

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

Private Clients

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This document provides useful information on payment services. Please kindly study it well before concluding a contract with us

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1. HOW TO COMPLETE A PAYMENT ORDER

In order to execute your payment orders correctly and in due time, our bank needs relevant information from you.

1.1 Domestic Payments in Czech Crowns

To execute your payment order, the following **mandatory data** must be specified:

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

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

If you enter a one-time payment order in the form of a multiple payment order, the aforementioned data must be completed for each form or each page of the multiple payment order.

You may also specify the following **optional data**:

- a) Due date (i.e. the date on which the funds are to be debited from your account);
- b) Variable symbol;
- c) Specific symbol;
- d) Constant symbol;
- e) Text message for the payee or for you;
- f) Date of issue of the payment order.

Optional data may be used for your own purposes or for the payee so that he/she is able to identify your payment correctly, if required. The bank will execute the payment even if the optional data are not specified.

1.2 Payment Order Details for SEPA Transfers in EUR

Payment orders for SEPA transfers require the following **mandatory data**:

- a) **Payer's bank details – account number in IBAN format;**
- b) **Payee's bank details, always in IBAN format** (if you specify an incorrect IBAN, your payment order may be refused by the bank)
- 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).

You may also specify the following **optional data**:

- a) Purpose of the payment – i.e. additional information relating to the payment which is relevant for the payee;
- b) Priority of execution of the payment;
- c) Instruction for sending a confirmation that the payment was executed;
- d) Contractual exchange rate (if agreed in advance);
- e) Additional identification of the payment, payer and payee, as follows:
 - Variable symbol, specific symbol, constant symbol;
 - Payment reference – on the basis of agreement with beneficiary. It is not allowed to use together instructions Payment reference and one of the symbols – VS, KS, SS. If client provides both instructions, bank uses just instructions filled in field Payment reference. If you have agreed on a mandatory specification of any of these details with the payee, please provide it as well. We will execute the payment even if the optional data are not specified.

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

1.3 Details for SEPA Direct Debit Approvals in EUR

To set up SEPA direct debit approvals, the following **mandatory data** must be specified:

- a) **Debtor 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 you anticipate, considering all circumstances, as the maximum direct debit amount for one payment).

You may also specify the following **optional data**:

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

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

To execute your payment order, the following **mandatory data** must be specified:

- a) **Payer's bank details** – the account number, exact name and address of the account owner;
- b) **Payee's bank details** – the account number, exact name and address of the account owner;
If you are making a payment 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 www.csas.cz/IBAN), please specify the payee's bank details as follows:
 1. IBAN – the account number in international format and the exact account name and address of the payee (if you use an incorrect IBAN, your payment order may be declined);
 2. BIC – international bank code and exact name and address of the payee's bank.If you do not provide the IBAN and BIC on the payment to the stated countries and in the stated currencies (for a list of the countries and the currencies please refer to www.csas.cz/IBAN), we will not be able to accept your payment for processing.
If IBAN or BIC are provided in the wrong fields, your payment order may not be completed, or the foreign bank may request an additional fee.
If you are making a payment to a country which does not use the IBAN format of account numbers, please specify the bank details as follows:
 1. Account number;
 2. Exact name of the account and address of the payee;
 3. BIC or clearing (sort) code of the payee's bank, the exact name and address of the branch of the payee's bank which maintains the account.If your payment order specifies only the BIC without the bank name, it will be processed on the basis of the BIC.
If you provide both but the BIC does not correspond with the name of the bank, your payment order will be processed on the basis of the BIC.
If you provide an incorrect BIC of the bank, the payment order will be processed on the basis of the name and address of the bank. If the name and address of the bank are 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, ZAR.
If the currency of the transfer is the Czech crown (CZK), please contact our point of sale or call our free telephone line at 800 207 207 (+420 956 777 956 when calling from abroad) in advance to check whether the foreign bank accepts payments in CZK.
- d) **Due date** – the date on which the funds are to be debited from your account.

e) **Fee payment method** – the method applied by banks for transfer fees:

SHA	BEN	OUR
The payer covers its bank's fees and the payee covers the 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 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.

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

If you submit an order with an incorrectly specified fee payment method, BEN and OUR will be changed to SHA. If you do not choose any fee payment method in the payment order, the payment will be processed using SHA. Payments up to CZK 2,000 or its equivalent in a foreign currency will be executed by the bank only if the payment order contains the fee payment method SHA or OUR. An order 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. Even if OUR payment method is chosen for payments made for payment in USD currency, it is possible that the payee will not receive the full amount of the payment.

f) **Contractual exchange rate** – If you have agreed for contractual exchange rates for the conducted payment in advance, the rate must be specified in the payment order. If the relevant field is not filled in, the bank will use the exchange rate from the current exchange rates 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 sent to the Russian Federation. In cases where failure to meet these special requirements would result in non-execution of the payment by the payee's bank, our bank may decline any order which does not meet the special, known requirements of foreign banks. For more information on such payments, please refer to www.csas.cz/RF-en.

You can also specify the following **optional data**:

- Purpose of the payment– i.e. additional information relating to the payment which is relevant to the payee;
- Priority of execution of the payment;
- Instruction for sending a confirmation that the payment was executed;
- Instruction for sending an information SMS message on potential non-execution of the payment;
- Instruction for cash disbursement of the amount.

If you have agreed on a mandatory specification of any of these details with the payee, please provide it as well.

We will execute the payment even if the optional data are not specified.

1.5 Risk Territories

For certain risk territories, we can perform an in-depth check; for certain risk territories we do not execute foreign transfers. For more information on payments to risk territories and banks and for a current list of such territories/banks please refer to www.csas.cz/teritoria.

2. WHAT ARE THE SECURITY LIMITS FOR PAYMENTS AND WITHDRAWALS

Below specified limits apply, if we do not agree on other ones. For security reasons we 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	Daily limit CZK 200,000 This limit also includes orders with future due dates.
Payment order over our counters	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 our counters	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 is CZK 400,000.

2.2 Security Limits for Internet Banking

a) The following limits apply for internet banking applications and third-party applications supported by us, which you access through Banking IDentity:

Security Method	Default Limits for Security Methods
Authorisation SMS	Daily limit CZK 200,000
Mobile application George Key	Daily limit CZK 200,000 ¹⁾

¹⁾ We may agree also on higher limit.

These limits apply neither when you activated the service Transaction without confirmation, nor for card payments.

b) The following limits apply for internet banking applications, which you do not access through Banking IDentity:

Internet Banking Applications	Default limits for Internet Banking Applications
SERVIS 24 Internetbanking	Daily limit CZK 200,000 (this limit may be exceeded when using the electronic certificate)
SERVIS 24 Mobile bank	Daily limit CZK 30,000 (monthly limit CZK 200,000)
Friends 24	Daily limit per one user CZK 30,000, monthly limit CZK 50,000 per one user, limit for one payment order CZK 10,000, daily limit for receiving payment to one account CZK 50,000

These limits do not apply to payments between accounts assigned under one contract for SERVIS 24 services and entered by the user who is authorised to manage both accounts.

If you use Banking IDentity and also other way of access to internet banking applications, the daily limit consists of the sum of limits specified in a) and b). Those limits shall be summed also in case you do not access the application George (or George in mobile) through Banking IDentity.

2.3 Security Limits for Telephone Banking

Limit for	Default Limits for Setting Up
SERVIS 24 Telebanking	Daily limit CZK 50,000 ^{1) 2)}
Verification by voice	Daily limit CZK 50 000 ^{1) 3)}
Call commenced through mobile application George Key	Daily limit CZK 200,000 ^{1) 3)}

¹⁾ We may agree also on higher limit.

²⁾ This limit does not apply to payments between accounts assigned under one contract for SERVIS 24 services and entered by the user who is authorised to manage both accounts.

³⁾ These limits apply neither when you activated the service Transaction without confirmation, nor for card payments.

2.4 Card Payment and Withdrawal Limits

In respect of your payment card you can agree on limits for cash withdrawals, for payments at merchants and for internet payments. If you do not do so, our bank will set up the recommended limits for the payment card (www.csas.cz/limity). You can however change the set limits. Information on the current set-up limits is available:

- When contracting the payment card issue;
- From the letter which you will receive together with the card;
- From our ATMs;
- Via telephone (toll-free) at 800 207 207 (+420 956 777 956 when calling from abroad);
- Via internet banking;
- At any our 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 at merchant concurrently with a payment by card), cash advance (withdrawal made via payment card at bank tellers and in exchange offices) and other payments determined by the rules of card companies, which are available from www.csas.cz/limity. Single orders submitted via ATMs or Payment ATMs are not included in these limits; in respect of such transactions the payment card serves only for the purposes of identification.

In the month following that of your 15th birthday we will adapt the frequency of limits for daily and maximum limits for debit card as they are set for cards for adults and on the next automatic exchange we will replace the card with the debit card issued for the account.

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

3. HOW QUICKLY WILL YOUR PAYMENT ORDER BE EXECUTED

3.1 Definition of Operating Hours and Clearing Time Limits

Once submitted, we will execute a payment order within the time limits stipulated in this information document. The time limits commence at the moment the payment order is received. If you submit the payment order outside our operating hours, we will receive it for processing at the beginning of our operating hours on the next business day. If our operation conditions allow us, we may process payment orders also outside our operation hours.

3.2 Definition of a Business Day

Transfer type	Business day
Payments 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 centre.
Payments in CZK or foreign currencies between accounts maintained by our bank	Any day, including weekends and holidays.
Payments in foreign currencies or in CZK sent abroad	Any day when Czech banks and foreign banks are open and settlement of FX deals in the Czech Republic as well as in the main financial centre regarding the payment currency.

3.3 Payments in CZK within the Czech Republic – Outgoing Credit Transfers

Method of payment order submission	Operating hours for the processing of payment orders on the acceptance date	Time limits for crediting the payee's account	
		In our bank	In another bank in the Czech Republic
SINGLE PAYMENT ORDER – STANDARD			
Our point of sale	for immediate entry in the system – during opening hours	on the same day	on the same day or on the following business day ¹⁾
	for later entry in the system – by 12:00 noon		on the following business day
ATMs, payment ATMs for cards issued by our bank	by 11:00 p.m. (PA) by 10:00 p.m. (CA)		on the same day or on the following business day ¹⁾
Telephone and internet banking	by 11:59 p.m.		on the same day or on the following business day ¹⁾
SINGLE PAYMENT ORDER – INSTANT (INSTANT PAYMENT)²⁾			
Internet banking	without limitation (24 hours, 7 days per week)	–	on the same day ³⁾
SINGLE PAYMENT ORDER – EXPRESS			
Our point of sale	by 2:00 p.m.	–	on the same day
Telephone and internet banking (PA, CA, FXA)	by 2:00 p.m.	–	on the same day

DIRECT DEBIT SINGLE PAYMENT ORDER			
Our point of sale (PA, CA, FXA)	for immediate entry in the system – during opening hours	on the same day	on the same day or on the following business day ¹⁾
	for later entry in the system – by 12:00 noon		on the following business day
Telephone and internet banking (PA, CA, FXA)	by 11:00 p.m.		on the same day or on the following business day ¹⁾
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	on the same day or on the following business day ¹⁾

Used abbreviations: PA – personal, savings or other payment account • CA – current account • FXA – current foreign-currency account

- 1) In case of outgoing credit transfer on account of a large corporate client, the operating hours are the opening hours of our point of sale with the exemption of weekends and holidays; this must be taken into account for example in case of payments to the accounts of insurance companies, pension funds etc.
- 2) If your internet banking provides this service.
- 3) 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 Payments in CZK within the Czech Republic – Incoming Credit Transfers

Incoming credit transfers accepted in CZK within the Czech Republic will be credited to the account on the same day. An incoming credit transfer in the amount of CZK 250,000 or more will be credited to a foreign-currency account on the same day, but only if the amount is received by 4:30 p.m.

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

Method of submission	Operating hours for submission	Submission date
STANDING PAYMENT ORDER		
Our point of sale	for immediate entry in the system – during opening hours	on the due date
	for later entry in the system – by 12:00 noon	
ATMs, payment ATMs for cards issued by our bank	by 11:00 p.m.	one day before the due date (PA)
Telephone and internet banking	by 11:00 p.m.	on the due date
STANDING PAYMENT ORDER FOR CASH PAYMENTS (POSTAL ORDER “B”) ¹⁾		
Our point of sale	during opening hours	on the due date
DIRECT DEBIT STANDING PAYMENT ORDER		
Our point of sale	during opening hours	on the due date

ACCOUNT BALANCE REGULATION STANDING PAYMENT ORDER		
Our point of sale	during opening hours	on the due date
Telephone and internet banking	by 11:00 p.m.	one day before the due date
CONSENT TO DIRECT DEBIT		
Our point of sale	during opening hours	one day before the due date
Telephone and internet banking	by 11:00 p.m.	one day before the due date
CONSENT TO DIRECT DEBIT FOR SIPO PAYMENTS ²⁾		
Our points of sale	during opening hours	one day before the due date
Telephone and internet banking	by 11:00 p.m.	

Used abbreviations: PA – personal, savings or other payment account

¹⁾ It may not be newly established, only changes or cancellations of existing standing orders are possible.

²⁾ The data for setting up, changing, or cancelling SIPO direct debits will be handed over to Czech Post always on the 25th day of the month for the following collection period; for this reason it is always necessary to enter the instruction one month in advance, by the 24th calendar day. If the 25th day of the month is not a business day, it is necessary to submit the order 2 business days before this date. For example, if the 25th of May is a Sunday, the direct debit instruction must be submitted by Thursday, May 22nd for the payment in June.

3.6 Foreign-Currency Payments within the Czech Republic and Foreign Payments – Outgoing Credit Transfers

Method of submission	Transfer priority	Operating hours for the processing of an order on the acceptance date	Crediting of the payment to the payee's bank account	
OUTGOING CREDIT TRANSFER TO SLOVENSKÁ SPORITELŇA IN EUR AND IN CZK / FIT PAYMENTS ¹⁾				
Our point of sale	standard	by 2:00 p.m.	on the same day	
Telephone and internet banking		by 3:00 p.m.		
SEPA TRANSFERS / OTHER OUTGOING CREDIT TRANSFERS IN EUR TO EU AND EEA COUNTRIES				
Our point of sale	standard	during opening hours ²⁾	on the following business day	
	express	by 12:00 a.m.	on the same day ³⁾	
Telephone and internet banking	standard	by 8:00 p.m. ²⁾	on the following business day	
	express	by 2:00 p.m.	on the same day ³⁾	
OTHER OUTGOING CREDIT TRANSFERS				
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
a	b	standard	during opening hours ²⁾	on the third following business day ⁴⁾
c				
a	b	express	by 10:00 a.m.	

a	b	Telephone and internet banking	standard	by 8:00 p.m. ²⁾	on the third following business day ⁴⁾
c			express	by 2:00 p.m.	
a	by 11:00 a.m.				
b					
Groups of currencies ⁵⁾					
a	CAD, CZK, USD				
b	BGN, DKK, EUR, GBP, HRK, HUF, CHF, NOK, PLN, RON, SEK				
c	AUD, HKD, INR, JPY, NZD, TND, ZAR				

¹⁾ FIT PAYMENT is a credit transfer in EUR between Erste Group banks.

²⁾ If the payment is not processed automatically, the operating hours end at 4:30 p.m.

³⁾ In cases where it is not possible to influence the course of processing your credit transfer in the correspondent bank, the execution time for crediting to the payee's bank is the following business day at the latest.

⁴⁾ In case of currencies and payments outside the EU/EEA the time limits for crediting of payment to the payee's bank account depend on the way of processing of payment by intermediate banks.

⁵⁾ Currencies of group c are not processed in express regime.

3.7 Foreign-Currency Payments within the Czech Republic and Foreign Payments – Incoming Credit Transfers

	Receipt of funds by our bank	Operating hours for the processing of the payment order on the due date	Crediting of funds to your account
Payment is in any foreign currency	on the same day	by 8:00 p.m. ¹⁾	on the same day

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

3.8 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
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		
Our point of sale	during opening hours	2 business days before the due date
Telephone and internet banking	by 12:00 p.m.	1 business day before the due date
ODMÍTNUTÍ PROVEDENÍ INKASA NA ÚČTU PLÁTCE		
Our point of sale	during opening hours	2 business days before the due date
Telephone and internet banking	by 12:00 p.m.	1 business day before the due date

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

3.9 Foreign-currency Payments Where Both Accounts (the Payer's and Payee's) Are Maintained in Our Bank

Place of submission	Account to which you are sending the payment:	Operating hours for the processing of payment orders on acceptance date	Crediting of funds to payee's account
Our point of sale	private / business clients	during opening hours ¹⁾	on the same day
	corporate clients ²⁾	by 2:00 p.m.	
Telephone and internet banking	private / business clients	by 11:00 p.m. ^{1) 3)}	
	corporate clients ²⁾	by 8:00 p.m.	

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

²⁾ Mostly large companies and corporations.

³⁾ Applicable if the payment has been submitted via internet banking using the "Domestic payment" form. If you use the foreign payments form, the payment order needs to be submitted by 8:00 p.m.

3.10 Cash Deposits

Method of deposit	Operating hours for the processing of deposits on the acceptance date	Time limits for crediting the payee's account	
CASH DEPOSIT			
Our point of sale	during opening hours ¹⁾	on the same day	to accounts of Stavební spořitelna ČS on the same day
Deposit ATMs for cards issued by our bank	by 11:00 p.m. ¹⁾		

¹⁾ In case of cash deposit on account of a large corporate client, the operating hours are the opening hours of our point of sale with the exemption of weekends and holidays; this must be taken into account for example in case of deposits on the accounts of insurance companies, pension funds etc.

3.11 Standing Payment Orders for Foreign-currency Payments and Outgoing Foreign Payments

Your 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, will be executed if you submit it at our point of sale no later than one business day prior to its due date by 3:00 p.m.

3.12 Express Payments in Foreign Currencies and Sent Abroad

In respect of "**express**" orders submitted within our bank's operating hours we guarantee the payment will be credited to the correspondent bank on the same day for the following currencies: BGN, CAD, CHF, CZK, DKK, EUR, GBP, HRK, HUF, NOK, PLN, RON, SEK, and USD.

Payments in AUD, HKD, INR, JPY, NZD, TND and ZAR will be credited to the correspondent bank within two business days of receipt. For this reason, it is recommended that you always submit these payments with "**standard**" priority. We process payments submitted with express priority as payments with standard priority.

3.13 Instant Payments

Instant payments are transfers within the Czech Republic that are carried out 24 hours every day in a week. You may submit a payment order for instant payment 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.

4. CURRENCY CONVERSION METHOD FOR PAYMENTS

4.1 Currency Conversion Rules for Payments

All operations on a payment accounts are executed and settled in the currency in which the payment account is maintained. If you submit the payment in a different currency, the amount will first be converted to the account currency.

Currency conversion for outgoing credit transfers and SEPA direct debit is executed as follows based on our bank's exchange rates list effective at the time the order and SEPA direct debit order is accepted:

- a) For foreign-currency orders from CZK accounts, the non-cash sell rate is used;
- b) For CZK orders from accounts maintained in foreign currencies, the non-cash buy rate is used;
- c) For foreign-currency orders from an account maintained in another foreign currency, the amount will be converted from the transfer currency to CZK using the non-cash sell rate and the amount in CZK will be then converted to the account currency using the non-cash buy rate.

Orders with future due dates, standing orders and orders with repeated settlement after the due date (e.g. in case there is not enough funds on your account) will be executed using the first exchange rate list effective on the order execution date.

Currency conversion for incoming credit transfers is conducted using the current exchange rate effective at the time of processing. Where foreign incoming credit transfers are concerned:

- a) Payments in foreign currencies made to a CZK account – the amount will be converted to CZK using the non-cash buy rate;
- b) Payments in CZK to foreign-currency accounts – the amount will be converted to the account currency using the non-cash sell rate;
- c) Payments in a foreign currency to accounts maintained in a different foreign currency – the transfer amount will be converted to CZK using the non-cash buy rate for the transfer currency, and the resulting CZK amount will be then converted to the account currency using the non-cash sell rate.

Cross-border card payments (payment by card at a merchant, cash withdrawal) will be settled in CZK. If you make a payment in currency stated in our exchange rates list for card transactions, we will use for recalculation the rates from this exchange rates list applicable on the transaction execution date (extraordinary we may also use the rate of date of processing). In other cases the payment will be first recalculated by the card society to EUR using its exchange rate. We will then recalculate the payment from EUR to CZK according to our exchange rates list for card transactions applicable on the transaction processing date. In case of payment by card at a merchant we use non-cash sell rate, in case of cash withdrawal cash sell rate.

We will always inform you on charges for currency exchange and applicable exchange rate in compliance with the laws. We will send you electronic messages on these costs via SMS messages or internet banking upon submission of each international card payment. You may refuse receiving these electronic messages.

4.2 Currency Conversion in Above-limit Payments

If the order amount equals or exceeds CZK 250,000 or a foreign-currency equivalent of this amount (converted using the current non-cash middle rate of the Czech National Bank /ČNB/) and when clearing the order for converting the currencies the following rates will be used:

Foreign outgoing credit transfers and foreign-currency payments within the Czech Republic	Orders submitted by 5:30 p.m.	Orders submitted after 5:30 p.m.
	Exchange rate established on the basis of the current situation on the interbank market	Exchange rate as per our bank's exchange rates list effective on the order due date
Foreign incoming credit transfers and payments in foreign currencies from other banks in the Czech Republic	Payments accepted by 5:30 p.m.	Payments accepted after 5:30 p.m.
	Exchange rate established on the basis of the current situation on the interbank market	Exchange rate as per our bank's exchange rates list effective on the payment processing date
Foreign currency payments where both the payer's and payee's accounts are maintained in our bank	Payments accepted by 5:30 p.m.	Payments accepted after 5:30 p.m.
	Exchange rate established on the basis of the current situation on the inter-bank market	Exchange rate as per our bank's exchange rates list effective on the payment processing date

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

Information takes effect as of 1 January 2021.

Should you have any queries, we will be happy to help you through our toll-free info line at 800 207 207 (+420 956 777 956 when calling from abroad) or at any point of sale.

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/).

Contact information:

Bank information line: 800 207 207;
for calls from abroad +420 956 777 956

E-mail: csas@csas.cz

Website: www.csas.cz, www.ersteprivatebanking.cz, www.erstepremier.cz

Ombudsman of the Česká spořitelna Finance Group:

Olbrachtova 1929/62, 140 00 Prague 4, ombudsman@csas.cz, tel. 956 717 718

Bank code for the payment system: 0800

Bank BIC/SWIFT code: GIBACZPX

Reuters: SPOPSp.PR

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 the banking licence according to the Bank 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.