

# **Information of Česká spořitelna, a.s. on Payment Services**

## **Business and Corporate Clients**

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This document contains important information on the payment services that Česká spořitelna, a.s. (hereinafter referred to as the “Bank”) provides to its client (hereinafter referred to as the “Client”). The Bank advises the Client to become familiar with this information prior to concluding a contract with the Bank on payment services.

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# 1. RULES FOR COMPLETING A PAYMENT ORDER

## 1.1 Domestic Payments in Czech Crowns

Payment orders must include the following **mandatory data**:

- a) **Payer's account number and payee's account number, including bank code or the payee's mobile telephone number** in case of mobile payment;
- b) **Amount**;
- c) **Name of payee** in case of payment order via certain applications of electronic banking.

The payment must be always authorized (e.g., by signature corresponding to the specimen signature provided on the specimen signature form).

Where a one-time payment order is entered in the form of a multiple payment order, the aforementioned data have to be completed for each form or each page of the multiple payment order.

Payment orders may also contain the following **optional data**:

- a) Due date (i.e., the date on which the funds shall be debited from the payer's account);
- b) Variable symbol;
- c) Specific symbol;
- d) Constant symbol;
- e) Text message for the payee;
- f) Issue date of the payment order.

## 1.2 Payment Order Details for SEPA Transfers in EUR

Payment orders for SEPA transfers must contain the following **mandatory data**:

- a) **Payer's account number in IBAN format**;
- b) **Payee's account number always in IBAN format** (if an incorrect IBAN is specified, the Client's payment order may be refused);
- c) **Payee's account name**;
- d) **Amount in EUR**;
- e) **Due date**.

The payment must be always authorized (e.g., by signature corresponding to the specimen signature provided on the specimen signature form).

Payment orders may also contain the following **optional data**:

- a) Purpose of the payment transaction, i.e., additional information relating to the payment transaction which is relevant for the payee;
- b) Priority of execution of the payment transaction;
- c) Instructions for sending a confirmation that the payment transaction was executed;
- d) Instructions for sending an informational SMS on potential non-execution of payment transaction submitted through electronic banking;
- e) Contractual exchange rate (if agreed in advance);
- f) Additional identification data on the payment transaction, payer, and payee, as follows:
  - Variable symbol, specific symbol, and constant symbol
  - Payment reference (On the basis of agreement with beneficiary. It is not allowed to use Payment reference and one of symbols – VS, KS, SS at the same time). If the Client provides both instructions, the Bank uses just instruction filled in field Payment reference.

If the Client specifies BIC of the payee's bank in the payment order, which does not correspond to the payee's IBAN account, the Bank will process the order with the BIC of the payee's bank corresponding to the payee's IBAN account.

## 1.3 Payment Order Details for SEPA Direct Debits in EUR

Payment orders for SEPA direct debits must contain the following **mandatory data**:

- a) **Creditor's account number in IBAN format**;
- b) **Creditor identifier** – CID;
- c) **Name of the debtor's account**;

- d) **Debtor's account number in IBAN format;**
- e) **Identification code of the scheme** – CORE or B2B;
- f) **Amount in EUR currency;**
- g) **Due date of the collection;**
- h) **Type of payments**– One-off or recurrent payment;
- i) **Mandate reference** (the so-called Unique Mandate Reference);
- j) **Date of signing the SEPA Direct Debit Mandate** – date of contracting the SEPA Direct Debit Mandate with the Creditor;

The payment must be always authorized (e.g., by signature corresponding to the specimen signature provided on the specimen signature form).

Payment orders may also contain the following **optional data**:

- a) BIC of the debtor's bank;
- b) additional identification data on the payment transaction, debtor, and creditor, as follows:
  - variable symbol, specific symbol, and constant symbol;
  - reference of the payment; it is not allowed to use the reference and one of transfer symbols – VS, KS, SS at the same time;
- c) additional information – any text specifying the payment for the debtor and creditor with the maximum length of 140 characters.

#### 1.4 Details for SEPA Direct Debit Approval in EUR Handed over to the Bank

SEPA Direct Debit Approval must contain the following **mandatory data**:

- a) **Debtor's account number in IBAN;**
- b) **Mandate reference** contracted with the creditor (the so-called Unique Mandate Reference);
- c) **Creditor identifier** (CID) allowed by the Debtor to perform the direct debit;
- d) **Identification code of the scheme** (CORE or B2B);
- e) **Type of payments** (One-off or recurrent payment);
- f) **Limit** for one direct debit payment (limit must be defined as the amount which the client anticipates, considering all circumstances, as the maximum direct debit amount for one payment).

SEPA Direct Debit Approval may also contain the following **optional data**:

- a) period for the limit of one direct debit payment;
- b) validity of the Direct Debit Approval.

#### 1.5 Payment Orders for Foreign-Currency Payments in the Czech Republic and for All Outgoing Foreign Payments

Payment orders must include the following **mandatory data**:

- a) **Payer's account number**, exact name and address of the account owner;
- b) **Payee's account number**, exact name and address of the account owner;

If the payment transaction is to be made to a European Economic Area country or to another country which uses the IBAN format for account numbers (for a list of countries using IBAN, please refer to the Bank's website), the payee's bank details must be specified as follows:

1. IBAN – the account number in international format and the exact account name and address of the payee (if an incorrect IBAN is used, the payment order may be declined)
2. BIC – international bank code and exact name and address of the payee's bank

If the IBAN and BIC is not provided by the payment transaction to the stated countries and in the stated currencies (a list of these countries is available on the Bank's website), the payment transaction will not be accepted by the Bank for processing.

If IBAN and BIC are provided in the wrong fields, the payment transaction may not be executed, or the foreign bank may charge an additional fee for the transaction.

In the case of execution of payment transaction to a country that does not use the IBAN format, the payee's bank details shall be specified as follows:

1. Account number
2. Exact name of the account and address of the payee
3. BIC/clearing (sort) code of the payee's bank, the exact name and registered office of the branch of the payee's bank which maintains the account

If only the BIC is specified in the payment order, i.e., if the bank's name is not specified, the order will be processed on the basis of the BIC. If both details are specified but the BIC does not correspond with the name of the bank, the payment order will be processed based on the BIC. If the specified BIC is invalid, the order will be processed according to the bank's name and seat of the bank. If the name and registered office of the bank is not sufficient for properly executing the payment order, the order will not be executed. The same principles also apply when using the clearing (sort) code instead of the BIC.

- c) **Currency of transfer:** AUD, BGN, CAD, CHF, CZK, DKK, EUR, GBP, HKD, HRK, HUF, JPY, NOK, NZD, PLN, RON, RUB, SEK, USD, TRY, TND and ZAR. Transfers in CNY, INR, THB and SGD are available only for corporate clients. If the currency of transfer is the Czech crown, it is necessary to check with the Bank in advance whether the foreign (receiving) bank accepts payments in Czech crowns.
- d) **Due date** – the date on which the funds are to be debited from the Client's account.
- e) **Fee payment method** – the method applied by the Bank for transfer fees:

SHA	BEN	OUR
The payer covers its bank's fees, and the payee covers fees of other banks. For this reason, the payee may receive the payment minus any fees charged by other banks.	All fees are covered by the payee. For this reason, the payee will receive the payment minus any fees charged by all banks involved.	All fees are covered by the payer. For this reason, the payee will receive the payment in its full amount.

SHA can be chosen only for payments to European Economic Area countries. For these transfers, OUR and BEN cannot be chosen at all.

If the order is submitted with an incorrectly specified fee payment method, the bank will change BEN and OUR to SHA. If no fee payment method is selected, the payment will be processed using SHA. Payments up to CZK 2,000 or its foreign currency equivalent will be executed only if the payment order contains the fee payment method SHA or OUR; orders using BEN will not be executed.

In case of payments in currencies of countries outside the European Economic Area, it is possible that the payee will not receive the full amount of the payment. For payments in USD currency, the payee may not receive the payment in its full amount, even in the case of choosing OUR.

- f) **Contractual exchange rate** – if a contractual exchange rate for executing the payment is agreed between the Client and the Bank in advance, such rate has to be specified in the payment order. If the relevant field is not filled in, the Bank will execute the exchange rate conversion based on the current exchange rate list effective at the time of execution.

The payment must be always authorized (e.g., by signature corresponding to the specimen signature provided on the specimen signature form).

Some payees' banks or countries require certain details to be filled in the payment order in a special manner, e.g., for payments in RUB (Russian roubles) sent to the Russian Federation. In cases where failure to meet these special requirements would mean that the payment transaction will not be executed for the payee, orders which do not meet special, known requirements of foreign banks may be declined. More information on these details is available on the Bank's website.

Payment orders may also contain the following **optional data**:

- a) Purpose of the payment transaction, i.e., additional information relating to the payment transaction which is relevant to the payee (for foreign payments foreign banks may require the purpose of the payment and may return the payment if it is missing or it is not in English);
- b) Priority of execution of the payment transaction;
- c) Instructions for sending confirmation that payment transaction was executed;
- d) Instruction for sending information SMS on potential non-execution of the payment transaction;
- e) Instruction for cash disbursement of the amount.

### 1.6 Risk Territories

In the case of certain risk territories, the Bank is entitled to perform an in-depth check; the Bank does not execute foreign transfers to certain risk territories. Additional information on payments sent to risk territories and banks and a current list of such territories/banks are available on the Bank's website.

## 2. SECURITY LIMITS FOR PAYMENTS AND WITHDRAWALS

Below specified limits apply, if not agreed otherwise. For security reasons the Bank may reduce these limits even to CZK 0. Limits regarding foreign currencies are recalculated according to the effective exchange rates. Daily limits apply from 12:00 p.m. to 12:00 p.m. (or from 11:00 p.m. to 11:00 p.m.) of the following day. In respect of some accounts, you as the account owner can restrict the user in handling funds on the account or you can define the method of joint action by several users when placing payment orders (e.g., each order has to be authorised by two users).

### 2.1 Security Limits for Payment Orders and Consents to Direct Debits

Method of submission	Limit
Payment order via ATMs or Payment ATMs (applies only to business clients)	Daily limit CZK 200,000 This limit also includes orders with future due dates.
Payment order over the counter of the Bank	No limit applies.
Payment order delivered by mail or courier	Limit for one payment order is CZK 100,000. In case of multiple payment order the whole amount is considered.
Consent to direct debit over counters of the Bank (applies only to business clients)	Limit for one consent to a direct debit CZK 200,000
Consent to direct debit via ATMs or Payment ATMs (applies only to business clients)	Limit for one consent to a direct debit CZK 200,000
Crediting of mobile telephone (mobile payment)	Daily limit CZK 10,000
Instant payment	Limit for one payment order is CZK 400,000

### 2.2 Security Limits for Electronic Banking

a) The following limits apply for electronic banking applications and third-party applications supported by the Bank, which the Client accesses through Banking IDentity:

Security Method	Default Limits for Security Methods
Authorisation SMS	Daily limit CZK 200,000
Mobile security application	Daily limit CZK 200,000 <sup>1)</sup>

<sup>1)</sup> The parties may agree also on higher limit.

These limits apply neither in case when the Client has active service Transaction without confirmation, nor for card payments.

b) The following limits apply for electronic banking applications, which the Client does not access through Banking IDentity:

Electronic Banking Applications	Default Limits for Electronic Banking Applications
BUSINESS 24 Internetbanking	Daily limit for user CZK 100,000,000
BUSINESS 24 Mobile bank	Daily limit for user CZK 10,000,000

If the Client uses Banking IDentity and also other way of access to electronic banking applications, the daily limit consists of the sum of limits specified in a) and b).

### 2.3 Security Limits for Telephone Banking

Limit for	Default Limits for Setting Up
Verification by voice	Daily limit CZK 50,000 <sup>1) 2)</sup>
Verification via mobile security application	Daily limit CZK 200,000 <sup>1) 2)</sup>

<sup>1)</sup> The parties may agree also on higher limit.

<sup>2)</sup> These limits apply neither in case when the Client has active service Transaction without confirmation, nor for card payments

### 2.4 Card Payment and Withdrawal Limits

Limits for cash withdrawals, payments at merchants and internet payments can be agreed individually. If no limits are set, the recommended limits for payment cards will be set up automatically (see the Bank's website). Current limits are available:

- a) When contracting the payment card;
- b) In the letter which the Client receives together with the card;
- c) From the Bank's ATMs;
- d) Via telephone (toll-free) 800 207 207 (for calls from abroad at +420 956 777 956);
- e) Via electronic banking;
- f) At any of the Bank's point of sale.

Limits for payments on the internet also include orders of goods and services via telephone, e-mail or post (so-called MO/TO payments), and regular payments. Limits for cash withdrawals also include cash back (a cash withdrawal made directly at merchant concurrently with a payment by card), cash advance (withdrawal made via the payment card at bank tellers and in exchange offices), and other payments are determined in card companies' rules, which are available on the Bank's website. Single orders submitted via ATMs or ČS Payment ATMs are not included in these limits; the card only serves for the purposes of identifying the cardholder in this case.

In case of use of digital copy of payment card, the limits are shared with the physical payment card, which has been digitalized.

## 3. PAYMENT EXECUTION TIME

### 3.1 Definition of Operating Hours and Clearing Time Limits

Once submitted, a payment order will be executed within the time limits stipulated in this information document. The time limits commence at the moment the payment order is received. If the payment order is submitted outside the Bank's operating hours, the Bank will receive it for processing at the beginning of its operating hours on the next business day. If its operation conditions allow the Bank, it may process payment orders also outside its operation hours.

### 3.2 Definition of a Business Day

Transfer type	Business day
Payment transactions in CZK transferred within the Czech Republic	Any day when banks in the Czech Republic are open and there is ongoing settlement of interbank deals by the Czech clearing house.
Payment transactions in CZK or foreign currencies between accounts maintained by the Bank	Business days Weekends and holidays (does not apply to payment orders submitted via MultiCash, BUSINESS 24 of corporate clients, or to payment transactions related to accounts of large corporate clients).
Payment transactions in a foreign currency or foreign payments in CZK	Any day when Czech banks and foreign banks are open and there is ongoing settlement of FX deals in the Czech Republic as well as in the main financial centre for the payment transaction currency.

### 3.3 Payment Transactions in CZK within the Czech Republic – Outgoing Payments

Method of payment order submission	Operating hours for processing of payment orders on the acceptance date		Time limits for crediting the payee's account	
	Business clients	Corporate clients	Maintained by the Bank	Maintained by another bank in the Czech Republic

#### SINGLE PAYMENT ORDER – STANDARD

Bank's point of sale	for immediate entry in the system – anytime during opening hours	–	on the same day (D)	on the same day or on the following business day (D or D+1) <sup>2)</sup>
	for later entry in the system – by 12:00 noon	for later entry in the system – by 12:00 noon		on the following business day (D+1)
ATMs, Payment ATMs <sup>1)</sup>	by 10:00 p.m.	–	on the same day or on the following business day (D or D+1) <sup>2)</sup>	
Electronic and telephone <sup>3)</sup> banking	by 11:59 p.m. MultiCash by 10:00 p.m.	by 10:00 p.m.		

#### SINGLE PAYMENT ORDER – INSTANT (INSTANT PAYMENT)<sup>4)</sup>

Electronic banking	by 11:59 p.m.	–	on the same day (D) <sup>5)</sup>
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**SINGLE PAYMENT ORDER – EXPRESS**

Bank's point of sale	by 2:30 p.m.	by 1:00 p.m.	–	on the same day (D)
Electronic and telephone <sup>3)</sup> banking	by 2:30 p.m.			

**SINGLE DIRECT DEBIT ORDER**

Bank's point of sale	for immediate entry in the system – anytime during opening hours	–	on the same day (D)	on the same day or on the following business day (D or D+1) <sup>2)</sup>
	for later entry in the system – by 12:00 noon	for later entry in the system – by 12:00 noon		on the following business day (D+1)
Electronic and telephone <sup>3)</sup> banking	by 11:00 p.m. MultiCash by 10:00 p.m.	by 10:00 p.m.		on the same day or on the following business day (D or D+1) <sup>2)</sup>

**STANDING PAYMENT ORDERS, DIRECT DEBIT ORDERS AND CONSENTS TO DIRECT DEBITS**

All methods of submission	according to the due date of the payment order	on the same day (D)	on the same day or on the following business day (D or D+1) <sup>2)</sup>
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**Used abbreviations:** D – payment order acceptance date or date of cash deposit at the Bank's point of sale; Execution time for payment order processing is counted from this day onwards.

<sup>1)</sup> Valid only for holders of cards issued by the Bank.

<sup>2)</sup> Depends on the time when the payment order is accepted for processing.

<sup>3)</sup> Option to make payment order via telephone is available only for business clients through application of electronic banking George.

<sup>4)</sup> If the application of electronic banking provides this service.

<sup>5)</sup> If the service of instant payments is not available at the moment of payment order execution, the payment order will be executed in the regime of standard payments.

**3.4 Payment Transactions in CZK within the Czech Republic – Incoming Payments**

All incoming payments in CZK in the Czech Republic will be credited by the Bank on the same day (not applicable for payments to accounts of large corporate clients on weekends and holidays). If the incoming payment equals or exceeds CZK 250,000, the amount of payment transaction will be credited to the foreign-currency account on the same day, but only if the Bank receives the payment transaction amount by 4:30 p.m.

### 3.5 Payment Transactions in CZK within the Czech Republic – Set-up, Change and Cancellation of Standing Orders and Direct Debits

Method of payment order submission	Operating hours for submission of payment orders		Submission date
	Business clients	Corporate clients <sup>1)</sup>	

#### STANDING PAYMENT ORDER

Bank's point of sale	for immediate entry in the system – anytime during the opening hours	by 2:00 p.m.	on the due date (business clients), one day before the due date (corporate clients)
	for later entry in the system – by 12:00 noon		
Electronic and telephone <sup>2)</sup> banking	by 11:00 p.m. not allowed via MultiCash	by 10:00 p.m. not allowed via MultiCash	on the due date (business clients), one day before the due date (corporate clients)
ATMs or payment ATMs	by 11:00 p.m.	–	on the due date (business clients)

#### STANDING PAYMENT ORDER FOR CASH PAYMENTS (POSTAL ORDER "B")<sup>3)</sup>

Bank's point of sale	during opening hours	–	on the due date (CA)
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#### STANDING PAYMENT ORDER FOR DIRECT DEBIT

Bank's point of sale	during opening hours	by 2:00 p.m.	on the due date (business clients), one day before the due date (corporate clients)
Electronic and telephone <sup>2)</sup> banking	for telephone banking by 11:00 p.m. not allowed via BUSINESS 24, MultiCash	by 10:00 p.m. not allowed via MultiCash	one day before the due date (CA)

#### STANDING PAYMENT ORDER FOR ACCOUNT BALANCE REGULATION

Bank's point of sale	during opening hours	by 2:00 p.m.	on the due date (business clients), one day before the due date (corporate clients)
Electronic and telephone <sup>2)</sup> banking	by 11:00 p.m. not allowed via MultiCash	by 2:30 p.m. not allowed via MultiCash	one day before the due date (business clients – CA), on the due date (corporate clients – CA)

#### CONSENTS TO DIRECT DEBIT

Bank's point of sale	during opening hours	by 2:00 p.m.	one day before the due date (CA, FXA)
Electronic and telephone <sup>2)</sup> banking	by 11:00 not allowed via MultiCash	by 3:00 p.m. not allowed via MultiCash	one day before the due date (CA)
ATMs or payment ATMs	by 11:00 p.m.	–	one day before the due date (CA)

**Used abbreviations:** CA – current account • FXA – current foreign-currency account

<sup>1)</sup> The execution time of at least two days before the due date for changes/cancellation of 30 or more payment orders is stipulated.-9

<sup>2)</sup> Option to submit a payment order via telephone is available only for business clients through application of electronic banking George.

<sup>3)</sup> It may not be newly established, only changes or cancellations of existing standing orders are possible.

### 3.6 Foreign-Currency Payments Submitted within the Czech Republic and Outgoing Foreign Payments

Method of payment order submission	Transfer priority	Operating hours for processing of payment orders on the acceptance date		Crediting of the payment to the payee's bank account
		Business clients	Corporate clients	

#### PAYMENTS TO SLOVENSKÁ SPORITELŇA IN EUR AND IN CZK / FIT PAYMENTS<sup>1)</sup>

Bank's point of sale	standard	Operating hours for processing of payment orders on the acceptance date		Crediting of the payment to the payee's bank account
Electronic and telephone <sup>2)</sup> banking		Business clients	Corporate clients	
		by 2:00 p.m.		on the same day (D)
		by 3:00 p.m.		

#### SEPA TRANSFER / OTHER PAYMENTS IN EUR TO EU AND EEA COUNTRIES

Bank's point of sale	standard	during opening hours <sup>3)</sup>	by 2:00 p.m.	on the following business day (D+1)
		express	by 12:00 a.m.	
Electronic and telephone <sup>2)</sup> banking	standard	by 8:00 p.m.		on the following business day (D+1)
	express	by 2:00 p.m.		on the same day (D) <sup>4)</sup>

Group of currencies	Method of payment order submission	Transfer priority	Operating hours for processing an order on the acceptance date		Crediting of the payment to the payee's bank account
			Business clients	Corporate clients	

#### OTHER PAYMENTS

a	b	c	Bank's point of sale	standard	during opening hours <sup>3)</sup>	by 2:00 p.m.	on the third following business day (D+3)
d				express	by 10:00 a.m.		
a	b	c	Electronic and telephone <sup>2)</sup> banking	standard	by 8:00 p.m. <sup>3)</sup>		
d				express	by 2:00 p.m.		
a					by 11:00 a.m.		
b							

a – CAD, CZK, EUR, USD

b – BGN, DKK, GBP, HRK, HUF, CHF, NOK, PLN, RON, SEK

c – RUB, TRY

d – AUD, CNY, HKD, INR, JPY, NZD, SGD, THB, TND, ZAR (CNY, SGD, THB – pouze pro korporátní klientelu)

**Used abbreviations:** D – payment order acceptance date or date of cash deposit at the Bank's point of sale; Execution time for payment order processing is counted from this day onwards.

<sup>1)</sup> FIT PAYMENT is a payment in EUR between some Erste Group banks.

<sup>2)</sup> Option to submit payment order via telephone is available only for business clients through application of electronic banking George.

<sup>3)</sup> If the incoming credit transfer is not processed automatically, the operating hours end at 4:30 p.m.

- <sup>4)</sup> In cases where the Bank cannot influence the course of processing the Client's payment transaction in the correspondent bank, the execution time for crediting the payment to the payee's bank is at the latest D+1.
- <sup>5)</sup> In case of currencies and payments outside the EU/EHP the time limits for crediting of payment to the payee's bank account depend on the way of processing of payment by intermediate banks.
- <sup>6)</sup> Currencies of group c and d are not processed in express regime.

### 3.7 Foreign-Currency Payments Accepted within the Czech Republic and Any Incoming Foreign Payments

	Receipt of funds by the Bank	Operating hours for processing of payment order on the due date	Crediting of funds to the Client's account
<b>Payment is in any foreign currency</b>	on the same day (D)	by 8:00 p.m. <sup>1)</sup>	on the same day (D)

**Used abbreviations:** D – payment order acceptance date or date of cash deposit at the Bank's point of sale; Execution time for payment order processing is counted from this day onwards.

<sup>1)</sup> If the incoming credit transfer is not processed automatically, the operating hours end at 4:30 p.m.

### 3.8 SEPA Direct Debit Orders

Method of payment order submission	Schemes / types of SEPA Direct Debit	Minimum number of days, prior to the due date, when the order must be submitted	Operating hours for processing of payment order on the acceptance date		Crediting of funds to the account of the creditor's bank
			Business clients	Corporate clients	
Bank's point of sale	CORE, B2B, One-off, recurrent	1 business day before the due date (D-1)	during opening hours	by 2:00 p.m.	on the same day (D)
Electronic and telephone banking	CORE, B2B, One-off, recurrent	1 business day before the due date (D-1)	by 8:00 p.m.	by 3:00 p.m.	on the same day (D)

**Used abbreviations:** D – SEPA Direct Debit order acceptance date by the Bank, execution time for payment order processing is counted from this day onwards.

### 3.9 Submission of debtor's request for SEPA Direct Debits

Method of submission	Operation hours for submission		Day of submission before the direct debit due date
	Business clients	Corporate clients	

#### SET-UP/CHANGE/CANCELLATION OF SEPA DIRECT DEBIT APPROVAL, PERFORMING CHANGE IN THE LIST OF UNPERMITTED CREDITORS FOR DIRECT DEBIT PAYMENTS, PERFORMING CHANGE IN THE CURRENT SETTINGS REGIME OF SEPA DIRECT DEBITS

Bank's point of sale	during opening hours	by 2:00 p.m.	2 business days before the due date (D-2)
Electronic and telephone banking	by 12:00 p.m.	by 12:00 p.m.	1 business day before the due date (D-1)

#### SUBMISSION OF COMMAND TO REJECT EXECUTION OF DIRECT DEBIT ON THE DEBTOR'S ACCOUNT

Bank's point of sale	during opening hours	by 2:00 p.m.	2 business days before the due date (D-2)
Electronic and telephone banking	by 12:00 p.m.	by 12:00 p.m.	1 business day before the due date (D-1)

**Used abbreviations:** D – request acceptance date by the Bank, execution time for request processing is counted from this day onwards.

The above-stated time limits apply also to the SEPA direct debits within the Bank.

### 3.10 Foreign-Currency Payments Where Both Accounts (the Payer's and Payee's) Are Maintained by the Bank

Place of submission	Type of account to which the payment transaction is sent	Operating hours for processing of payment order on the acceptance date		Crediting of funds to the payee's account
		Business clients (CA, FXA)	Corporate clients	
Bank's point of sale	private/business clients	during opening hours <sup>1)</sup>	by 2:00 p.m.	on the same day (D)
	corporate clients <sup>2)</sup>	by 2:00 p.m.		
Electronic and telephone <sup>4)</sup> banking – George or BUSINESS 24	private/business clients	by 11:00 p.m. <sup>1) 3)</sup>	by 8:00 p.m. <sup>1)</sup>	
	corporate clients <sup>2)</sup>	by 8:00 p.m. <sup>1)</sup>		
Electronic banking – MultiCash	private/business clients	by 8:00 p.m. <sup>1)</sup>		
	corporate clients <sup>2)</sup>			

**Used abbreviations:** CA – current account • FXA – foreign-currency current account • D – payment order acceptance date or date of cash deposit at the Bank's point of sale; Execution time for payment order processing is counted from this day onwards.

<sup>1)</sup> If the incoming credit transfer is not processed automatically, the operating hours end at 4:30 p.m.

<sup>2)</sup> Mostly large corporations.

<sup>3)</sup> Applicable if the payment has been submitted via electronic banking using the "Domestic payment" form or via BUSINESS 24 using the "Foreign-currency payment within the Bank" form. If the foreign payments form is used the payment order has to be submitted by 4:30 p.m.

<sup>4)</sup> Option to submit payment order via telephone is available only for business clients through application of electronic banking George.

### 3.11 Cash Deposits

Method of deposit	Operating hours for submission of payment orders	Time limits for crediting the payee's account	
<b>CASH DEPOSIT</b>			
Bank's point of sale	during opening hours <sup>1)</sup>	on the same day (D)	to accounts of Stavební spořitelna ČS on the same day (D)
Deposit ATMs for cards issued by our bank	by 11:00 p.m. <sup>1)</sup>		

<sup>1)</sup> In case of cash deposit on an account of a large corporate client (for example insurance company, pension fund), the operating hours are the opening hours of the Bank's point of sale except weekends and holidays.

### 3.12 Standing Payment Orders for Foreign-currency Payments and Outgoing Foreign Payments

The Bank will execute an order for setting up, changing, or cancelling a standing order for payments in a foreign currency or for outgoing foreign payments in CZK or in foreign currencies within the Czech Republic if the order is submitted at the Bank's point of sale no later than one business day prior to its due date by 3:00 p.m.

### 3.13 Express Payments in Foreign Currencies and Outgoing Foreign Payments

In the case of express orders submitted during the Bank's operating hours, the Bank guarantees the payment will be credited to the correspondent bank on the same business day for the following currencies: BGN, CAD, CHF, CZK, DKK, EUR, GBP, HRK, HUF, NOK, PLN, RON, SEK and USD. In the case of standard orders submitted during the Bank's operating hours, the Bank guarantees the payment will be credited to the correspondent bank on the following business day for the currencies specified in the preceding sentence and for currencies RUB and TRY.

Payments in AUD, CNY, HKD, INR, JPY, NZD, SGD, THB, TND and ZAR (currencies CNY, SGD and THB are applicable only to the corporate clients) will be credited to the correspondent bank within two business days of receipt. These payments should always be submitted with "standard" priority. Payments submitted with express priority are processed by the Bank as payments with standard priority.

### 3.14 Import of Bulk Payments in XML format

Bank enables Client to initiate electronic SEPA orders in bulk in XML data format which is regulated by standard ISO 20022. Client can realize delivery through electronic banking BUSINESS 24, MultiCash and BUSINESS 24 Databanking.

Bank is obliged to require that bulk SEPA payments are submitted by Client just in XML format from 31. 10. 2016.

SEPA orders are only sent to those beneficiary banks which accept SEPA payments/the relevant scheme of SEPA direct debit. List of these banks is available on the Bank's website. If the Bank is not able to process such payment, Bank will inform Client by providing the negative status of message via electronic banking.

### 3.15 Instant Payments

Instant payments are transfers within the Czech Republic that are carried out 24 hours every day in a week. Payment orders for instant payment may be submitted only to crediting a payee's account in a bank, which also performs instant payments. The list of these banks is available on the web pages of the Czech National Bank.

### 3.16 Repeated Clearing of a Payment Order

The Bank repeatedly clears of a payment order in this way:

Type of transfer	Repeated clearing
Payment orders in Czech crowns to accounts in Czech banks	<ul style="list-style-type: none"> <li>• Orders from accounts of business clients take place repeatedly only on the date of entry.</li> <li>• Direct debits from accounts of business clients take place repeatedly in the next 3 calendar days after receipt of the direct debit request.</li> <li>• Orders from accounts of corporate clients take place repeatedly in the next 10 business days after the due date.</li> <li>• Direct debits from accounts of corporate clients take place repeatedly in the next 3 business days after receipt of the direct debit request.</li> </ul>
Payment orders abroad and in foreign currencies in the Czech Republic	<ul style="list-style-type: none"> <li>• Orders from accounts of business clients take place repeatedly only on the date of acceptance of the payment order.</li> <li>• Orders from accounts of corporate clients take place repeatedly for 10 business days after the order due date.</li> </ul>

## 4. CURRENCY CONVERSION FOR PAYMENT TRANSACTIONS

### 4.1 Currency Conversion Rules for Payment Transactions

All operations on payment account are executed and settled in the currency in which the payment account is maintained. If the payment transaction is entered in a different currency, the Bank will recalculate (convert) the amount to the account currency.

**Currency recalculation (conversion) for outgoing payments and SEPA direct debit** is executed by the Bank as follows based on its exchange rate list effective at the time the order and SEPA direct debit order was accepted:

- For foreign-currency orders from a CZK account, the non-cash sell rate is used;
- For CZK orders from an account maintained in a foreign currency, the non-cash buy rate is used;
- For foreign-currency orders from an account maintained in another foreign currency, the Bank will convert the amount from the transfer currency to CZK using the non-cash sell rate and will then recalculate the amount in CZK to the account currency using the non-cash buy rate.

The Bank will execute orders with future due dates, standing orders, and orders with repeated settlement after the due date (e.g., in the case of insufficient funds on the account) using the first exchange rate effective on the order execution date.

The Bank **recalculates (converts) currencies for incoming payments** using the current exchange rate effective at the time of processing. Where incoming foreign payments are concerned:

- Payment in a foreign currency made to a CZK account – the Bank will convert the amount to CZK using the non-cash buy rate;
- Payment in CZK made to a foreign currency account – the Bank will convert the amount to the account currency using the non-cash sell rate;
- Payment in a foreign currency made to an account maintained in a different foreign currency – the Bank will recalculate the amount of transfer currency to CZK using the non-cash buy rate and subsequently will recalculate the amount in CZK to the account currency using the non-cash sell rate.

The Bank **settles cross-border transactions by card** (payment by card at a merchant, cash withdrawal) in Czech currency. If the Client makes a payment transaction in currency stated in the Bank's exchange rates list for card transactions, the Bank will use for recalculation to CZK the rates from this exchange rates list applicable on the transaction execution date (extraordinary it may also use the rate of date of processing). In case of payment at the merchant, the Bank will use the non-cash sell rate, in case of cash withdrawal, the cash sell rate. In other cases, when the currency of the payment is not stated in

the Bank's exchange rate list for card payments, the payment will be converted to CZK by the card society using its exchange rate.

If the Corporate Client has a multi-currency function agreed for the payment card, the Bank will settle the payment transaction by crediting the account whose currency is identical to the payment transaction currency. Only in cases where there is not a sufficient balance available on the given account at the time of the payment transaction execution or where the Client does not have an account in the payment transaction currency the Bank will settle such payment transaction by debiting the main account. If the main account is maintained in CZK, the currency conversion to CZK will be carried out via the method described in the paragraph above. If the main account is maintained in a currency other than CZK first the currency conversion to CZK will be carried out via the method described in the paragraph above and subsequently the amount will be converted to the main account currency using the Bank's non-cash buy rate according to the currency exchange rates list effective on the date when the payment transaction is processed by the Bank.

The Bank will always inform the Client on charges for currency exchange and applicable exchange rate in compliance with the laws. The Bank is not obliged to send to the Client electronic messages on these costs upon submission of each international card payment. The Client may refuse receiving electronic messages.

#### 4.2 Currency Conversion for Above-Limit Payments

If the payment order amount equals or exceeds CZK 250,000 or an equivalent of this amount in a foreign currency (recalculated by the current CNB non-cash mid-rate) and the Bank performs currency conversion when clearing the order, the following rates will be applied:

Outgoing foreign payments and foreign-currency payment transaction within the Czech Republic	<b>Order submitted by 5:30 p.m.</b>	<b>Order submitted after 5:30 p.m.</b>
	Exchange rate based on the current situation on the interbank market	Exchange rate based on the Bank's exchange rate list effective on the order due date
Incoming foreign payments and payments in foreign currencies from other banks within the Czech Republic	<b>Payment accepted by 5:30 p.m.</b>	<b>Payment accepted after 5:30 p.m.</b>
	Exchange rate based on the current situation on the interbank market	Exchange rate based on the Bank's exchange rate list effective on the payment processing date
Foreign currency payments where both the payer's and payee's accounts are maintained in the Bank	<b>Payment accepted by 5:30 p.m.</b>	<b>Payment accepted after 5:30 p.m.</b>
	Exchange rate based on the current situation on the interbank market	Exchange rate based on the Bank's exchange rate list effective on the payment processing date

In case of payment order submission after the specified time or on non-business days the Bank will recalculate the currencies using its exchange rate list valid on the day of receipt of the payment order.

Information takes effect as of 23 July 2022.



## INFORMATION ABOUT THE BANK

**Česká spořitelna, a.s.**

registered office at Prague 4, Olbrachtova 1929/62, PCN: 140 00, incorporated in the Commercial Register of the Municipal Court in Prague, Section B, File 1171

ID: 45244782

VAT No: CZ 699001261

Česká spořitelna, a.s. is listed in the list of regulated entities of financial markets (list of banks and branches of foreign banks) maintained by the Czech National Bank (available at [www.cnb.cz](http://www.cnb.cz)).

**Contact information:**

Bank information line: 800 207 207;

for calls from abroad +420 956 777 956

E-mail: [csas@csas.cz](mailto:csas@csas.cz)

Website: <https://www.csas.cz/en/korporace>

**Ombudsman of the Česká spořitelna Finance Group:**

Olbrachtova 1929/62, 140 00 Prague 4, [ombudsman@csas.cz](mailto:ombudsman@csas.cz), tel. 956 717 718

Bank code: 0800

Bank BIC/SWIFT code: GIBACZPX

Reuters: SPOPSp.PR

LEI code: 9KOGW2C2FCIOJQ7FF485

**Supervisory body:**

Czech National Bank, registered office at Na Příkopě 28, 115 03 Prague 1

**Main line of business:**

Provision of banking services based on a banking licence according to the Banking Act No. 21/1992 Coll. which also contains authorisation to provide investment services according to the Business Activities on the Capital Market Act No. 256/2004 Coll.