

# BUSINESS TERMS AND CONDITIONS FOR THE PROVISION OF ČSOB CEB SERVICE



Effective from ~~4 November 2023~~ 1 July 2024.

Československá obchodní banka, a. s., with its registered seat at Radlická 333/150, 150 57 Prague 5, Id. No. 00001350, entered in the Commercial Register maintained by the Municipal Court in Prague, Section B: XXXVI, file No. 46 ("ČSOB"), hereby issues these Business Terms and Conditions for the Provision of ČSOB CEB Service (the "CEB Terms and Conditions") pursuant to the laws of the Czech Republic, including without limitation, Act No. 89/2012 Coll., the Civil Code, as amended (the "Civil Code"), Act No. 370/2017 Coll., on Payment Systems, as amended (the "Act on Payment Systems"), and with reference to Act No. 297/2016 Coll., on Services Fostering Trust in Online Transactions, and Regulation (EU) No. 910/2014 of the European Parliament and of the Council of 23 July 2014 on electronic identification and trust services for electronic transactions in the internal market and repealing Directive 1999/93/EC (the "Regulation"). Legal relations between ČSOB and Clients in the provision of the ČSOB CEB service (the "CEB Service") shall be governed by the laws of the Czech Republic ("CR").

The wording of these CEB Terms and Conditions have been written in Czech and English, both versions being deemed authentic. In the event of any conflict of interpretation between Czech and English translation of these CEB Terms and Conditions, the original Czech version shall prevail.

## I. Definitions and Terms

1. **CEB Service** shall be deemed to mean the CEB Virtual Branch and CEB Internet Banking, or other services, e.g. Kate.
2. **CEB Virtual Branch** shall be deemed to mean electronic environment for secure dispatch of Requests and Documents between the Service Holder, through the Authorized Person, and ČSOB.
3. **CEB Electronic Banking** shall be deemed to mean the electronic environment wherein the Service Holder can perform payment transactions and manage selected products through the Authorized Person (it may also be referred to as internet banking).
4. **Kate** shall be deemed to mean a virtual assistant that (through the Authorized Person) provides assistance to the Service Holder in the CEB Service, in particular in connection with providing information, improving convenience and customer experience, identifying risks with suggestions for their reduction, suggestions for optimising the management of financial resources and products and services of the ČSOB Group and its contractual partners (including products and services of a non-financial nature), according to the needs of the Service Holder.
5. **Client** shall be deemed to mean the Account Holder, the Service Holder and the Authorized Person.
6. **Account Holder** shall be deemed to mean a legal entity or a natural person - a business person, or a natural person, of age and possessing full legal capacity, who is the holder of accounts maintained by ČSOB and who concludes the CEB Provision Agreement with ČSOB. The Account Holder shall be deemed to mean also a person who is the holder of External Accounts and who concludes a multi-party agreement with ČSOB, another bank and the Service Holder. The Account Holder shall be deemed to mean also a person who has concluded the Contract for the Provision of the ČSOB BusinessBanking 24 Service with ČSOB.
7. **CEB Provision Agreement** shall be deemed to mean the Agreement on the Provision of ČSOB CEB Service concluded by and among the Account Holder who is the holder of an account maintained by ČSOB and ČSOB, by which the Account Holder authorizes the Service Holder to dispose with funds in its accounts by way of the CEB Service to the extent provided for in the Authorization - Service Holder. The CEB Provision Agreement shall be deemed to mean also the Contract for the Provision of the ČSOB BusinessBanking 24 Service including its annex Authorisation to Dispose of Funds Deposited in Accounts - ČSOB BusinessBanking 24 - Owners of the Installation. The CEB Terms and Conditions, Identity Terms and Conditions, Terms and Conditions for Accounts and Payments form a part of the CEB Provision Agreement.
8. **CEB Terms and Conditions** shall be deemed to mean these Terms and Conditions for the Provision of ČSOB CEB Service.
9. **Identity Terms and Conditions** shall be deemed to mean the Business Terms and Conditions for ČSOB Identity, which form a part of the Agreement on Identity.
10. **Terms and Conditions for Accounts and Payments** shall be deemed to mean, depending on the type of client, the Pre-contract Information and Business Terms and Conditions for Accounts and Payments for People, Pre-contract Information and Business Terms and Conditions for Accounts and Payments for Legal Entities and Entrepreneurial Natural Persons, or Business Terms and Conditions for Accounts and Payments for Corporations and Institutions.

11. **Service Holder** shall be deemed to mean a legal entity or a natural person - a business person, or a natural person, of age and possessing full legal capacity, who concludes the CEB Agreement with ČSOB; the Service Holder may be the holder of accounts (maintained by ČSOB or External Accounts) indicated in the CEB Agreement and/or a person authorized by the Account Holder to use the Service and dispose with the funds in the accounts of the relevant Account Holder by way of the Service, which person is indicated in the Authorization – Service Holder (authorized by the Account Holder who is the holder of accounts maintained by ČSOB) or in a multi-party agreement concluded among the Account Holder who is the holder of External Accounts, the Service Holder, another bank and ČSOB (authorized by the Account Holder who is the holder of External Accounts). The Service Holder shall be deemed to mean also a person who has concluded the Contract for the Use of the ČSOB BusinessBanking 24 Service including its annex Authorisation to Dispose of Funds Deposited in Accounts - ČSOB BusinessBanking 24 - Authorized Persons with the bank and who is referred to as the Installation Owner in the Contract. The Service Holder shall be deemed to mean also a legal entity that has concluded the Contract for the Provision of ČSOB Electronic Banking Services with ČSOB.

12. **CEB Agreement** shall be deemed to mean the Agreement on the Use of the ČSOB CEB Service, concluded by and among ČSOB and the Service Holder, in which the Service Holder, inter alia, specifies the Authorized Persons and their authorizations in the CEB Service (described in more detail in Article I (13) of the CEB Terms and Conditions).

The Authorization for Legal Acts, List of Accounts and ČSOB CEB Service Setting, Authorization - List of Persons, as well as CEB Terms and Conditions, Terms and Conditions for Account Maintenance and Payments, Identity Terms and Conditions and Terms and Conditions for Accounts and Payments shall form a part of the CEB Agreement.

The CEB Agreement shall be deemed to mean also the Contract for the Provision of ČSOB Electronic Banking Services including the Authorisation to Dispose of Funds in Accounts via the ČSOB Electronic Banking Services. The CEB Terms and Conditions, Identity Terms and Conditions and Terms and Conditions for Accounts and Payments shall form a part of the CEB Agreement.

13. **Authorized Person** shall be deemed to mean a natural person who is of age and possesses full legal capacity:

- i. to whom the Service Holder granted the following authorizations (power of attorney/authority to act on behalf of the Service Holder to a specific extent) or some of the following Authorizations:
  - Authorization to dispose with funds
  - Limited authorization to dispose with funds
  - Authorization to view accounts
  - Authorization to view credit limits
  - Authorization to view asset account statements
  - Authorization to close FX deals
  - Authorization to confirm FM deals
  - Authorization for custody services
  - Authorization to view custody services
  - Authorization for service administration
  - Authorization for legal acts
- ii. who acts on behalf of the Service Holder by operation of law, including members of the statutory body of a legal entity, and is authorized for
  - Acting under the law/statutory body (this authorization does not have to be explicitly listed in annexes to the CEB Agreement)

This person may also be granted authorizations specified in Article I (13i) of the CEB Terms and Conditions.
- iii. who is listed as an Authorized Person in the Authorisation to Dispose of Funds Deposited in Accounts - ČSOB BusinessBanking 24 - Authorized Persons, which is annexed to the Contract for the Use of the ČSOB BusinessBanking 24 Service. Such person is granted only the Authorization to dispose with funds.
- iv. who is listed as an Authorized Person in the Authorisation to Dispose of Funds in Accounts via the ČSOB Electronic Banking Services. Such person is granted only the Authorization to dispose with funds.

**Authorization to dispose with funds** shall be deemed to mean the authority of the Authorized Person to take legal acts on behalf of the Service Holder through the CEB Service pursuant to and to the extent of the authorization/authority granted thereto by the Service Holder and set forth in the CEB Agreement, List of Accounts, Authorizations - list of persons, specifically:

- i. to dispose with funds in the accounts of the Account Holder or the accounts of the Service Holder who is the holder of the accounts,
- ii. to change the frequency and format of the electronic statements of accounts of the Account Holder or the accounts of the Service Holder who is the holder of the accounts,
- iii. to view statements of accounts (including viewing account movements and payment account information services) of the Account Holder or the accounts of the Service Holder who is the holder of the accounts, in electronic form made accessible in the ČSOB CEB Service,

- iv. to create and modify the templates of transfer orders or bank connections that may be used by all Authorized Persons under the relevant CEB Agreement,
- v. to manage payment cards (in particular as regards changes of limits, changes of payment settings for the internet, card blocking/unblocking, re-issue) issued for the accounts of the Account Holder and/or Service Holder who is the holder of the accounts, and to view transactions made through these cards, unless stipulated otherwise in the CEB Agreement.

**Limited authorization to dispose with funds** shall be deemed to mean the authority of the Authorized Person to take legal acts on behalf of the Service Holder through the CEB Service pursuant to and to the extent of the authorization/authority granted thereto by the Service Holder and set forth in the CEB Agreement, List of Accounts, Authorizations - list of persons, specifically:

- i. to dispose with funds in the accounts of the Account Holder or the accounts of the Service Holder who is the holder of the accounts,
- ii. to view statements of accounts (including viewing account movements and payment account information services) of the Account Holder or the accounts of the Service Holder who is the holder of the accounts, in electronic form made accessible in the ČSOB CEB Service,
- iii. to view the settings of the payment cards (e.g. the card status, the total limit set, payment settings for the internet) issued for the accounts of the Account Holder and/or Service Holder who is the holder of the accounts, and to view transactions made through these cards.

**Authorization to view accounts** shall be deemed to mean the authority of the Authorized Person to take legal acts on behalf of the Service Holder through the CEB Service pursuant to and to the extent of the authorization/authority granted thereto by the Service Holder and set forth in the CEB Agreement, List of Accounts, Authorizations - list of persons, specifically:

- i. to view statements of accounts (including viewing account movements and payment account information services) of the Account Holder or the accounts of the Service Holder who is the holder of the accounts, in electronic form made accessible in the ČSOB CEB Service.

**Authorization to view credit limits** shall be deemed to mean the authority of the Authorized Person to take legal acts on behalf of the Service Holder through the CEB Service pursuant to and to the extent of the authorization/authority granted thereto by the Service Holder and set forth in the CEB Agreement, List of Accounts, and Authorizations - list of persons, specifically:

- i. to view credit limits, withdrawals, outstanding amounts and amounts available on credit, under letters of credit, bank guarantees, commitments and other similar products provided by ČSOB to the Service Holder, in electronic form made accessible in the CEB Service.

**Authorization to close FX deals** shall be deemed to mean the authority of the Authorized Person to take legal acts on behalf of the Service Holder through the CEB Service pursuant to and to the extent of the authorization/authority granted thereto by the Service Holder and set forth in the CEB Agreement, Authorizations - list of persons, specifically:

- to close spot, forward and swap FX deals,
- to place orders based on which transactions on financial markets will be made if the specified conditions are met,
- to receive notifications when the specified FX rate is reached for a selected currency pair.

**Authorization to confirm FM deals** shall be deemed to mean the authority of the Authorized Person to take legal acts on behalf of the Service Holder through the CEB Service pursuant to and to the extent of the authorization/authority granted thereto by the Service Holder and set forth in the CEB Agreement, Authorizations - list of persons, specifically:

- to confirm deals made in financial markets.

**Authorization to view asset account statements** shall be deemed to mean the authority of the Authorized Person to take legal acts on behalf of the Service Holder through the ČSOB CEB Service pursuant to and to the extent of the authorization/authority granted thereto by the Service Holder and set forth in the CEB Agreement, Authorizations - list of persons, specifically:

- i. to view statements of asset accounts of the Service Holder in electronic form, accessible in the ČSOB CEB Service.

**Authorization for custody services** shall be deemed to mean the authority of the Authorized Person to take legal acts on behalf of the Service Holder through the ČSOB CEB Service pursuant to and to the extent of the authorization/authority granted thereto by the Service Holder and set forth in the CEB Agreement, Authorizations - list of persons, specifically:

- i. to view the list of asset accounts of the Service Holder, the portfolio of book-entry securities held in these asset accounts and the list of the transactions made with the Service Holder's book-entry securities that have been credited to or debited from these asset accounts,
- ii. to place orders for the transfer of securities,
- iii. to download statements of asset accounts of the Account Holder, invoices and other related documents.

**Authorization to view custody services** shall be deemed to mean the authority of the Authorized Person to take legal acts on behalf of the Service Holder through the ČSOB CEB Service pursuant to and to the extent of the authorization/authority granted thereto by the Service Holder and set forth in the CEB Agreement, Authorizations - list of persons, specifically:

- i. to view the list of asset accounts of the Service Holder, the portfolio of book-entry securities held in these asset accounts and the list of the transactions made with the Service Holder's book-entry securities that have been credited to or debited from these asset accounts,
- ii. to download statements of asset accounts of the Account Holder, invoices and other related documents.

**Authorization for service administration** shall be deemed to mean the authority of the Authorized Person to take legal acts on behalf of the Service Holder through the ČSOB CEB Service pursuant to and to the extent of the authorization/authority granted thereto by the Service Holder and set forth in the CEB Agreement, List of Accounts, and Authorizations - list of persons, specifically:

- i. to grant the following authorizations to Authorized Persons:
  - a. Authorization to dispose with funds
  - b. Limited authorization to dispose with funds
  - c. Authorization to view accounts
 and to change or revoke these authorizations,
- ii. to add/remove an account of the Account Holder / Service Holder in the CEB Service,
- iii. to change the functions of the CEB Service specified in Article II (4) of the CEB Terms and Conditions,
- iv. ~~to change the Kate settings for Authorized Persons in the CEB Service, including enabling/disabling active addressing of an Authorized Person in Kate,~~
- iv. to allow ČSOB to collect the fee from an account of the Account Holder / Service Holder,
- v. to amend the Authorization documents – list of persons and List of Accounts and settings of the ČSOB CEB Service, in their entirety, and to sign them.

**Authorization for legal acts** shall be deemed to mean the authority of the Authorized Person to take legal acts on behalf of the Service Holder pursuant to and to the extent of the authorization/authority granted thereto by the Service Holder and set forth in the CEB Agreement and Authorization for Legal Acts, and for the sending of Requests and Documents to ČSOB and/or execution of documents by means of Qualified Electronic Signature or Advanced Electronic Signature through the CEB Service – CEB Virtual Branch. The Authorized Person that has been granted this type of authorization shall be authorized to view the following information about the accounts owned by the Service Holder: account number, account name and product type (specified in the product application), and about cards issued for these accounts: card number and type, cardholder's name. The Authorized Person also has the right to view the details of Authorized Persons – first name, surname, date of birth.

**Acting under the law/statutory body** shall be deemed to mean the authority of the Authorized Person to act on behalf of the Service Holder, including members of the statutory body of a legal entity, to the extent of the sending of Requests and Documents to ČSOB and/or execution of documents by means of Qualified Electronic Signature or Advanced Electronic Signature through the CEB Service – CEB Virtual Branch.

- 14. **Agreement on Identity** shall be deemed to mean the Agreement on ČSOB Identity concluded by and between ČSOB and an Authorized Person, which includes the Identity Terms and Conditions.
- 15. **CEB Service Activation Agreement** shall be deemed to mean the Agreement on ČSOB CEB Service Activation, concluded by and among ČSOB and the Authorized Person, which includes the CEB Terms and Conditions and Identity Terms and Conditions, and in which the Authorized Person and ČSOB agree on the CEB Service to be provided on an active basis or a passive basis (a preview only) and on limits. The CEB Service Activation Agreement shall be deemed to mean also the contractual arrangement between ČSOB and the Authorized Person regarding the CEB Service that the parties enter into when the Authorized Person logs in to the CEB Service for the first time – i.e. when the Authorized Person electronically agrees to the CEB Terms and Conditions. If the Authorized Person concludes the Change of CEB Service Settings with ČSOB, the Change of CEB Service Settings shall become a part of the CEB Service Activation Agreement.

16. **Change of CEB Service Settings** shall be deemed to mean the Change of ČSOB CEB Service Settings concluded by and between ČSOB and an Authorized Person, which stipulates the settings of the CEB Service, especially the settings of limits, and which shall form a part of the CEB Service Activation Agreement.
17. **CEB Portal** shall be deemed to mean the web pages of the CEB Service which may be accessed through ČSOB's web pages, or directly at [ceb.csob.cz](http://ceb.csob.cz).
18. **Mobile Application** shall be deemed to mean the ČSOB CEB Mobile application for smart phones and tablets, available from sources expressly recommended by the device manufacturer (e.g. App Store, Google Play), through which selected functions of the CEB Service are provided.
19. **Business Connector** shall be deemed to mean a service for automatic downloading and uploading of data between ČSOB and the Service Holder's accounting software application, access to which is authenticated by the Service Holder (through an Authorized Person) using a server certificate registered in the CEB Service by an Authorized Person who has been granted the Authorization to dispose with funds.
20. **Business Package** shall be deemed to mean a business variant of the CEB Service elected by the Service Holder in the CEB Agreement and specified in more detail at [www.csob.cz](http://www.csob.cz)
21. **Document** shall be deemed to mean agreements, applications, declarations and other documents sent through the CEB Service, where ČSOB requires a Qualified Electronic Signature or Advanced Electronic Signature of the Service Holder, or of the Authorized Person so authorized (on behalf of the Service Holder). A list of Documents is provided at [www.csob.cz/vp](http://www.csob.cz/vp).
22. **Request** shall be deemed to mean a request of the Service Holder for a product and/or service from ČSOB, submitted through the CEB Service, where ČSOB does not require a signature and to which one or multiple Documents may be attached.
23. **Certificate** shall be deemed to mean personal certificates: an I.CA Qualified Certificate, I.CA Commercial Certificate, ČSOB Commercial Certificate and Biometric Certificate, used for authentication and authorization in the CEB Service. More information is available at [www.csob.cz/software](http://www.csob.cz/software).
  - **I.CA Qualified Certificate** shall be deemed to mean a qualified certificate for electronic signature within the meaning of the Regulation, issued by První certifikační autorita, a.s., with its registered seat at Podvinný mlýn 2178/6, Prague 9 – Libeň, Zip Code 190 00, Id. No. 26 43 93 95 ("I.CA"), which is stored on a physical or virtual drive and secured with a PIN or password. More information is available at [www.ica.cz](http://www.ica.cz).
  - **I.CA Commercial Certificate** shall be deemed to mean a commercial certificate issued by I.CA, stored on a physical drive and secured with a PIN. More information is available at [www.ica.cz](http://www.ica.cz).
  - **ČSOB Commercial Certificate** shall be deemed to mean a commercial certificate issued by ČSOB for the purpose of signing a Document.
  - **Biometric Certificate** shall be deemed to mean a certificate issued as part of authentication to ČSOB mobile applications.
24. **Qualified Electronic Signature** shall be deemed to mean a qualified electronic signature pursuant to the Regulation (Article 3 (12)), based on an I.CA Qualified Certificate and created by a qualified means for creating electronic signatures.
25. **Advanced Electronic Signature** shall be deemed to mean an advanced electronic signature pursuant to the Regulation (Article 3 (11)), based on an I.CA Qualified Certificate or a ČSOB Commercial Certificate.
26. **Electronic Seal** shall be deemed to mean an electronic seal within the meaning of the Regulation.
27. **Pricelist** shall be deemed to mean the relevant current list of ČSOB's fees, available on the operating premises of ČSOB's branches and at [www.csob.cz](http://www.csob.cz).
28. **Signing Class** shall be deemed to mean the type of signing rights for the authorization of payment transactions, as indicated by the Service Holder in the List of Accounts, which may be assigned by the Service Holder to the individual Authorized Persons.
29. **Payment Service Authorization Rules** shall be deemed to mean the rules for the authorization of payment transactions for the relevant account indicated in the List of Accounts, which set the limits and combinations of Signing Classes for the authorization of payment transactions by the Service Holder or Authorized Persons, who have been granted authorization by the Service Holder. Authorized Persons authorize payment transactions in their sole capacity or together with other Authorized Persons in accordance with their Signing Classes, Payment Service Types and these authorization rules. In the case of changes in the settings of term deposit parameters, Authorized Persons always act in their sole capacity.
30. **Payment Service Type** (method) shall be deemed to mean the following for the purposes of CEB Terms and Conditions:
  - i. **Payment into accounts listed in the agreement**, which is deemed to mean an order for the transfer of funds into accounts indicated in the applicable List of Accounts,
  - ii. **Third Party Payment**, which is deemed to mean an order for the transfer of funds into accounts not indicated in the applicable List of Accounts,
  - iii. **Direct debit authorization**,

- iv. **Direct debit orders**,  
and may be indicated in the List of Accounts by the Service Holder, who may use these types to set Payment Service Authorization Rules.
31. **External Account** shall be deemed to mean an account of the Account Holder maintained by a bank different from ČSOB, in which funds are deposited with which the Service Holder is authorized to dispose under contractual relationships between ČSOB, such other bank, the Account Holder and the Service Holder.
  32. **ČSOB Group** shall be deemed to mean ČSOB and the persons that form a business group together with ČSOB. The current list of the group members can be found at [www.csob.cz/skupina](http://www.csob.cz/skupina).
  33. **KBC Group** shall be deemed to mean KBC Group NV, registered office Havenlaan 2, B-1080 Brussels, Belgium, reg. number 0403 227 515, and the persons that form a business group together with KBC Group.
  34. **List of Accounts** shall be deemed to mean the List of Accounts and ČSOB CEB Service Settings, which forms a part of the CEB Agreement.
  35. **Confidential Information** shall be deemed to mean the information concerning the Client that was obtained by ČSOB in connection with the provision of the services subject to the obligation of confidentiality.

## II. CEB Service

1. The Client shall be authorized to use the CEB 24 hours a day, 7 days a week.
2. The Agreement on the Provision of CEB Service (including the Authorization – Service Holder) and the CEB Agreement (including the Authorization - List of Persons, List of Accounts, Authorization for legal acts) may be concluded in the form of hard copies or electronically (including biometrically) provided the Account Holder (who is also the Service Holder) / Service Holder has arranged the CEB Virtual Branch. An agreement that has been concluded electronically shall be sent by ČSOB to the Service Holder / Account Holder (who is also the Service Holder) to the CEB Virtual Branch.

The CEB Service Activation Agreement may only be concluded electronically by an Authorized Person, and ČSOB shall save the CEB Service Activation Agreement to the ČSOB Identity of the Authorized Person. The Change of CEB Service Settings may be concluded by an Authorized Person in the form of hard copies or electronically, and ČSOB shall send the document to the Authorized Person to the ČSOB Identity service.

If the obligation and the relevant contractual relationship with the Service Holder / Account Holder (who is also the Service Holder) terminate, the Service Holder's contractual or other documentation saved in the CEB Service shall be made inaccessible as of the termination date. If the obligation and the relevant contractual relationship with the Authorized Person terminate, the Authorized Person's contractual or other documentation relating to the CEB Service and saved in the ČSOB Identity service shall be made inaccessible as of the termination date. The Account Holder/Service Holder/Authorized Person shall be obliged to save the documentation in a different storage site prior to the date of termination of the contractual relationship.

3. The use of the CEB Service by the Authorized Person is conditioned on the conclusion of the Identity Agreement and the CEB Service Activation Agreement.
4. Unless stipulated otherwise in the CEB Agreement - List of Accounts attachment, the following functions of the CEB Service are pre-set by ČSOB as follows:
  - a) Four eyes review - not set up
  - b) Modification of imported batch payment files - permitted
  - c) CEB Info (sending of SMS messages; can be set up by the Authorized Person) - permitted
  - d) Business Connector - permitted
5. The CEB Service shall provide an overview of selected products of the Client, agreed within the ČSOB Group. Through the CEB service, the Client can log in to the internet portals of ČSOB subsidiaries and ČSOB contractual partners, thus gaining access to information and services of these subsidiaries and contractual partners. Identification data of the Client shall be transferred for these purposes.
6. Within the CEB Service, the Client may also use the CEB Info service – automatic sending of messages containing information about balance, account movements, payment transactions and other information related to ČSOB Group products via SMS, mobile phone notifications or email. The Authorized Person can set up the sending of the messages on the CEB Portal or in the Mobile Application.

## III. CEB Virtual Branch

1. ČSOB and the Service Holder (through the Authorized Person authorized for legal acts) may send Requests and Documents through the CEB Virtual Branch.

2. If ČSOB requires a signature on a Document, the Service Holder shall be obliged to sign (authorize) it using the Qualified Electronic Signature(s) or Advanced Electronic Signature(s) of the Authorized Person(s) so authorized.
3. ČSOB shall sign (Authorize) Documents using the Electronic Seal, Qualified Electronic Signature, Advanced Electronic Signature or scanned signature of a ČSOB staff member so authorized.  
An agreement concluded electronically through the CEB Virtual Branch shall become effective upon its execution by all the contracting parties, when the processing of the Request (containing the agreement) in the CEB Virtual Branch is completed by ČSOB and this information is displayed to the Service Holder on the Portal, unless the parties agree otherwise. ČSOB shall approve a request of the Client at the moment the processing of the relevant Request is completed by ČSOB in the CEB Virtual Branch, unless the parties agree otherwise.
4. The Service Holder shall be entitled to change the Authorization for Legal Acts / Authorization - List of Persons / List of Accounts by a unilateral legal act taken in the form of hard copies or electronically through the CEB Service, unless the parties agree otherwise. The Account Holder shall be entitled to change the Authorization - Service Holder by a unilateral legal act taken in the form of hard copies or electronically through the CEB Service, unless the parties agree otherwise. ČSOB shall carry out the change of the duly signed Authorization for Legal Acts/Authorization - List of Persons/List of Accounts / Authorization - Service Holder in the CEB Service no later than the business day immediately following its delivery to ČSOB.
5. ČSOB shall send the Documents signed by the Service Holder and/or ČSOB electronically (including biometrically) to the CEB Virtual Branch. The Service Holder can view and download the Documents through the CEB Virtual Branch for 18 months from the delivery of the Documents to ČSOB. After the period of 18 months elapses, the Service Holder can view and download the Documents in the Document archive folder for the period of duration of the CEB Agreement, but not longer than for the period of statutory recordkeeping.

#### **IV. CEB Internet Banking**

1. The provision of CEB Internet Banking is conditioned on the Account Holder and/or Service Holder having an account with ČSOB.
2. CEB Internet Banking enables the Client especially
  - a. to communicate with ČSOB and to enjoy access to selected products and services of ČSOB (and ČSOB Group)
  - b. to make cashless domestic payments
    - i. by way of one-off, bulk or standing transfer orders, both in CZK and from accounts denominated in foreign currencies
    - ii. by way of one-off, bulk or standing direct debit orders
    - iii. pursuant to direct debit authorization setting
  - c. to perform non-documentary payments, i.e.
    - i. by way of one-off and standing orders for transfers abroad and orders for domestic transfers in foreign currency
    - ii. one-off and standing transfers from/to EU/EEA members states in currencies of EU/EEA member states
  - d. to make transfers between own accounts of the Account Holder/Service Holder who is the account holder
  - e. to request that ČSOB enable the sending of requests for transfer from External Accounts of the Client and the receiving of account statements and information concerning movements in these accounts via the SWIFT network (in relevant formats)
  - f. to obtain information on any performed, pending or rejected payment transactions
  - g. to get an overview of payment cards and to manage them, and to view transactions made with these payment cards
  - h. to manage other selected products, e.g. savings or term accounts
  - i. to make selected types of deals in financial markets (currency conversions) and to confirm such deals
  - j. to place orders for securities transfers within custody services or to view securities accounts and the transaction history of book-entry securities.
  - k. to use the payment service of indirect payment order placement and the payment account information service, where ČSOB, based on the Client's request for the payment account information service, shall provide the payment account information service provider with information on the accounts that the Client manages in ČSOB CEB and at the same time in the ČSOB Electronic Banking (provided the Client has arranged it).
3. The Authorized Person shall have access to any and all information concerning the accounts he/she is authorized to dispose with.

## V. Limits

1. The Account Holder, Service Holder, Authorized Person shall be authorized to set the following limits for payments in the CEB Internet Banking:
  - a) the Account Holder shall be authorized to set the following limit
    - i. **Account Holder's Limit** – a daily/weekly limit for the transfer of funds from the relevant account of the Account Holder indicated in the Authorization – Service Holder.
  - b) the Service Holder shall be authorized to set the following limits:
    - i. **Service Holder's Limit** – a daily/weekly limit for the transfer of funds from the relevant account indicated in the List of Accounts and ČSOB CEB Service setting. The limit does not apply to the transfers of funds between the accounts of the Account Holder / the Service Holder who is also the Account Holder that have been made using the "Transfer between client's accounts" feature, the "withdrawal of deposit" from a savings account feature or the "withdrawal of deposit" from a term deposit feature, nor does it apply to the creation/change/cancellation of a standing order between accounts of the same Account Holder in the amount agreed upon between ČSOB and the Service Holder, which amount is not fixed at the time of the creation/change/cancellation of the standing order, i.e. the amount is determined in another way.
    - ii. **Individual Transaction Limit** – a limit for an individual payment transaction stipulated in the Payment Service Authorization Rules for the relevant Accounts indicated in the List of Accounts
    - iii. **Limit for Authorized Person** – a daily/weekly limit for the transfer of funds by the Authorized Person from all the accounts indicated in the Authorization – List of Persons, in which funds with which the Authorized Person is authorized to dispose with are kept. The limit does not apply to the transfers of funds between the accounts of the Account Holder / the Service Holder who is also the Account Holder that have been made using the "Transfer between client's accounts" feature, the "withdrawal of deposit" from a savings account feature or the "withdrawal of deposit" from a term deposit feature, nor does it apply to the creation/change/cancellation of a standing order between accounts of the same Account Holder in the amount agreed upon between ČSOB and the Service Holder, which amount is not fixed at the time of the creation/change/cancellation of the standing order, i.e. the amount is determined in another way.
  - c) The Authorized Person shall be authorized to set the following limits:
    - i. **Authorized Person's Limit per authorization method** – a weekly limit for a payment transaction authorized by an I.CA Qualified Certificate, Smart Key or SMS key (Mobile Application only).

~~If an Authorized Person concluded the CEB Service Activation Agreement prior to 20 March 2023, the limits specified in the CEB Service Activation Agreement shall apply.~~  
~~For an Authorized Person who has concluded the CEB Service Activation Agreement when logging in to the CEB Service for the first time (by agreeing to the CEB Terms and Conditions) after 20 March 2023 (inclusive), ČSOB shall set the Authorized Person's Limit per authorization method as follows:~~  
In the event that the said limit is not explicitly stated in the CEB Agreement, ČSOB will set the limit for the Authorized Person as follows:

      - a. no limit for a transaction authorized by a Certificate
      - b. CZK 20,000,000 for a transaction authorized by Smart Key
      - c. CZK 0 ~~200,000~~ for a transaction authorized by an SMS key.

~~The maximum Authorized Person's Limit per authorization method for payment transactions authorized by~~

The Authorized Person may change his/her limit by concluding the Change of ČSOB CEB Service Settings, where the maximum amount of limit set by the bank for:

      - a. a Certificate shall be unlimited
      - b. Smart key shall be CZK 20,000,000
      - c. an SMS key shall be CZK 200,000.

The limit does not apply to the transfers of funds between the accounts of the Account Holder / the Service Holder who is also the Account Holder that have been made using the "Transfer between client's accounts" feature, the "withdrawal of deposit" from a savings account feature or the "withdrawal of deposit" from a term deposit feature, nor does it apply to the creation/change/cancellation of a standing order between accounts of the same Account Holder in the amount agreed upon between ČSOB and the Service Holder, which amount is not fixed at the time of the creation/change/cancellation of the standing order, i.e. the amount is determined in another way.
2. If ČSOB provides the CEB Service:



- to the Account Holder pursuant to the Contract for the Provision of the ČSOB BusinessBanking 24 Service and
  - to the Service Holder pursuant to the Contract for the Use of the ČSOB BusinessBanking 24 Service, then, unless otherwise agreed, only the following transaction limits apply to the CEB Service:
    - a) the Main Limit specified in the Contract for the Provision of the ČSOB BusinessBanking 24 Service
    - b) the Authorized Person's (pair of Authorized Persons') Limit specified in the Contract for the Use of the ČSOB BusinessBanking 24 Service.
3. If ČSOB provides the CEB Service to the Service Holder pursuant to the Contract for the Provision of ČSOB Electronic Banking Services, then, unless agreed otherwise, only the following transaction limits shall apply to the CEB Service:
- a) Daily/weekly limits for payment transactions authorized with an SMS key, Smart Key, or through the Smartbanking application, originally specified in the Agreement on the Activation of ČSOB Electronic Banking Services between the Authorized Person and ČSOB. These limits do not add up, and a daily/weekly limit is the sum of all payment transactions delivered to ČSOB via the CEB Service during one day/week. Payment transactions authorized with a Qualified Electronic Signature or Advanced Electronic Signature based on an I.CA Qualified Certificate are not included in these limits; no limit applies to a payment transaction authorized with a Qualified Electronic Signature or Advanced Electronic Signature based on an I.CA Qualified Certificate.
- The above-mentioned limits do not apply to the transfers of funds between the Account Holder's accounts that have been made using the "Transfer between client's accounts" feature.
- The above-mentioned limits do not apply to direct debit orders, transfers between the accounts of one Account Holder, payment orders (from an account at another bank) placed via the Multibanking service.
- b) The limit for an individual payment transaction made by the Authorized Person in the relevant account is specified in the Authorisation to Dispose of Funds in Accounts via the ČSOB Electronic Banking Services.
4. The limits specified in Article V of the CEB Terms and Conditions do not apply to the cancellation of a standing order, cancellation of an outgoing domestic payment order, cancellation of a cross-border payment order, cancellation of a SEPA transfer, cancellation of a direct debit authorization (standard, O2), cancellation of a withdrawal from a savings account, cancellation/creation/change of a payment template and change in the settings of term deposit parameters.
5. The limits specified in ~~this~~ Article V of the CEB Terms and Conditions apply to payment transactions performed through the indirect payment order service, where ČSOB is in the position of the provider maintaining the account.

## VI. Kate

1. The provisions on Kate set out in the Business Terms and Conditions for ČSOB Identity shall not apply to the Account Holder, Service Holder and Authorized Person who uses Kate in the CEB Service for these purposes.
2. An informative overview of Kate services is available at [www.csob.cz/kate](http://www.csob.cz/kate) and is continuously updated.
3. In order to use some services offered by Kate, the Service Holder may be obliged to conclude an agreement or an amendment to the CEB Agreement; Kate shall notify the Service Holder of this.
4. The Service Holder shall be entitled to negotiate with Kate through Authorized Persons. If the Authorized Person is authorized by the Service Holder to perform legal acts through the CEB Service, he/she shall also be entitled to act and communicate through Kate to the same extent, unless the Service Holder stipulates otherwise. The Service Holder authorized by the Account Holder to perform legal acts through the CEB Service shall also be entitled to act through Kate to the same extent, unless the Account Holder stipulates otherwise.
5. The Authorized Person may actively reach out to Kate and request its assistance; Kate may also reach out to the Service Holder through the Authorized Person. For this purpose, ČSOB shall be entitled to process the Service Holder's or Authorized Person's personal data to a reasonable extent. If the Service Holder or the Authorized Person does not wish to be actively contacted by Kate or to receive notifications from Kate (including CEB Info), he/she may disable the function. The Service Holder may also disable the function for any Authorized Person. The Service Holder's setting of Kate's active messaging function takes precedence over any Authorized Person's setting. A notification may be sent even when the Authorized Person does not have Kate open in the Mobile Application, on the Portal. In order for Kate to function properly, the Authorized Person must enable notifications on his/her device.
6. The Authorized Person shall not disclose sensitive personal information (e.g. information about his/her health) to Kate.
7. Voice communication with Kate is provided by ČSOB through Google services by Google LLC. Voice communication with Kate is recorded for the purpose of servicing and archiving the content of the call. By

- initiating voice communication with Kate, the Service Holder agrees through the Authorized Person to the Acceptable Use Policy of Google services, the full text of which is available at [cloud.google.com/terms/aup](https://cloud.google.com/terms/aup). ČSOB shall not be liable for the availability of voice communication or for its interruption due to technical issues
8. If an offer of a product or service is made to the Service Holder through Kate, it may in some cases be accepted directly through Kate, or Kate may provide the Service Holder with the assistance necessary for its acceptance, e.g. by redirecting him/her to the service provider's website or to a relevant point of contact.
  9. ČSOB shall not be liable for any damage incurred to the Service Holder or Authorized Person in connection with using Kate that was caused by the incorrect use of Kate by the Service Holder or Authorized Person, by the incorrect operation of the Service Holder's or Authorized Person's device on which Kate is used, or as a result of a breach of the security measures protecting the Mobile Application or the Portal.
  10. The assistance provided by Kate is usually fully automated, which means decisions may be made without human involvement. For more information visit [www.csob.cz/osobniudaje](http://www.csob.cz/osobniudaje).
  11. ČSOB shall be entitled to act as a representative or intermediary of the members of the ČSOB Group or contractual partners of the ČSOB Group in Kate. ČSOB shall not be liable for the actions of any other member of the ČSOB Group in Kate.

## **VII. Statements and Complaints**

1. The Account Holder shall be advised of payment transactions in the account by way of a printed account statement, in electronic form through the CEB Service, or in any other agreed manner.
2. The Service Holder may request that statements of account be sent in the form of hard copies or in electronic form through the CEB Service, in formats offered by the CEB Service.
3. In the event that the Account Holder agreed with ČSOB that statements of account would be made out and sent electronically, and the contractual relationship pertaining to the account terminates, the last statement of account shall be sent to the Account Holder in writing, by post, to the mailing address provided by the Account Holder to ČSOB.
4. ČSOB shall make statements of account of an Account Holder/Service Holder who is the account holder available by electronic means, through the CEB Service, on a monthly basis, in PDF format in Czech, unless agreed otherwise. The Service Holder may request a change of frequency of statements or the format of statements in electronic form through the CEB Service.
5. If the Account Holder/Service Holder who is the account holder and ČSOB agreed that statements of account would be made available electronically, such electronic statement of account shall automatically be made available to all the Authorized Persons who are authorized with regard to the relevant account.
6. Making an electronic statement of account available to the Authorized Person shall be deemed to constitute the discharge of the obligation arising to ČSOB under the Act on Payment Systems, i.e., to make the statement of account available to the Account Holder/ Service Holder who is the account holder in the agreed manner.
7. If the Account Holder/Service Holder who is the account holder and ČSOB agreed in the agreement on the account or other contractual document that statements of account would only be made available electronically, and the electronic statement of account is made available through the CEB Service, then information on the electronic statement of account provided in the agreement on the account or other contractual document concluded with the Account Holder does not have to be in harmony with information input by the Service Holder in the CEB Service; in such case, ČSOB shall act in accordance with the request bearing a later date.
8. Statements of account in electronic form are made available in the CEB Service for at least 24 months from the date of issue.
9. The Client shall be obliged to check the statement of account immediately for the flow of reckoning, correctness of the account balance and correctness of the payment transactions performed. If the Client finds any discrepancy in the reckoning, or the absence of reckoning of executable payment orders, the Client shall be obliged to report such defects and request that they be rectified without undue delay upon learning of the defect, or within the term stipulated by applicable legal regulations at the latest.
10. ČSOB shall accept and process complaints and claims of Clients in accordance with its Claims Code which is available at ČSOB branches and at [www.csob.cz/reklamace](http://www.csob.cz/reklamace).

## **VIII. Technical and Security Requirements**

1. The Client shall be obliged to install at its own cost, and maintain in a secure and working condition, computer(s) and/or mobile device(s) serving for the use of the CEB Service, in accordance with technical requirements on HW and SW stipulated by ČSOB for the use of the CEB Service by the Client, as set out in manuals and guidelines for the CEB Service published at [www.csob.cz/ceb](http://www.csob.cz/ceb).

2. The Client shall be obliged to have an effective anti-virus protection programme installed, and to carry out a regular anti-virus scan of the computer used for the CEB Service.
3. ČSOB shall be entitled to unilaterally change user manuals, guidelines and the functionality of the CEB Service, especially in connection with the development of new functions and compliance with security requirements and requirements under the legal regulations for electronic banking. ČSOB shall inform the Client of such change in advance in an appropriate manner.
4. The CEB Service is provided over public communication and data lines. ČSOB shall not be liable for their security, and as such, a situation where the Client suffers damage due to any misuse of the transmitted messages, will be out of ČSOB's control.
5. Measures concerning the protection of the security of ČSOB Identity elements, the procedure in case of their loss, theft, misuse or unauthorized use are stipulated in the Identity Terms and Conditions.

## **IX. Authentication of the Authorized Person in the CEB Service and Authorization of a Legal Act Taken by the Client in the CEB Service**

1. The Authorized Person shall be authenticated on the CEB Portal by means of elements of the ČSOB Identity (as described in more detail in the Identity Terms and Conditions, based on the Agreement on Identity), specifically:
  - a) by username, password and Smart Key, or
  - b) by I.CA Commercial Certificate.

If the Service Holder and ČSOB have agreed in the CEB Agreement prior to 1 November 2023 that the Authorized Person shall log in to the CEB Service using the username, password and Smart Key authentication method, then the Authorized Person may also authenticate by scanning a QR code on the CEB Portal login page (ceb.csob.cz) and confirming the authentication with Smart Key in online mode.
2. The Authorized Person shall be authenticated in the Mobile Application by means of elements of the ČSOB Identity (as described in more detail in the Identity Terms and Conditions, based on the Agreement on Identity), specifically:
  - a) by Smart Key, or he/she may be authenticated using a biometric ~~data~~ certificate activated through Smart Key, or
  - b) by a username, password and SMS key (if enabled by the Mobile Application)
3. All the details concerning the use of the individual elements of the ČSOB Identity are provided in the Identity Terms and Conditions.
4. When communicating with ČSOB, the Authorized Person shall be authenticated through the Client Centre (as defined in the Identity Terms and Conditions) by means of selected elements of the ČSOB Identity.
5. The Service Holder, or the Authorized Person, shall authorize payment transactions in CEB Internet Banking on the Portal through an I.CA Qualified Certificate or Smart Key of the Authorized Person.
6. The Service Holder, or the Authorized Person, shall authorize payment transactions sent via Business Connector through an I.CA Qualified Certificate of the Authorized Person.
7. The Service Holder, or the Authorized Person, shall authorize payment transactions in CEB Internet Banking using the Mobile Application through Smart Key or an SMS key (if enabled by the Mobile Application).
8. The Service Holder, or the Authorized Person, shall authorize legal acts at the CEB Virtual Branch (where the nature of the act or the CEB Terms and Conditions so require) by the Qualified Electronic Signature / or Advanced Electronic Signature of the Authorized Person.
9. The Service Holder, or the Authorized Person who has been granted the Authorization for service administration, shall authorize legal acts (specified in the definition of the Authorization for service administration in Article I of the CEB Terms and Conditions) in the CEB Service by the Qualified Electronic Signature / Advanced Electronic Signature of the Authorized Person.
10. A payment order and a request for the payment account information service and for the balance confirmation service shall be authorized by the Authorized Person in accordance with the rules for the authorization of payment transactions set out in this Article IX of the CEB Terms and Conditions.

## **X. Deadlines**

1. Deadlines and terms for the delivery of a transfer order, stipulated by ČSOB, are indicated in the Terms and Conditions for Accounts and Payments, accessible on the premises of all ČSOB branches and at [www.csob.cz](http://www.csob.cz).

2. Payment transactions in accounts through the CEB Service shall be performed by ČSOB pursuant to an order placed by a duly authorized/empowered Authorized Person. Payment transactions in accounts must be in compliance with:
  - a) CEB Terms and Conditions, CEB Agreement, Agreement on the Provision of CEB Service, CEB Service Activation Agreement, Identity Agreement
  - b) Terms and Conditions for Accounts and Payments, the relevant account agreement
  - c) legal regulations
3. The following cannot be revoked through the CEB Service:
  - a) transfer (between accounts of one and the same Account Holder / the Service Holder who is also the Account Holder) that has been made using the "Transfer between client's accounts" feature
  - b) payment transaction on its due date
  - c) domestic direct debit order on the day preceding its due date (on the due date if the person from whose account the direct debit is made has an account with a bank other than ČSOB)
  - d) request for transfer from an account held with another bank after it has been sent to the bank holding the account
4. A payment transaction with a future due date, placed through the CEB Service, can be:
  - a) in case of domestic payments, revoked or modified through the CEB Service no later than the day immediately preceding the due date, within the time period stipulated in the Terms and Conditions for Accounts and Payments.
  - b) in case of cross-border payments, revoked or amended through the CEB Service no later than 5 p.m. on the day immediately preceding the due date.

Authorization by a single Authorized Person shall suffice for the revocation, or cancellation of a partially authorized payment transaction.

Revocation of a transaction by way of a written application for cancellation of the payment transaction, delivered to a ČSOB branch, is possible within time periods provided for in the Terms and Conditions for Accounts and Payments.

## **XI. Rights, Obligations and Liability of the Client**

1. The Client shall be obliged to become thoroughly acquainted with the CEB Terms and Conditions, and to comply with them, and further, to become acquainted with the relevant user manuals and guidelines relating to the CEB Service and published at [www.csob.cz/ceb](http://www.csob.cz/ceb), and shall be obliged to follow the procedures stipulated therein.
2. The Client shall be obliged to use the CEB Service, communication devices used in connection with the CEB Service (e.g. mobile phone, computer) and the elements of the ČSOB Identity (e.g. user name and password, chip card PIN) in accordance with the CEB Terms and Conditions, Identity Terms and Conditions and security rules published at [www.csob.cz/bezpecnost](http://www.csob.cz/bezpecnost).
3. The Client shall be obliged to acquaint itself with notices displayed in the CEB Service with regard to amendments to the CEB Terms and Conditions and the Pricelist, and to follow security warnings displayed in the CEB Service.
4. The Client shall be entitled to direct its requests and queries concerning the CEB Service to the Client Centre (CEB Service helpdesk), whose telephone number and email address are provided on the CEB Portal.

## **XII. Rights, Obligations and Liability of ČSOB**

1. ČSOB shall accept from the Client only instructions containing complete data in prescribed formats, authorized in the manner required by ČSOB. ČSOB shall not be liable for any damage resulting from a failure to carry out incomplete or unauthorized instructions. ČSOB shall not be liable for any potential damage caused as a result of erroneous or duplicated instructions given by the Client to ČSOB through the CEB Service.
2. The Bank shall inform Clients about current cyber attacks and their manifestations at [www.csob.cz/bezpecnost](http://www.csob.cz/bezpecnost), if the Bank possesses such information.
3. ČSOB shall be entitled to block a payment means / the CEB Service for reasons relating to the security of the payment means / CEB Service, in particular as a result of a suspicion of unauthorized or fraudulent use of the payment means / CEB Service.

Prior to blocking a payment means / the CEB Service, or if this is not possible, immediately afterwards, ČSOB shall inform the Authorized Person, in a manner defined in Article XII (2) of the CEB Terms and Conditions, of the blocking of the payment means / CEB Service and the grounds for their blocking, unless informing the

Authorized Person could defeat the purpose for which the payment means or CEB Service are being blocked or unless such blocking contravenes other legal regulations.

If a payment means / the CEB Service is blocked, the indirect payment order service, the payment account information service and the balance confirmation service cannot be used.

4. ČSOB shall not be liable for the impossibility to use the CEB Service, or for the malfunction or unavailability of the CEB Service, where caused directly or indirectly by causes outside the control of ČSOB or its partners as a result of vis majeure, international sanctions within the meaning of legal regulations on the implementation of international sanctions, natural disasters, hardware defects, malfunction of another manufacturer's program, infection of the Client's computer or mobile device, or other events.
5. In the event of any breach of contractual duties, ČSOB shall be liable solely to the Client (and not to any person supposed to have benefitted from the discharge of the agreed duty).
6. If a natural person who is listed as an Authorized Person in the Authorization - List of Persons or Authorization for Legal Acts (annexed to the CEB Agreement) does not visit a ČSOB branch for the purpose of identification within six months from the authorization date in compliance with legislation in force and does not conclude the Agreement on ČSOB Identity and the CEB Service Activation Agreement with ČSOB, ČSOB is entitled to:
  - stop referring to the person as an Authorized Person on the CEB Portal
  - request that the Service Holder present a new authorization replacing the original one (a new Authorization - List of Persons or Authorization for Legal Acts) if the Service Holder requires that the person be an Authorized Person even after lapse of the period of six months.
7. ČSOB shall be entitled to withdraw from the Agreement on the Provision of ČSOB CEB Service or CEB Agreement in the event that:
  - the Client's actions are in conflict with the CEB Terms and Conditions (without prior notice to the Client);
  - the duration of the obligations under the Agreement on the Provision of ČSOB CEB Service or CEB Agreement, or the use of the CEB Service become unacceptable or unlawful for ČSOB due to the existence of relevant laws or internal policy of ČSOB or the KBC Group.

### **XIII. Communication**

1. Unless these CEB Terms and Conditions stipulate otherwise, any and all communication between ČSOB and the Client in connection with the Agreement on the Provision of the CEB Service/ CEB Agreement/ CEB Service Activation Agreement shall be governed by the following rules.
2. Unless agreed otherwise, communication between ČSOB and the Clients shall be conducted in Czech, as follows:
  - a) in person – by visiting a ČSOB branch
  - b) by telephone / SMS sent to the Client's mobile device
  - c) in writing (in the form of hard copies)
  - d) electronically (in particular via email or data mailbox; the Client may communicate with ČSOB via data mailbox provided that ČSOB is able to verify the Client's identity and all requirements for the relevant legal acts are met)
  - e) through the CEB Service
  - f) through the Client Centre (CEB Service helpdesk)
  - g) through Kate
3. Documents to be delivered by a provider of postal services shall be sent by ČSOB:
  - a) to natural persons
    - to the contact address provided in the Agreement on Identity, Agreement on the Provision of the CEB Service, CEB Agreement or the CEB Service Activation Agreement (if specified herein) or in another document; the address of a ČSOB branch or a P.O. Box cannot constitute an agreed address,
    - to the permanent residence address; ČSOB shall be entitled to send documents to the permanent residence address in all cases where it deems necessary in light of the circumstances,
    - if the Client provides ČSOB a residential address ČSOB shall be entitled to send documents to such residential address as well.
  - b) to natural persons - business persons, and to legal entities to the address of their seat provided in the Agreement on the Provision of the CEB Service, CEB Agreement, or to an agreed delivery address; the address of a ČSOB branch or a P.O. BOX cannot constitute a delivery address.
4. The Client is obliged to ensure that consignments are accepted at the above-mentioned addresses, and the breach of this obligation is considered to be a deliberate failure to accept the consignments. In the case of consignments sent to an agreed address to the addressee only or using a certificate of delivery, which have been returned to ČSOB as undeliverable (irrespective of the reason), the effects of delivery shall occur on the

day of its return to ČSOB. Other consignments sent to an agreed address shall be deemed to have been delivered to the Client on the 3rd business day after its dispatch within the Czech Republic, and on the 15th business day if sent abroad. If a document sent to the Client is returned by a provider of postal services as undeliverable, ČSOB shall be entitled to completely terminate the sending of consignments concerning the CEB Service. Effects of delivery shall occur even in case that the Client refuses to take delivery of the document sent.

5. Where documents are submitted in any language other than Czech or Slovak, ČSOB shall be entitled to request that the Client submit a certified translation of such documents, translated at the Client's cost. ČSOB shall not be liable for any default in the performance of the service caused by the necessity to have a document translated.
6. Where documents are made out in a territory of any country other than the Czech Republic, ČSOB requires the Client to have such documents superlegalized by the relevant authorities.

#### **XIV. Final Provisions**

1. The condition for the provision of the CEB Service to the Authorized Person listed in:
  - a) the Authorisation to Dispose of Funds Deposited in Accounts - ČSOB BusinessBanking 24 - Authorized Persons, which is annexed to the Contract for the Use of the ČSOB BusinessBanking 24 Service, or
  - b) the Authorisation to Dispose of Funds Deposited in Accounts via the ČSOB Electronic Banking Services, which is an attachment to the Contract for the Provision of ČSOB Electronic Banking Services,is that the Authorized Person concludes the CEB Service Activation Agreement (electronically) and the Agreement on ČSOB Identity (at a ČSOB branch) with ČSOB.
2. ČSOB shall keep confidential any and all facts that are subject to bank secrecy under the law. ČSOB shall keep such information confidential even after the contractual relationship with the Client ends. ČSOB shall disclose information that is subject to bank secrecy solely to the persons and institutions authorized for that purpose pursuant to the law and contractual arrangements with the Client, and to the business partners who are authorized by ČSOB to perform specific activities or who offer, sell or manage products of the ČSOB Group in order to fulfil a business agreement, including the settlement of claims.
3. ČSOB shall be entitled to provide Confidential Information to companies belonging to the ČSOB Group. Confidential Information may be used by the companies belonging to the ČSOB Group in particular for the purpose of servicing and taking care of the Client, including marketing and offers of products and services of the companies of the ČSOB Group and their business partners, e.g. in the form of commercial offers via email. For the above defined purposes, ČSOB shall be entitled to provide Confidential Information about the Client – legal entity also to persons from the KBC Group.
4. ČSOB shall be entitled to charge fees to the Account Holder/Service Holder for banking services according to the Pricelist. ČSOB shall be entitled to collect fees for the issuance and renewal of the Certificate for the CEB Service from the Account Holder/Service Holder's account designated by the Authorized Person. If the Authorized Person does not designate any account, ČSOB may collect the fee from any account of the Account Holder/Service Holder.
5. The CEB Provision Agreement shall terminate in the event that the obligation arising from the last account agreement under which the Account Holder is provided the CEB Service ceases to exist and the Account Holder no longer has an account with ČSOB connected to CEB, on the termination date of the account agreement.
6. The CEB Agreement concluded with the Service Holder shall terminate in the event that all the agreements on the accounts connected to the CEB Service under the CEB Agreement and all the agreements on the accounts from which ČSOB is entitled to collect fees related to the CEB Service under the CEB Agreement are terminated, as follows:
  - If the last of the above-mentioned agreements is terminated in the first two calendar months of a calendar quarter, the CEB Agreement shall terminate on the last day of the calendar quarter.
  - If the last of the above-mentioned agreements is terminated in the last calendar month of a calendar quarter, the CEB Agreement shall terminate on the last day of the following calendar quarter.
7. The CEB Service Activation Agreement shall be concluded for an indefinite period of time. Both contracting parties are entitled to terminate the CEB Service Activation Agreement without giving any reason. If terminated by the Authorized Person, the CEB Service Activation Agreement shall terminate upon delivery of the notice to ČSOB; if terminated by ČSOB, the CEB Service Activation Agreement shall terminate upon expiry of the notice period. The notice period shall be two months and shall commence on the first day of the calendar month following the delivery of the notice.

If the Authorized Person has been authorized for legal acts by one Service Holder under a (single) CEB Agreement, the termination of the CEB Agreement shall also terminate the CEB Service Activation Agreement. If the Authorized Person is authorized for legal acts by multiple Service Holders under more multiple CEB Agreements, the CEB Service Activation Agreement shall terminate upon the termination of the last CEB

Agreement. The termination of the Agreement on Identity shall also terminate the CEB Service Activation Agreement.

8. ČSOB shall process the Client's personal data during the pre-contractual negotiations as well as when performing the agreement in which the Client is a contractual party. More detailed information concerning personal data processing is provided in "Information on Personal Data Processing", available at [www.csob.cz](http://www.csob.cz), or on the operating premises of ČSOB's branches.
9. The Client shall be liable for the recency, accuracy and completeness of all your data provided to ČSOB, and shall notify any changes to such data to ČSOB without undue delay, and evidence such change of data by presenting a valid proof of identity or other document showing such change, save for changes of delivery address or residential address, if applicable, where the Client shall only notify such change.
10. In the process of provision of Services, ČSOB is obliged to make an identification and a due diligence check of the Client or the person representing the Client, and in case of a legal entity, to identify the controlling person and beneficial owner of the legal entity, or of a legal entity serving as a member of the Client's a statutory body. ČSOB shall carry out such identification in accordance with the law and to the extent stipulated by the law in particular in case of transactions exceeding the threshold stipulated by law. In the event that the Client (or the person representing the Client) refuses to comply with the required scope of identification, the bank service requested shall not be provided. ČSOB is obliged to refuse to provide bank services on an anonymous basis. Pursuant to legal regulations on measures against the legalization of proceeds of crime and terrorist financing, ČSOB shall be entitled to request, as part of a due diligence check and at any time while the contractual relationship with the Client exists, that the Client provide additional identification data concerning the Client, the persons representing the Client, or, in case of a legal entity, concerning the controlling person and its beneficial owner, by submitting documents or information requested by ČSOB, in particular proof of origin of funds remitted into the Client's account, evidence of the Client's good financial standing, obligations or trustworthiness, and the Client shall be obliged to procure same. ČSOB shall also be entitled to request the immediate submission of documents/information necessary to assess whether a particular transaction or trade complies with the KBC Group Embargo policy available at [www.csob.cz](http://www.csob.cz) (section ČSOB, ČSOB Policies). ČSOB may make photocopies of any documents submitted by the Client that are related to the fulfilment of the identification and a due diligence check of the Client for the purposes of Act No. 253/2008 Coll., as amended, and to process the information obtained to fulfil the purposes of this Act. ČSOB is entitled to decline to carry out any transaction of the Client that is associated with the risk of legalization of proceeds of crime or terrorist financing, or where there is a suspicion that it might be subject to international sanctions within the meaning of legal regulations on the implementation of international sanctions, or to decline to make any transactions of the Client which ČSOB reasonably believes to be non-compliant with the law and ČSOB's procedures thereunder, the CEB Provision Agreement, the CEB Agreement, the CEB Service Activation Agreement or the KBC Group Embargo policy. If ČSOB exercises such right, it shall not be liable for any damages that may arise (e.g. as a result of a failure to execute or a delay in executing a payment transaction).

As part of the identification and a due diligence check, the Client shall submit to ČSOB in particular documents certifying his/her/its existence (or incorporation documents if the legal entity has already been established but has not yet come into existence), the manner of acting on behalf of the legal entity, who is the controlling person and beneficial owner of the Client, and documents certifying the authorization to conduct business; ČSOB may require that these documents are not older than 3 months. For identification purposes, a natural person who is a citizen of the Czech Republic usually presents an ID card; a citizen of another country usually presents a passport or other documents required by ČSOB. A natural person is obliged to immediately notify ČSOB of the theft or loss of his/her identity document.

11. In the event that any provision of these CEB Terms and Conditions, Agreement on the Provision of the CEB Service, CEB Agreement or the CEB Service Activation Agreement is or becomes refutable or unenforceable, the validity or enforceability of the other provisions of these CEB Terms and Conditions, Agreement on the Provision of the CEB Service, CEB Agreement or the CEB Service Activation Agreement shall not be prejudiced, provide that such provision can be severed from these CEB Terms and Conditions, Agreement on the Provision of the CEB Service, CEB Agreement or the CEB Service Activation Agreement as a whole, and provided that the legal act would presumably have occurred even in the absence of such an invalid part, had ČSOB recognized its invalidity in time. ČSOB and the Client shall make best effort to replace such provisions with a new provision with a content and effect as close as possible to the invalid, refutable or unenforceable provision.
12. The Client, if a business person, and ČSOB depart from the applicable legal regulations on contracts of adhesion. As a result, the potential invalidity of the provisions of these CEB Terms and Conditions or Agreement on the Provision of the CEB Service/CEB Agreement/CEB Service Activation Agreement as non-compliant with such provisions on contracts of adhesion, in particular:
  - a) clauses referring to conditions outside the wording proper of the relevant contractual document, where the Client was not advised of their meaning and does not possess demonstrable knowledge of their meaning;

- b) clauses which can be read only with great difficulty, or clauses that are incomprehensible to a person of average mental capabilities, even if detrimental to the Client and where the meaning thereof was not sufficiently explained to the Client; and
- c) clauses that are particularly onerous for the Client for no reasonable reason, especially if the relevant contractual document deviates seriously and for no special reason from customary conditions agreed in customary cases,

is hereby excluded.

13. ČSOB shall be authorized to propose an amendment to these CEB Terms and Conditions to an appropriate extent due to:

- changes in legislation, its interpretation, or changes in standards applicable to the banking market,
- changes in the situation on financial markets or the banking services market,
- developments in market and risk indicators, including capital adequacy requirements,
- developments in technology and security of banking services,
- optimization of banking products and services, or
- changes in business policy.

If the Client is a natural person – business person or a legal entity, information on the proposed amendments shall be provided by ČSOB at [www.csob.cz/podminky](http://www.csob.cz/podminky) no later than one month before the proposed effective date of such amendment, which shall be notified to the Client via a message sent to the CEB Service, account statement, letter or by email or data message.

If the Client is a natural person (consumer), information on the proposed amendments shall be provided by ČSOB usually via the CEB Service or an account statement, or by email, a letter or data message no later than two months before the proposed effective date of such amendment; the proposal shall further be posted at [www.csob.cz/podminky](http://www.csob.cz/podminky). ČSOB shall notify the Client – natural person (consumer) of the fact that the proposed amendment has been saved to the CEB Service by email or an SMS message.

Unless the Client rejects the proposal for an amendment in writing no later than the last business day preceding the proposed effective date, the Client shall be deemed to have accepted the proposed amendment in its entirety. If the Client rejects the proposed amendment in writing, the Client shall be authorized to terminate the Agreement on the Provision of the CEB Service/CEB Agreement/CEB Service Activation Agreement with immediate effect and at no charge. The Client must deliver the notice of termination to ČSOB no later than the last business day preceding the proposed effective date. ČSOB shall always inform the Client about the consequences of the proposed amendment to the CEB Terms and Conditions and the Client's right to reject the proposal and terminate the Agreement on the Provision of the CEB Service/CEB Agreement/CEB Service Activation Agreement in ČSOB's proposal for amendment.

14. ČSOB may change individual items on the Pricelist, the framework agreement or individual agreements comprising the framework agreement pursuant to Article I (1) of the Terms and Conditions for Accounts and Payments, in the same manner.

15. In the event of any change due to the reasons specified in Article XIV (13) of the CEB Terms and Conditions, which does not have an adverse effects on the parameters and prices terms of a product, service or payment instrument for the Client, ČSOB shall be entitled to carry out a unilateral amendment to the framework agreement, or individual agreements, CEB Terms and Conditions or the Pricelist, effective immediately. ČSOB shall advise the Client of the above changes as a rule well in advance, through the CEB Service, by publication at [www.csob.cz](http://www.csob.cz) or a notice in the statement of account, or by email sent to the address provided by the Client. The Client may further acquaint itself with the change on the premises of ČSOB branches.

16. ČSOB shall be entitled to discontinue the provision and support of the security features or applications used in the CEB Service and, if necessary, replace them with a newer version in connection with the innovation and modernization of the CEB Service, of which the Client shall be notified via the CEB Service or by a letter, email, data message no later than 1 month before the date of such discontinuation.

17. With a view to ensuring the highest possible level of security of the CEB Service, ČSOB shall be entitled to modify the CEB Service settings specified in the CEB Agreement / CEB Service Activation Agreement or in the CEB Terms and Conditions if there is a risk of lowering the CEB Service security due to causes beyond ČSOB's control, of which the Client shall be notified via the CEB Service or by a letter, email, data message no later than 1 month before the date of such change/modification.

18. These CEB Terms and Conditions shall enter into force on ~~4 November 2023~~ 1 July 2024, and shall supersede the Business Terms and Conditions for the Provision of ČSOB CEB Service dated ~~4 July 2023~~ 1 November 2023.

Československá obchodní banka, a. s.