

# 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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# HOW TO COMPLETE A PAYMENT ORDER

## 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) **the payer's and payee's account numbers, including the bank codes;**
- b) **the amount** (for postal orders, the amount specified on the reverse side is relevant, if left blank, the amount specified on the front side will be used);
- c) **signature** – must correspond with the signature specimen provided on the specimen signature form for the account.

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) a due date (i.e. the date on which the funds are to be debited from your account);
- b) a variable symbol;
- c) a specific symbol;
- d) a constant symbol;
- e) a text message for the payee or for you, if applicable;
- f) the date of issue of the payment order.

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

In respect of postal orders, the bank will execute the payment solely on the basis of the payee's information on the front side and the payer's information on the reverse side.

### 1.2 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 bank details** – the account number, exact name and address of the account owner;
- b) **Payee bank details**

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](http://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 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](http://www.csas.cz)), 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 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.

- c) **Currency of transfer:** AUD, CAD, CHF, CZK, DKK, EUR, GBP, HKD, HRK, HUF, JPY, LTL, NOK, NZD, PLN, RON, RUB, SEK, USD, TRY, TND, ZAR. If the currency of the transfer is the Czech crown (CZK), please contact our branch 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 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. For payments to the U.S.A. the payee may not receive the payment in its full amount.

Only SHA can be chosen for payments to European Economic Area (EEA) countries in the currencies of those countries. OUR is possible only if the transfer involves a conversion between the payment currency and your account currency, i.e. when the payment currency differs from the account currency. For these transfers, 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.

Even if OUR payment method is chosen for payments made to the U.S.A., 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.

g) **Signature** – must correspond with the signature specimen provided on the specimen signature form for the account.

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](http://www.csas.cz/RF).

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

- a) purpose of the payment– i.e. additional information relating to the payment which is relevant to the payee;
- b) the priority of execution of the payment;
- c) an instruction for sending a confirmation that the payment was executed;
- d) an instruction for sending an information SMS message on potential non-execution of the payment;
- e) an 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.

If you require that the amount be disbursed to the payee **in cash**, please specify the following in the payment order:

- a) the name and exact address of the bank where the payee will collect the money in person;
- b) the name and number of the identification card to be produced by the payee upon disbursement, and contact details of the payee;
- c) in the "payee's account name" field, specify the name of the person who will collect the payment. The name has to be stated exactly as provided on the identification card;
- d) in this case the "the payee's account number" field is not to be filled in.

### 1.3 Payment Order Details for Cross-border or SEPA Transfers in EUR

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

- a) **payer's bank details and account name**;
- b) **payee's bank details, always in IBAN format** (if you specify an incorrect IBAN, your payment order may be refused by the bank) together with the receiving bank's BIC;
- c) **amount in EUR**;
- d) **due date**;
- e) **contractual exchange rate** (if agreed in advance);
- f) **signature** – it must correspond with the signature specimen provided on the specimen signature form for the account.

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) instruction for sending an informational SMS message on potential non-execution of the payment;
- e) additional identification of the payment, payer and payee, as follows:
  - Payment reference – a payment reference, code or symbol which serves to identify the payment for you or for the payee;
  - Payer's code and code type – additional information identifying the payer;
  - Payee's code and code type – additional information identifying the payee.

If you have agreed on certain mandatory details with the payee, please provide it as well. The bank will execute the payment even if the optional data are not provided.

# WHAT ARE THE SECURITY LIMITS FOR PAYMENTS AND WITHDRAWALS?

## 1.4 Risk Territories

For certain risk territories we can perform an in-depth check; for other 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](http://www.csas.cz/teritoria).

## 2. WHAT ARE THE SECURITY LIMITS FOR PAYMENTS AND WITHDRAWALS?

### 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 500,000 This limit also includes orders with future due dates.
Payment order via collection boxes, post or courier	Limit for one payment order – CZK 100,000 (or equivalent amount in foreign currency). For multiple orders, the sum total applies.
Payment order over our counters	No limit applies.
Consent to direct debit over our counters	Limit for one consent to a direct debit – CZK 200,000 (with a possibility of change) <sup>1)</sup>

<sup>1)</sup> Applies automatically, if no other limit is agreed or if you have not set lower limit on your account.

### 2.2 Security Limits Applicable to SERVIS 24 Services

You can enter payment orders and consents to direct debits from 11:00 p.m. to 11:00 p.m. of the following day up to the following amounts:

Limit for:	Default daily limits for SERVIS 24:
SERVIS 24 Telebanking	CZK 50,000 (you can increase this limit up to CZK 100,000) <sup>1)</sup>
SERVIS 24 Internetbanking	CZK 200,000 (this limit may be exceeded when using the electronic certificate) <sup>1)</sup>
SERVIS 24 GSM banking	No limit
SERVIS 24 Mobile bank	CZK 30,000 (monthly limit CZK 200,000 - cannot be changed)
Mobile payments	CZK 10,000 (cannot be changed)

<sup>1)</sup> In respect of consents to direct debits it applies automatically for each particular consent to direct debit (not as a daily limit), if no other limit is agreed or if you have not set lower limit on your account.

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. You do not have to take the aforementioned limits into account when making payments from your ČS Internet savings account or Premier savings account to the contact account you have defined in the contract on these accounts, either.

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 at least by two users).

### 2.3 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](http://www.csas.cz/limity) refers). 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 SERVIS 24 internetbanking;
- at any our point of sale.

Limits for payments at merchants also include internet payments, orders of goods and services via phone, 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 associations, which are available from [www.csas.cz/limity](http://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.

If you have several payment cards for a single account, daily limits for the account are set up for all of the cards together; these limits will apply even if you have only one payment card. These limits cannot be changed. For more details, please refer to [www.csas.cz/limity](http://www.csas.cz/limity).

# HOW QUICKLY WILL YOUR PAYMENT ORDER BE EXECUTED?

## 3. HOW QUICKLY WILL YOUR PAYMENT ORDER BE EXECUTED?

### 3.1 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 (does not apply to payment orders via collection boxes and to payments related to accounts of large corporate clients).
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.

### 3.2 Payments in CZK within the Czech Republic – Outgoing Payments and Deposits

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
<b>SINGLE PAYMENT ORDER - STANDARD</b>			
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 <sup>1)</sup>
	for later entry in the system – by 12:00 noon		on the following business day
Collection boxes	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 <sup>1)</sup>
Internet and telephone banking	by 11:00 p.m.	on the same day or on the following business day <sup>1)</sup>	
<b>SINGLE PAYMENT ORDER - ACCELERATED/EXPRESS</b>			
Our point of sale	by 12:30 p.m.	–	on the same day
Internet and telephone banking (PA, CA, FXA)	by 2:00 p.m.	–	on the same day
<b>DIRECT DEBIT SINGLE PAYMENT ORDER</b>			
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 <sup>1)</sup>
	for later entry in the system – by 12:00 noon		on the following business day
Collection boxes (PA, CA, FXA)	by 12:00 noon		on the following business day
Internet and telephone banking (PA, CA, FXA)	by 11:00 p.m.		on the same day or on the following business day <sup>1)</sup>
<b>STANDING PAYMENT ORDERS, DIRECT DEBIT ORDERS, AND CONSENTS TO DIRECT DEBITS</b>			
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 <sup>1)</sup>
<b>SINGLE PAYMENT ORDER FOR CASH PAYMENTS (POSTAL ORDER “B”)</b>			
Our point of sale (PA, CA)	for immediate entry in the system – during opening hours	–	on the following business day
	for later entry in the system – by 12:00 noon		
<b>CASH DEPOSIT</b>			
Our point of sale	during opening hours	on the same day	on the same day or on the following business day <sup>1)</sup> (to ČS Building Savings Company accounts on the same day)
Deposit ATMs for cards issued by our bank	by 11:00 p.m.		

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

<sup>1)</sup> Depends on the time the payment order is accepted for processing.

### 3.3 Payments in CZK within the Czech Republic - Accepted Payments

Payments accepted in CZK within the Czech Republic will be credited to the account on the same day. An accepted payment 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.

### 3.4 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
<b>STANDING PAYMENT ORDER</b>		
Our point of sale	for immediate entry in the system – during opening hours	one day before the due date (PA), on the due date (CA, FXA)
	for later entry in the system – by 12:00 noon	
Collection box for the standing order set-up	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)
Internet and telephone banking	by 11:00 p.m.	one day before the due date (PA), on the due date (CA)
<b>STANDING PAYMENT ORDER FOR CASH PAYMENTS (POSTAL ORDER “B”)</b>		
Our point of sale	during opening hours	one day before the due date (PA), on the due date (CA)
Internet and telephone banking	for SERVIS 24 Telebanking by 11:00 p.m.	one day before the due date (PA)
<b>DIRECT DEBIT STANDING PAYMENT ORDER</b>		
Our point of sale	during opening hours	one day before the due date (PA), on the due date (CA)
Internet and telephone banking	for SERVIS 24 Telebanking by 11:00 p.m.	one day before the due date (PA, CA)
<b>ACCOUNT BALANCE REGULATION STANDING PAYMENT ORDER</b>		
Our point of sale	during opening hours	one day before the due date (PA), on the due date (CA, FXA)
Internet and telephone banking	by 11:00 p.m.	one day before the due date (PA, CA)
<b>DIRECT DEBIT</b>		
Our point of sale	during opening hours	one day before the due date (PA, CA, FXA)
Internet and telephone banking	by 11:00 p.m.	one day before the due date (PA, CA)
<b>DIRECT DEBIT FOR SIPO PAYMENTS<sup>1)</sup></b>		
Our point of sale	during opening hours	one day before the due date (PA)
Internet and telephone banking	by 11:00 p.m.	

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

<sup>1)</sup> The data for setting up, changing, or cancelling SIPO direct debits will be handed over to Czech Post always on the 25<sup>th</sup> 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 24<sup>th</sup> calendar day. If the 25<sup>th</sup> 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 25<sup>th</sup> of May is a Sunday, the direct debit instruction must be submitted by Thursday, May 22<sup>nd</sup> for the payment in June.

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

Method of submission	Transfer priority	Operating hours for the processing of an order on the acceptance date	Crediting of the payment to the correspondent bank <sup>1)</sup>	Crediting of the payment to the payee's bank account
<b>PAYMENTS TO SLOVENSKÁ SPORITELŇA IN EUR AND IN CZK AND FIT PAYMENTS<sup>2)</sup></b>				
Our point of sale	standard	by 2:00 p.m.	on the same day	
Internet and telephone banking		by 3:00 p.m.		
<b>PAYMENTS TO SLOVENSKÁ SPORITELŇA IN CURRENCIES OTHER THAN IN EUR AND CZK</b>				
Our point of sale	standard	during opening hours	on the following business day	on the following business day
	express / urgent	by 10:00 a.m.	on the same day	on the same day
Internet and telephone banking	standard	by 8:00 p.m.	on the following business day	on the following business day
	express / urgent	by 11:00 a.m.	on the same day	on the same day
<b>CROSS-BORDER TRANSFERS IN EUR / SEPA TRANSFERS / OTHER PAYMENTS IN EUR TO EU AND EEA COUNTRIES</b>				
Our point of sale	standard	during opening hours	on the following business day	on the following business day
	express	by 10:00 a.m.	on the same day	on the same day <sup>3)</sup>
Internet and telephone banking	standard	by 8:00 p.m.	on the following business day	on the following business day
	express	by 11:00 a.m.	on the same day	on the same day <sup>3)</sup>
<b>PRIEURO PAYMENTS</b>				
Internet and telephone banking		by 11:00 a.m.		crediting to the payee's account within 4 hours of submission
<b>OTHER PAYMENTS</b>				
Our point of sale	standard	during opening hours	on the 2 <sup>nd</sup> following business day	In EU/EEA currencies to EU/EEA countries – on the 4 <sup>th</sup> following business day, other currencies <sup>4)</sup>
	urgent	by 2:00 p.m.	on the following business day	
	express	by 10:00 a.m.	on the same day	
Internet and telephone banking	standard	by 8:00 p.m.	on the 2 <sup>nd</sup> following business day	
	urgent	by 3:00 p.m.	on the following business day	
	express	by 11:00 a.m.	on the same day	

<sup>1)</sup> Payment execution on the same day or on the following business day is guaranteed only for certain currencies. For a list of these currencies, please refer to Chapter 3.10.

<sup>2)</sup> FIT PAYMENT is a payment in EUR between Erste Group banks.

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

<sup>4)</sup> For these payments, the execution time for crediting of payment to the correspondent bank account has been agreed for in the contract.

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

	Receipt 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 currency of an EU/EEA Member State	on the same day	by 4:30 p.m.	on the same day
Payment is in a currency other than those of the EU/EEA Member States			on the following business day
PRIEURO payment			on the same day within 1.5 hrs of acceptance of the payment by our bank



# CURRENCY CONVERSION METHOD FOR PAYMENTS

## 3.7 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
		PA	CA/FXA	
Our point of sale	private/business clients	by 2:00 p.m.	during opening hours <sup>1)</sup>	on the same day
	corporate clients <sup>2)</sup>		by 2:00 p.m.	
Collection boxes	private/business/corporate clients	by 12:00 noon	by 12:00 noon	
Internet and telephone banking	private/business clients	by 3:00 p.m.	by 11:00 p.m. <sup>3)</sup>	
	corporate clients <sup>2)</sup>		by 3:00 p.m.	

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

<sup>1)</sup> Applicable in cases where the payment is to be credited to CA/FXA. If it is to be credited to a PA, the payment order needs to be submitted by 2:00 p.m.

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

<sup>3)</sup> Applicable if the payment has been submitted via SERVIS 24 using the “Domestic payment” form. If you use the foreign payments form, the payment order needs to be submitted by 3:00 p.m.

## 3.8 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.

## 3.9 PRIEURO Payments

PRIEURO payment orders may be submitted via SERVIS 24. If the payee's bank does not execute PRIEURO payments or if your order has an incorrect receiving bank BIC, but the bank can be identified by other data specified in the order, the order will be executed in the “express” mode on the same day. If you received a PRIEURO payment, it will be credited within 1.5 hrs. For the current list of PRIEURO banks please refer to [www.csas.cz/PRIEURO](http://www.csas.cz/PRIEURO).

## 3.10 Urgent and Express Payments in Foreign Currencies and Sent Abroad

In respect of “urgent” orders submitted during our bank's operating hours we guarantee the payment will be credited to the correspondent bank on the next business day for the following currencies: CAD, CZK, DKK, EUR, GBP, HRK, HUF, CHF, NOK, PLN, SEK, TRY, and USD.

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: CAD, CZK, EUR, GBP, HUF, CHF, NOK, SEK, and USD.

Payments in AUD, HKD, JPY, LTL, NZD, RON, RUB, TND, 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.

# 4. CURRENCY CONVERSION METHOD FOR PAYMENTS

## 4.1 Currency Conversion Rules for Payments

Operations on a payment account 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 payments** is executed as follows based on our bank's exchange rates list effective at the time the order is accepted:

- for foreign-currency orders from CZK accounts: the non-cash sell rate is used;
- for CZK orders from accounts maintained in foreign currencies: the non-cash buy rate is used;
- 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.

For orders submitted via collection boxes, the exchange rate effective at 12:00 noon of the given day will apply. 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 payments** is conducted using the current exchange rate effective at the time of processing. Where incoming foreign payments are concerned:

- a) payment in foreign currencies made to a CZK account – the amount will be converted to CZK using the non-cash buy rate;
- b) payment 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 cross-border payment by card in a foreign currency other than EUR, the card association will convert the payment via USD to EUR, or directly to EUR, as applicable in compliance with the association's rules. The conversion will be conducted using the association's exchange rate effective on the payment processing date. Then, the payment will be debited from your account in CZK. Conversion from EUR to CZK will be conducted using our bank's rate effective on the date when the payment is processed in our bank. In case of payment by card at a merchant we use non cash sell rate, in case of cash withdrawal cash sell rate.

#### 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:

	Orders submitted by 4:30 p.m.	Orders submitted after 4:30 p.m.
Outgoing foreign payments and foreign-currency payments within the Czech Republic	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
Incoming foreign payments and payments in foreign currencies from other banks in the Czech Republic	Payments accepted by 4:30 p.m.	Payments accepted after 4:30 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 3:30 p.m.	Payments accepted after 3:30 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

Information takes effect as of 1 January 2015

**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

### **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: [www.csas.cz](http://www.csas.cz), [www.ersteprivatebanking.cz](http://www.ersteprivatebanking.cz),  
[www.erstepremier.cz](http://www.erstepremier.cz)

### **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 for the payment system: 0800  
Bank BIC/SWIFT code: GIBACZPX  
Telex: 121010 spdb c, 121624 spdb c, 121605 spdb c  
Reuters: SPOPsp.PR

### **Supervisory body:**

Czech National Bank, registered office 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.