

Information concerning Terms and Conditions of Provision of Payment Services by Citibank Europe plc, pobočka zahraničnej banky

I. Introductory Provisions

1. This Information concerning Terms and Conditions of Provision of Payment Services by Citibank Europe plc, pobočka zahraničnej banky (hereinafter referred to only as „Payment Services Information“), which has been issued by Citibank Europe plc with its registered office at 1 North Wall Quay, Dublin 1, Ireland, registered at the Companies Registration Office under the number 132781, conducting its business in the Slovak Republic through Citibank Europe plc, pobočka zahraničnej banky, with its registered office at Dvořákovo nábrežie 8, 811 02 Bratislava, Slovak Republic, identification number: 36 861 260, registered in the Companies Register kept by the District Court Bratislava I, section Po, file 1662/B (hereinafter referred to only as „Bank“) includes information on the terms and conditions of transfers of funds, including, but not limited to the deadlines for the delivery and execution of payment orders, and other information related to the provision of payment services by the Bank.
2. This Payment Services Information constitutes an integral part of the General Business Terms and Conditions of the Bank and the Special Business Terms and Conditions of the Bank regulating provision of services and products by the Bank in connection with payment services; the fees for the provision of payment services are outlined in the relevant fees price list of the Bank from time to time in force.
3. Capitalized terms used in this Payment Services Information shall have the meaning, which is attributed thereto in the applicable business terms and conditions of the Bank.

II. SEPA Payments

2.1 General Information concerning SEPA Credit Transfer

1. The term SEPA Credit Transfer shall mean transfer of funds denominated in EUR between payer's payment services provider and payee's payment services provider within Slovak republic or within the countries of the European Union or the European Economic Area.
2. The destinations, to which SEPA payments may be made, are following: Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Greece, Netherlands, Croatia, Iceland, Ireland, Lichtenstein, Latvia, Lithuania, Luxemburg, Hungary, Malta, Monaco, Germany, Norway, Poland, Portugal, Austria, Romania, Slovakia, Slovenia, Spain, Switzerland, Sweden, Italy, and Great Britain.
3. SEPA payment order must contain correct IBAN.
4. Incoming SEPA Credit Transfers are credited to the bank account of the payee on the date, on which the payment is settled in EBA clearing.

2.2 Cut off times for the Receipt of Payment Orders

1. Outgoing payments – cut off times for the receipt of SEPA Credit Transfer payment orders:
 - 5.00 p.m. – payment orders placed by internet banking (CitiDirect) or by Swift
 - 12.00 p.m. – payment orders placed personally or by mail
2. Fast outgoing payments – cut off times for the receipt of fast SEPA Credit Transfers payment orders:
 - 2.00 p.m. - payment orders placed by internet banking (CitiDirect)
3. The Bank shall debit the payment transaction amount to the bank account of the payer on the business day, on which it receives the documents necessary to make the transfer (e.g. payment order); but only provided that all the documents necessary to make the transfer (e.g. payment order) are delivered to the Bank not later than the cut off time above on the relevant business day of the Bank. In case of not sufficient balance on the bank account of the payer, the Bank shall not execute the payment order and the payment order will be moved for processing during the next four business

days. If the sufficient balance is not provided within this time period, the Bank shall not execute the transfer and the payment order will be automatically cancelled.

2.3 Terms of Execution of SEPA Credit Transfers

1. If there is a SEPA Credit Transfer within the Bank, the Bank shall credit the paid amount to the bank account of the payee on the date, on which the amount is debited to the bank account of the payer (D).
2. If there is a SEPA Credit Transfer between the Bank and another financial institution, the Bank shall provide for the transfer of the paid amount to the bank account of the payment services provider of the payee not later than the business day following the date, on which the amount is debited to the bank account of the payer (D+1).
3. If there is a fast SEPA Credit Transfer, the Bank shall provide for the transfer of the paid amount to the bank account of the payment services provider of the payee on the date, on which the amount is debited to the bank account of the payer (D).
4. The Bank shall credit the paid amount to the bank account of the payee on the same business day, on which the paid amount is credited to an account of the Bank (D).

III. SEPA Direct Debits

3.1. General Information concerning SEPA Direct Debits

1. The term SEPA Direct Debit shall mean transfer of funds denominated in EUR between payer's payment services provider and payee's payment services provider initiated by payee based on the payer's mandate and processed within Slovak republic or within the countries of the European Union or the European Economic Area.
2. The destinations, to which SEPA Direct Debits may be made, are following: Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Greece, Netherlands, Croatia, Iceland, Ireland, Lichtenstein, Latvia, Lithuania, Luxemburg, Hungary, Malta, Monaco, Germany, Norway, Poland, Portugal, Austria, Romania, Slovakia, Slovenia, Spain, Switzerland, Sweden, Italy, and Great Britain.
3. SEPA Direct Debit payment order must contain correct IBAN.

3.2. Cut off times for the Receipt of Payment Orders

Outgoing SEPA Direct Debits - cut off times for the receipt of outgoing payment orders:

- 12.00 p.m. one Business day before settlement date (D-1) for all SEPA Direct Debit types - payment order placed by internet banking (CitiDirect) in accordance with terms defined by SEPA Direct Debit Rulebook

3.3. Terms of Execution of SEPA Direct Debit

1. The Bank shall credit the paid amount to the bank account of the payee on the settlement date.
2. In case that the Bank credits the paid amount to the bank account of the payee and subsequently receives Return from the payer's bank up to five Business days after the settlement date, the Bank is entitled to recover the amount of this Return from the bank account of the payee in accordance with terms defined by SEPA Direct Debit Scheme Rulebook.
3. In case that the payer asks for Refund of the authorized paid amount during a period of eight weeks after the settlement date, the Bank is entitled to recover the amount of this Refund from the bank account of the payee in accordance with terms defined by SEPA Direct Debit Scheme Rulebook.

3.4. Account protection against SEPA Direct Debits

1. All accounts will be open for SEPA Direct Debits, i.e. the Bank shall realize any received SEPA Direct Debit.

2. The bank shall block the Client bank account against SEPA Direct Debits based on Client's request, i.e. the Bank shall reject any received SEPA Direct Debit or process only SEPA Direct Debits specifically allowed by the Client.
3. Client can request to change the bank account protection in accordance with the above stated anytime. The change will become effective the next Business day following the receipt of the request.

IV. Cross-border Transfers (Cross-border Payments)

4.1 General Information concerning Cross-border Transfers

1. The term "cross-border transfer" shall mean transfer of funds to/from abroad or transfer of funds in foreign currency (currency other than EUR) between payment services providers within the Slovak Republic.
2. Incoming payments denominated in the domestic or foreign currency are credited to the bank account of the payee as per the instructions of the payer.
3. The Bank offers fast cross-border transfers for payment orders placed by internet banking in EUR, GBP, USD, CHF, CAD, CZK, DKK, HUF, NOK, PLN, RON, RUB, SEK and TRY.
4. Fast transfers in EUR that shall be processed via TARGET2 payment system, must contain instruction "TARGET".
5. The Bank offers cross-border transfers in following currencies: AED, BGN, BRL, EGP, HRK, ILS, INR, KRW, KZT, LKR, MAD, MYR, MXN, NZD, OMR, PHP, PKR, SAR, SGD, THB, TND, TWD and VND via Citi proprietary network WorldLink.

4.2 Cut off times for the Receipt of Payment Orders

1. Outgoing payments – cut off times for the receipt of payment orders:
 - 3.00 p.m. – payment orders placed by internet banking (CitiDirect) or by Swift,
 - 3.00 p.m. – payments orders placed by internet banking (CitiDirect) processed via WorldLink,
 - 12.00 p.m. – payment orders placed personally or by mail.
2. Fast outgoing payments – cut off times for the receipt of payment orders placed by internet banking (CitiDirect):
 - 10.00 a.m. – executed in following currency: RUB
 - 11.00 a.m. – executed in following currencies: CAD, CHF, CZK, DKK, HUF, NOK, PLN, RON, SEK and TRY
 - 3.00 p.m. – executed in following currencies: EUR, GBP and USD
3. The Bank shall debit the paid amount to the bank account of the payer on the business day, on which it receives the documents necessary to make the transfer (e.g. payment order); but only provided that all the documents necessary to make the transfer (e.g. payment order) are delivered to the Bank not later than the cut off time above on the relevant business day of the Bank. In case of not sufficient balance on the bank account of the payer, the Bank shall not execute the payment order and the payment order will be moved for processing during the next four business days. If the sufficient balance is not provided within this time period, the Bank shall not execute the transfer and the payment order will be automatically cancelled.
4. Incoming payments – cut off times for the receipt of payment orders:
 - 5.00 p.m. – on the date, on which the payment is credited to an account of the Bank (after the cover payment is verified by the Bank, as appropriate)

4.3 Terms of Execution of Cross-border Transfers

1. If there is a transfer in foreign currency within the Bank, the Bank shall credit the paid amount to the bank account of the payee on the date, on which the amount is debited to the bank account of the payer (D).
2. If there is a cross-border transfer between the Bank and another financial institution, the Bank shall provide for the transfer of the paid amount to the bank account of the payment services provider of the payee on the business day following the date, on which the amount is debited to the bank account of the payer (D+1).
3. If there is cross-border transfer in foreign currency, which involves currency conversion, between the Bank and another financial institution, the Bank shall provide for the transfer of the paid amount to the bank account of the payment services provider of the payee on the second business day following the date, on which the amount is debited to the bank account of the payer (D+2).
4. Notwithstanding the provision stated above, in case contemplated in section 3 above the Bank may provide for the transfer of the paid amount to the bank account of the payment services provider of the payee not later than the fourth business day following the date, on which the amount is debited to the bank account of the payer (D+4).
5. If there is a fast cross-border transfer, the Bank shall provide for the transfer of the paid amount to the bank account of the payment services provider of the payee on the date, on which the amount is debited to the bank account of the payer (D).
6. If there is a cross-border transfer processed via WorldLink, the Bank shall provide for the transfer of the paid amount to the bank account of the payment services provider of the payee usually on the second business day following the date, on which the amount is debited to the bank account of the payer (D+2), however in case of exotic currencies that may be a subject to specific regulations, the delivery to the payee can be delayed to 7 – 10 days.
The detailed information about WorldLink can be found at:
<http://www.citibank.com/transactionsservices/home/worldlink/>.
7. The bank shall process a cross-border transfer or fast cross-border transfer based on the complete, correct and clear instructions received within the respective cut off time, and sufficient balance available on the bank account of the payer at the moment of receipt of the payment order by the bank. In case of not sufficient balance on the bank account of the payer, the Bank shall not execute the payment order and the payment order will be moved for processing during the next four business days. If the sufficient balance is not provided within this time period, the Bank shall not execute the transfer and the payment order will be automatically cancelled.
8. The Bank shall credit the paid amount to the bank account of the payee on the same business day, on which the paid amount is credited to an account of the Bank (D) (after the cover payment is verified by the Bank, as appropriate).

V. Final Provisions

1. The Bank shall be free to unilaterally amend or fully replace this Payment Services Information on the grounds set out in the General Terms and Conditions of the Bank, in particular due to changes of the applicable legislation or its business policy. Such amendments and the effective date thereto shall be Published by the Bank.
2. This Payment Services Information supersedes and fully replaces the Information concerning Terms and Conditions of Provision of Payment Services by Citibank Europe plc, pobočka zahraničnej banky in force from December 15, 2014. This Payment Services Information comes into force on **December 16, 2016**.