website.

In the case of IPs, although there is no guarantee fund, there is an obligation in law that the resources of customers are separate from the resources of institutions!



## Methods of Payment

## 4 Methods of Payment

### 4.1 Checks

The check, characterized as a cash payment order, is a product intended for customers who have a cash deposit account (current account) in banks.

These institutions are not obliged to offer this product to their customers, but, if they do, they must provide information on rules of use and in cases of cancellation or suspension of service.

When issuing a check, make sure you have the amount in account to honor the payment, because in case of lack of account balance, the check will be returned and your CPF can be included in the Register of Check without Funds (CCF), which can prevent you from carrying out credit transactions or other financial transactions.

Important! Since it is a cash payment order, the bank does not verify if the indicative date of payment of the check is a future date (pre-dated check). Therefore, the check presented for payment before the day indicated as the date of issue is payable on the day of presentation.

Know more about checks [here](#).

### 4.2 Intrabank Transfer (book transfer)

Intrabank transfer, also known as book transfer, is the transfer of amounts between accounts of the same institution.

Generally, the amount transferred is immediately credited to the lender's account, regardless of whether the transfer takes place on weekends or on holidays. However, the institution may establish different criteria for deposits of the amounts in the accounts.

The main characteristics of intrabank transfers are:

- the value limit for the transfer is determined by the institution itself;
- the amount is usually credited immediately after the debit, but the institution may set different rules;
- there is no time limit for requesting the transfer; and
- the institution cannot charge a fee per customer of up to 2 transfers per month.

Know more about book transfer [here](#).

### 4.3 Credit Document (DOC)

The Credit Document (DOC) is a transfer order used between account holders, individuals and legal entities, from different institutions and between the institutions themselves, involving payment of obligations or not.

By transiting through the Deferred Settlement System of Interbank Transfers of Credit Orders (Siloc), these transfers can only be made by Caixa Econômica Federal and by commercial banks and multiple banks with commercial portfolio participating in this System.

In this transaction, the amount transferred is limited to R\$4,999.99, and is only credited on the business day following the transaction date.

Attention! As the amount is only credited on the following business day, the bank is not obliged to use the resources from that transfer to discharge overdue charges on the day of remittance. So, be aware that the amount will be effectively transferred by the due date of the obligation.

The DOC shall contain the following information:

- a) name of the recipient customer, with the respective CPF or CNPJ; and
- b) identification of the financial institution, the agency and the account to be credited.

If there is inconsistency between the above-mentioned information, the decision to credit the recipient customer's account is at the receiving institution's own risk. Thus, in the case of the DOC, there is no normative explicit command that determines the return of funds in case of divergence in the identification information of the recipient customer.

In the event of a return, the sending bank shall make the amount available to the paying customer on the day of settlement and immediately inform you of the occurrence.

Know more about DOC [here](#).

### 4.4 Electronic Debit Transfer (TED)

Available Electronic Transfer (TED) is the financial transfer between different financial institutions or account-holding payment institutions at the Central Bank.

It is used to transfer amounts between account holders from different institutions, individuals and legal entities, and between the institutions themselves involving payment of obligations or not.

There is no limit on amounts to be transferred through TED, and resources must be credited on the same day to the recipient's account, provided:

- the operation is regular;
- there are funds in the sender's account; and
- the time limit informed by the bank for issuing TED is obeyed.

The time limit is set by the financial institution and, in general, it is until 17h (5 PM). After the time limit set by the institution, the TED may be scheduled for the next business day or later date.

In issuing a TED, the following data shall be provided, where appropriate:

- a) issuer's CPF or CNPJ number;
- b) name of the issuer customer, consistent with the CPF or the CNPJ (without distinction between business name and fantasy name);
- c) identification of the receiving agency;
- d) identification of the current account of the receiving customer, if account holder of the receiving institution;
- e) CPF or CNPJ number of the recipient; and
- f) name of the receiving customer consistent with the CPF or the CNPJ.

The TED's issuing institution is responsible for validating the data of the issuer customer and the receiving institution is responsible for validating the receiving customer's data.

Know more about TED [here](#).

#### 4.5 Instant Payment (Pix)



Attention! The Pix started working from November 16th, 2020. Registration of the keys began on October 5th, 2020.



### 4.5.1 What is Pix

Pix (Instant Payment) is the electronic transfer of resources between accounts in real time. The service, which can be made available to individuals and legal entities, is available 24 hours a day, 7 days a week and every day of the year, including Saturdays, Sundays and public holidays.

This is an option in addition to the DOC, TED, payment slips and the debit card itself.

### 4.5.2 Where to access Pix

Pix can be accessed by customers in the app of the bank or payment institution where they have a transactional account (cash deposit account, popularly known as a current account, savings deposit account, or prepaid payment account).

### 4.5.3 Who can offer Pix

Financial institutions (IFs) and payment institutions (IPs), including fintechs, can offer Pix to their customers.

Some of these institutions will have to offer it obligatorily. These are: BC-authorized IFs or IPs with more than 500,000 active customer accounts (considering cash deposit accounts, savings deposit account, and prepaid payment account).

Other IFs and IPs, including IPs not subject to authorization by the BC, may offer this service on an optional basis, provided that they are adhering to Pix. In such cases, they will be considered members of the Brazilian Payment System (SPB) and will be subject to a minimum regulation, from the moment they apply for accession.

The Central Bank will keep updated, on the [Pix website page](#), the relationship with institutions obliged or authorized to offer the service.

### 4.5.4 How to make a payment via Pix?

To perform a Pix, the customer can:

- a) scan a QR Code with their smartphone camera, in the option to make a Pix in your financial institution's or payment application; or
- b) inform a Pix key to the payer, which can be CPF/CNPJ, email, cell phone or random key, through the option provided by the financial institution or payment in the application installed on their smartphone.

Although not the expected pattern, due to its poor practicality and delay, there is alternatively the option to manually enter the information on the receiving user's transactional account, as occurs today to start a TED or DOC.

#### **4.5.5 How to receive a Pix**

To receive a Pix, the client can:

- a) generate a QR Code and present it to the payer; or
- b) inform the payer the Pix key, which can be CPF/CNPJ, e-mail, mobile phone or random key, through the option provided by the financial institution or payment institution in the application installed on the smartphone.

The QR Code can be generated only once or at each new transaction, depending on the recipient's choice.

If you do not want to generate the QR Code or enter the key, there is the option to inform the full data of your account to the payer, who will have to enter the data manually.

Once the transaction is complete, the amount will be immediately forwarded to the lender's account, which will receive in real time a message confirming the credit to the account.

You do not need to register a key to make or receive a Pix. However, key registration is recommended to receive a Pix. Although the customer can receive transactions only informing the data of your account, this form does not have the same practicality that the use of the key allows and can generate delay in the initiation of the transaction, reducing the benefit of the payer in making a Pix.

The random key is a way to receive a Pix without having to report any personal data to the payer. It will be a set of randomly generated numbers, letters and symbols that will identify your account and can be used to receive resources.

#### **4.5.6 How many access keys are available?**

Individual clients can have 5 keys for each account they own, while legal entities can have 20 keys for each account they own.

The same key cannot be linked to different accounts.

## 4.5.7 Scheduling a Pix

The Pix can be scheduled for a specified future date (Scheduled Pix).

If there are insufficient resources in the payer's account on the scheduled date of the Pix, the beginning of the transaction will not be authorized.

It is important to note that the offer of the Scheduled Pix by Pix participants is optional, so the customers should verify if the institution of which they are a customer offers this option.

## 4.5.8 More information about Pix

For more information about Pix see our website:

- a) [Pix Website Page](#)
- b) [Pix Frequently Asked Questions](#)

## 4.5.9 Rates

Individuals are exempt from charging fees for:

- a) Making a Pix (sending resources, for the purpose of transfer and purchase); and
- b) Receiving a Pix (receiving resources, for the purpose of transfer).

There are only two situations in which individuals can be charged:

- a) When making a Pix: when using the institution's personal or face-to-face service channel, including by telephone, when electronic means are available;
- b) When receiving a Pix: for the purpose of purchase in the case of commercial activities, like individual sellers who receive Pix in return for the sale of a product or service.

Individuals' tariff rules also apply to Microentrepreneur Individual (MEI) and individual entrepreneur. On the other hand, there is no tariff exemption for legal entities.



Foreign  
Exchange

## 5 Foreign Exchange Operations

### 5.1 Where can I exchange foreign currency for Reais or purchase foreign currency?

You can carry out foreign exchange transactions only with institutions authorized by the BC to operate in the foreign exchange market. See the list of authorized institutions [here](#).

In addition, you can carry out these transactions with foreign exchange correspondents, companies that act on behalf of authorized institutions. You can consult the list of foreign exchange correspondents [here](#).

Authorized institutions and correspondents can define which foreign currency bills will be accepted for each transaction.

### 5.2 Do I need to enter into a foreign exchange contract to buy or sell foreign currency?

It depends. The contract is only necessary for transactions involving the purchase or sale of foreign currency above US \$ 10,000 (ten thousand US dollars), or its equivalent in other foreign currencies. In other cases, all you need to do is exchange the money, presenting your documents to the institution's employees and, if the amount is more than US \$ 3 thousand (three thousand American dollars), the documentation that supports the operation.

### 5.3 What is the exchange rate of the operation?

Exchange rates are freely agreed upon between the contracting parties, that is, between the customer and the agent authorized to operate in the foreign exchange market.

In order to know effectively the total value of the operation, the institution must inform the Total Effective Value (VET), which considers the exchange rate, the taxes levied and the fees eventually charged.

Thus, to find out what the value of the operation is and to compare prices between authorized agents, always ask what the operation's VET is.

Learn more about exchange rate and VET [here](#).

## 5.4 Where can I get an idea of the exchange rates charged by institutions?

The BC discloses the arithmetic average of the purchase and sale rates of agents authorized to trade foreign exchange. This fee serves as a minimum reference, not as a fixed fee.

To know effectively which institutions have, on average, the best exchange rates, consult the VET ranking [here](#).

Important! The BC website values are average values. The amount you will pay or receive from each institution will depend on each operation. Therefore, it is important to research more than one institution.



Send and  
Receive  
Resources  
to / from  
Abroad

## **6 Send and Receive Resources to / from Abroad**

### **6.1 How do I send money abroad?**

The sending of funds from Brazil abroad must be carried out through institutions authorized by the BC to operate in the foreign exchange market, mentioned in item 4.1. Some institutions offer the possibility of sending remittances by digital means.

Check with your preferred institution for the procedures for submitting the appeal, required documentation and the VET.

Alternatively, the international postal order service, available at the Post Office, can also be used. The list of partner countries can be found on the Post Office website.

### **6.2 How do I receive money from abroad?**

The receiving of funds from abroad in Brazil must be made through institutions authorized by the BC to operate in the foreign exchange market, mentioned in item 4.1. Some institutions offer the possibility of receiving remittances through digital means.

It is recommended that, prior to sending the foreign currency to Brazil, the beneficiary in the country should check with the authorized institution of his preference the procedures to be adopted, the required documentation and the VET.

Alternatively, the international postal order service, available at the Post Office, can also be used. The list of partner countries can be found on the Post Office website.

### **6.3 Is there a limit for sending / receiving amounts to / from abroad?**

As a rule, there is no limitation on the value of the transactions, it should be noted that the transaction must comply with Brazilian law and exchange regulations.

### **6.4 Which currency can I receive funds in Brazil in?**

Payment orders can be sent from abroad in foreign currency or in reais, but will always be paid to residents of Brazil in reais.

The exchange rate is that negotiated between the beneficiary and the authorized financial institution.



## **6.5 Can the amount received from abroad be credited directly to my account in Brazil?**

Yes. The amount in reais can be credited directly to an account in the case of transfers to individuals. Exchange regulations also allow institutions to offer the possibility that the value in reais will be agreed upon by the sender abroad, at no additional cost to the recipient in Brazil. This system, however, depends on prior adjustment between the authorized agent in the country and a partner abroad.

## **6.6 Can fees and charges be charged for shipping or receiving amounts in Brazil and another country simultaneously?**

Since the collection of fees or charges in other countries is outside the competence of the Central Bank of Brazil, there is no impediment to these fees being charged both in the country of remittance and in the country of receipt of the resource. The client should consult the contracted institution in advance on the subject.



Know  
the Real  
Banknotes  
and Coins

## 7 Know the Real Banknotes and Coins

On the BC's website, it is possible to obtain information on the characteristics of [banknotes and coins](#) in circulation in Brazil, including important information to identify the security elements that must be on the banknotes.

If you have questions about the integrity of a banknote, you can turn it over to a bank, which will forward it to the BC for review. Upon delivery of the banknote to the bank, request a receipt. You can follow the analysis process [here](#).

The latest banknote in circulation in the economy is R\$200, launched by the BC in September 2020 and which will be a part of the national money supply indefinitely.

The format of this new banknote is the same as the one of R\$ 20.00, but, to prevent misunderstandings, the animal (maned-wolf) and the landscape (cerrado) illustrated are quite different from the lower value banknote (in the R\$ 20.00 banknote, the golden lion tamarin and the Atlantic forest are illustrated) and the security elements are customized.

You can consult more information about the new banknote [here](#).



## How to Get Credit

## 8 How to Get Credit

Important warning! No bank, or other institution, is obliged to grant a loan, financing or credit card to any customer, whether Brazilian, migrant or refugee. Likewise, you are also not required to obtain credit to open an account or perform any financial service.

### 8.1 Credit operations

Through a credit operation, the bank, or other financial institution, makes money available to the customer in exchange for its return within a certain period, plus interest and charges. In general, institutions may require customers to provide some payment guarantee, such as guarantor, car, motorcycle, home, to reduce the risks of the operation.

There are two main types of credit operations:

- a) loans: The money does not need to be invested in a specific purpose, and can be used to serve any interest of the borrower;
- b) financing: the money must be invested specifically in what is provided for in the contract. In this case, the guarantee of the operation can be the asset itself, such as the financing of a car, a motorcycle or a house.

More information can be obtained [here](#).

### 8.2 Credit card

The credit card is a means of payment by which the customer makes purchases and undertakes to pay the amounts in one or more instalments. The card can be contracted with a bank or a payment institution.

On a monthly basis, institutions must issue an invoice/statement, which allows the checking of purchases made by the customer.

**ATTENTION!** It is common for the credit card payment invoice to have the option of “minimum payment” or “minimum amount”. Paying only the minimum amount of the invoice corresponds to taking a loan with the credit card issuing institution, which generates interest and charges, as established in the contract. The ideal is that you pay monthly, on the due date, the total amount of your card bill, since the interest and charges for this service are extremely high! Use your credit card very carefully!

If you do not pay the full amount of the invoice, which is your debt to the institution, depending on what is agreed in the contract, a default situation will be set up, and your name may even be entered in negative records.

Learn more about your credit card [here](#).

## 8.3 Microcredit

Microcredit operations are those carried out to finance the productive activities of small and medium-sized entrepreneurs, that is, those with annual gross income or revenue of up to R\$ 200 thousand (R\$ 360 thousand from November 3rd, 2000 - [Resolution 4,713](#), 2019, art. 2). Microcredit operations are aimed at opening and growing businesses, and the funds cannot be used for consumption.

Within microcredit, there is the National Oriented Productive Microcredit Program (PNMPO), which is a government program with the objective of supporting and financing productive activities of entrepreneurs (Law 13,636, of 2018).

In the PNMPO, the interest rate is lower and is limited to 4% per month. In addition, the only fee that the bank can charge the customer is the credit opening fee, limited to 3% of the amount of the credit granted.

As it is more beneficial, the operation in the PNMPO has some requirements:

- a) minimum term of the operation: 120 days;
- b) sum of debit balances limited to:
  - i) R\$ 21,000.00, in relation to the operations under the MPO for the same borrower in each financial institution; and
  - ii) R\$ 80,000.00, in relation to credit operations in general, including outside the MPO, except for mortgage credit operations.

Consult an institution for more information on the possibility of acquiring a microcredit for your business!

Learn more about microcredit [here](#).

## 8.4 Overdraft

When you open a checking account, the institution may offer a credit operation linked to this account, called an “overdraft”. This is a value made available to you and can be used at any time.

Attention! The amount of the overdraft may appear on your account statement, but it is not actually your amount. It is a kind of pre-approved loan.

It is important to check with the institution what the conditions of use are, which should be provided for in the adhesion contract. For this service, the monthly interest rate charged cannot

exceed 8%. In addition, if the amount made available exceeds R\$ 500.00, the bank may charge a fee for new contracts, and as of June 1, 2020, for current contracts.

## 8.5 Overdraft is different from checks

The overdraft is different from the check.

Overdraft is a credit operation and resembles a loan.

The check is a cash payment order for the recipient, that is, it represents the amount that must be paid by the person who issued the check at the time of presentation of it to the bank.

When you sign or receive a check, the transaction involves three agents:

- a) issuer (issuer or drawer): the one who issues the check;
- b) beneficiary: person who receives the check as payment; and
- c) withdrawn: bank where the issuer's money is deposited and which will pay the check to the beneficiary.

Learn more about checks [here](#).

Attention! Checks should only be issued if you have money in your account to pay them, otherwise it will be returned and your CPF may be included in the [Registry of Issuers of Checks Without Funds \(CCF\)](#). Use the check consciously!



Relevant  
points when  
contracting  
credit



## 9 Relevant points when contracting credit

### 9.1 Make sure the institution is authorized by the BC

You can find all institutions authorized to operate by the BC on the website by following “Financial stability> National Financial System> Organization> [Find an institution](#)”. If authorized, by clicking on the name of the institution, various information is provided, including contact details.

If the name of the institution is not found, check if it acts as a [correspondent](#) for any authorized institution.

In the case of payment institutions, there are rules that determine whether they need the BC’s authorization to act. Small IPs that do not handle high financial volumes can operate without the need for authorization.

If in doubt, contact the BC.

### 9.2 Don’t believe in scams

Banks and institutions cannot require any advance deposit to provide a loan. In addition, the Central Bank does not lend or charge any amount.

Thus, the BC recommends the population to:

- a) do not make initial deposits to obtain loans, mainly in individual accounts;
- b) avoid loans with unknown companies that run advertisements in newspapers, internet or other media and that do not have a headquarters;
- c) be wary of very advantageous or facilitated credit offers that do not require a guarantor or do not consult restrictive registrations (SPC and Serasa, for example); and
- d) always look for a financial institution authorized by the BC and make sure that you are, in fact, dealing with the institution in question.

Learn more tips [here](#).

If you have been the victim of a scam, we suggest the occurrence record at the nearest Police Station to seek compensation for any damages.

### 9.3 Read the contract carefully

Institutions are obliged to provide customers with the most important information. If you have any questions, ask the institution's attendant, a friend or contact the BC. The institution may send the contract by any means, including electronically.

### 9.4 Pay attention to the total amount and your ability to pay

Many people end up spending more than necessary or even having problems with excessive indebtedness because they do not evaluate the impacts well when taking out a loan. So, it is important to:

- a) evaluate not only the value of the instalments, but also the total value of what you are paying (sometimes you can take on slightly larger instalments and contract a loan or financing for a shorter period and spend much less in total);
- b) check carefully if you don't already have other instalments that will accumulate and compromise a lot of your monthly income. Always see what fits in your budget;
- c) compare between institutions authorized by the BC to obtain a good credit condition. To do this, do not ask only for the amount of the interest rate, but for the total amount you will pay and the Total Effective Cost (CET), which will already cover everything that may be charged in the operation (interest, bank fees, taxes etc.);
- d) also use the BC Ranking to compare institutions and find out the normal market costs for your situation;
- e) rely on the [Citizen Calculator](#) to help you with your calculations.



Rates

# 10 Rates

## 10.1 Can banks charge fees to their customers?

Yes. The fee is the remuneration for bank services. But they can only charge these fees if the service:

- a) is provided for in the customer's contract or if previously requested by the customer or the user; and
- b) is effectively provided by the bank or institution.

Learn more about [rates](#).

## 10.2 Are there free services?

Yes. There are some services that are free, so banks cannot charge fees.

For checking accounts:

- a) 1 (one) debit card and the provision of a 2nd copy (the 2nd copy may be charged when the request is due to loss, theft, stealth, damage to the card or other reasons that are not the responsibility of the institution);
- b) 4 (four) withdrawals per month, including by check or single check;
- c) 2 (two) transfers of money per month between accounts of the same institution;
- d) 2 (two) statements per month, with changes in the last (thirty) days;
- e) internet consultations;
- f) clearing checks;
- g) 10 (ten) check sheets per month, provided that the client meets the requirements for the use of checks; and
- h) 1 (one) extract with information broken down, month by month, of the values of fees and charges for credit operations charged in the previous year, provided until February 28.

## 10.3 Can payment account fees be charged?

Banks and payment institutions may charge fees associated with the maintenance of payment accounts, as long as the conditions of use and payment of the service are explained to the customer with due transparency.

In the case of these accounts, there is no list of essential services, exempt from rates by regulatory obligation. However, institutions may not charge them in certain cases, by business option.

If there is a charge, the fee table must be published on the premises of the institution and on its respective website, and the table may be limited to the services provided by the institution. If the institution offers specific service packages, they must be informed in the rates table, with their composition of services and number of events, and their price.



# Brazilian Financial System

# 11 Brazilian Financial System

## 11.1 The Brazilian National Financial System

The Brazilian National Financial System (SFN) is formed by a set of institutions that allow people, companies and the government to open accounts and circulate most of their money, paying their debts and making investments or taking out loans.

## 11.2 The Central Bank of Brazil

The BC controls inflation, authorizes the issuance of money (paper money), conducts foreign exchange and credit policy, as well as regulates Brazil's financial relations with abroad.

In addition, the BC supervises the institutions of the financial system. Below, an illustration of the entities that are under the supervision of the BC.



*Supervisors: BC -Central Bank of Brazil*

*Operators: Banks and Deposit Agencies (public companies that act as commercial banks / Consortium administrators / Credit cooperatives / Brokers and distributors\* / Payment Institutions (IPs)\*\* / Other banking institutions*

\* Depending on their brokerage and distribution activities, they are also inspected by the CVM.

\*\* Payment institutions are not part of the SFN, but are regulated and supervised by the BC, according to guidelines established by the CMN.



Main Types of  
Financial  
Institutions and  
Other Supervised  
by the BC



## 12 Main Types of Financial Institutions and Other Supervised by the BC

### 12.1 Banks

These are financial institutions that specialize in saving their clients' money and connecting savers and those in need of loans. They provide customers with withdrawals, transfers, loans, investments, among others.

Learn more about banks [here](#).

### 12.2 Credit unions

They are formed by the association of people to provide financial services exclusively to their members. When you open an account or take out a loan with a cooperative, you become a member, participating in its management and enjoying its products and services.

In credit unions, members find the main services available at banks, such as checking accounts, financial investments, credit cards, loans and financing.

Learn more about cooperatives [here](#).

### 12.3 Payment institutions

The payment institution (IP) provides services for the safekeeping of your money and makes it possible to make payments and transfers, for example, by means of a prepaid card or a cell phone.

To open an account with a value of up to R\$ 5,000.00 on an IP, the BC only requires that you provide an identification document and indicate your CPF. It's quite simple! Some IPs may require additional documents and, in some cases, a selfie.

There are also IPs that provide credit cards. With this product, you can make purchases and only pay at a future date.

Attention! This card must be used with great care!

Important! The IP does not provide loans and financing. However, in some cases, IPs are part of groups with financial institutions. Thus, the customer can obtain loans from these institutions and the funds are deposited in his own payment account.

Learn more about IPs [here](#).

## 12.4 Consortium administrators

They are responsible for managing a group of people who meet for the purpose of financing the purchase of goods, such as cars, motorcycles, real estate or services. The consortium group has a predetermined term and number of quotas.

When you join a consortium group, there is no guarantee that you will receive your asset or right immediately, even if you pay the amounts in advance. The criteria for participating in the sweepstakes and for bidding must be provided for in your contract.

Learn more about consortium administrators [here](#).

## 12.5 Credit, Financing and Investment Societies (SCFI)

They are financial institutions, such as banks, that provide loans and financing for the acquisition of goods, services or working capital.

Important: unlike banks, it is not possible to open a checking account at these institutions.

Learn more about SCFIs [here](#).

## 12.6 Credit Fintechs

They are institutions that provide loans and financing exclusively through the internet. They are called Direct Credit Companies (SCD) or Loan Companies between People (SEP). Find out more [here](#).

There are cases of banks or correspondents who also offer loans and financing online. In this case, they are not credit fintechs, but they act in the same way.

# Organizers



**UNHCR  
ACNUR**  
Agência da ONU para Refugiados



**OIM**  
ONU MIGRAÇÃO



**BANCO CENTRAL  
DO BRASIL**

MINISTÉRIO DA  
JUSTIÇA E  
SEGURANÇA PÚBLICA



**PÁTRIA AMADA  
BRASIL**  
GOVERNO FEDERAL