

BUSINESS TERMS AND CONDITIONS FOR ACCOUNTS AND PAYMENTS



Československá obchodní banka, a. s., registered office Radlická 333/150, 150 57 Praha 5, ID No.: 00001350, registered in the Commercial Register of the City Court in Prague, Section 46 (hereinafter "ČSOB") issues the Business Terms and Conditions for Accounts and Payments (hereinafter the "Terms and Conditions") pursuant to the provisions of Section 1751 of Law No. 89/2012 Coll., the Civil Code and pursuant to Law No. 284/2009 Coll. on Payments as subsequently amended (hereinafter the "Law on Payments").

I. ESTABLISHING, MAINTENANCE AND CANCELLING ACCOUNTS

General terms and conditions

1. ČSOB provides payment services as defined by the Law on Payments through separate agreements on accounts, means of payments, cash payments or other contracts on providing payment services. Agreements may also involve the relevant product terms and conditions. Agreements on accounts, means of payments, cash payments or other contracts on providing payment services individually and together form a payment services agreement pursuant to the Law on Payments (the "Master Agreement").

2. ~~A payment services agreement is~~ The contracts making up the Master Agreement are concluded in paper or electronic form for an indefinite time ~~period~~ in Czech unless agreed otherwise between ČSOB and the Client.

3. The contracts making up the Master Agreement can be concluded electronically when ČSOB allows it. In this case the Client signs the contract with his biometric signature on an electronic tablet or signpad at a personal meeting with ČSOB. The contract is signed for ČSOB by a ČSOB authorized representative's scanned signature, biometric or another signature. The contractual documentation comes into effect when it is signed by all the contracting parties. ČSOB then affixes an electronic sign and a qualified time stamp on the documentation and sends it to the Client through the ČSOB Internetbanking 24 service, Documents Tab (hereinafter "Documents Tab"). If the obligation(s) ceases to exist and the contractual relationship ends the contractual or other documentation is removed from the Documents Tab on the day when the contractual relationship terminates. ČSOB recommends that this documentation is saved in another 'storage' before terminating the contractual relationship.

The Client is also entitled to sign other documents with a biometric signature as described above at a personal meeting with ČSOB when ČSOB allows it.

To use a biometric signature the Client must consent to ČSOB processing his biometric data. For more information see "Personal Data Processing Information" at www.csob.cz and ČSOB branches.

2.4. When entering into a contractual relationship ČSOB provides Clients with the information required by the Law on Payments including information on fees and interest rates; during the contractual relationship ČSOB makes the information required by the Law on Payments accessible to Clients unless the contracting parties agree otherwise. There is no legal entitlement to make a contractual relationship with ČSOB.

3.5. While the Master Agreement is effective ČSOB will provide, at the Client's request, the contents of the Master Agreement and other information ~~on~~about the account agreement i.e., in particular information about ČSOB, payment services provided by ČSOB, how to communicate with ČSOB, the Master Agreement concluded with ČSOB, obligations and responsibilities of ČSOB and the Client to the extent stipulated in the Law on Payments. An application can be filed through the Client Centre, in person at a branch or in writing by correspondence, stating how the contents of the Master Agreement should be provided (by email ~~or in writing~~to the Documents Tab or on paper), including the e-mail or correspondence address.

4.6. When providing any banking service ČSOB must identify the Client or a person representing the Client; for a Client - legal entity identify the controlling person and the true owner of this legal entity, or legal entity if he is a member of the Client's statutory body. ČSOB identifies them in accordance with the legal regulations and to the extent specified in them especially identifying transactions that exceed the amount prescribed by the legal regulations. If the Client or a person representing the Client refuses to comply with the required extent of identification the banking service will not be provided. ČSOB must refuse to provide banking services while maintaining anonymity. Pursuant to the law on measures against money laundering and financing terrorism ČSOB is entitled to ask the Client to provide additional data on the Client, those representing the Client and for legal entities additional data on the controlling person and the true owner of this legal entity at any time during the contractual relationship with the Client; to ask the Client to submit the required documents or information, including proof of the origin of funds remitted to a Client's Account, documents proving the Client's solvency and his liabilities or his credibility and the Client is obliged to provide this. ČSOB is entitled to make photocopies of all documents submitted by the Client for its own use. ČSOB is entitled not to execute a Client's transaction if it is associated with the risk of money laundering or financing terrorism or if a Client's transaction is suspected of being subject to international sanctions pursuant to the legislation on international sanctions or if ČSOB reasonably believes a Client's transaction does not comply with the legal regulations.

5.7. The terms used in these Terms are explained in Section VIII Explanation of Terms in the Terms and Conditions."

Establishing and Account Maintenance

~~6-8.~~ ČSOB establishes and maintains an account according to an agreement pursuant to the provisions of Section 2662 of the Civil Code. The agreement is usually concluded in writing unless agreed otherwise between ČSOB and the Client.

~~7-9.~~ ČSOB establishes and maintains accounts for:

- a) Private individuals – accounts for personal/non-business purposes,
- b) Private individuals – ~~account~~accounts for business activities,
- c) Legal entities – accounts for business activities,
- d) Legal entities – accounts for other than business activities.

~~8-10.~~ When establishing an account agreement the Client usually submits the following documents:

- a) Private individual resident – identity card,
- b) Private individual foreigner – identity document, or other documents as ČSOB may require,
- c) Private individual entrepreneur – trade licence and identity card (or identity document of a foreigner),
- d) Legal entity - the original or a certified copy of the documents certifying the origin or existence of the legal entity, showing the controlling person and the true owner or a filled-in declaration on the true owner of the legal entity (available at www.csob.cz), current proof of how the statutory body acts and other document(s) required by ČSOB; a private individual acting on behalf of a legal person must submit documents in accordance with Letters 8a) or 8b) of this Paragraph and a declaration of the true owner of the legal entity, if the legal entity is a member of the Client's body,
- e) Legal entity (founded but not yet incorporated) - to establish an account for depositing financial contributions to the share capital of a business company or cooperative the Client submits any of the following documents: an official Memorandum of Association, an official Deed of Incorporation or an official document certifying the course of the founding meeting. The rights to contributions pass to a business company (cooperative) on the day it is incorporated.

~~9-11.~~ When establishing a contractual relationship the Client provides ČSOB in particular with the following data:

- a) Private individual - name and surname, Birth No. or date of birth, place of birth, citizenship, permanent and correspondence addresses and also the residential address if it is different from the permanent address or correspondence address (unless the Client provides a residential address it is understood that the address given is a permanent address); a private individual entrepreneur will also provide the registered office and ID No.
- b) Legal entity - business name or name, registered office, ID No., information on the statutory body showing how the body represents the legal entity and data on the controlling person and the true owner of this legal entity or the legal entity if it is a member of the Client's statutory body.

~~10-12.~~ The Client is responsible for the data given to ČSOB being up-to-date, correct and complete and must inform ČSOB without undue delay of any changes in this data and provide proof of the changes through a valid identity document or another document showing the change, with the exception of changes in correspondence or residence address of the Client which is only subject to notification.

~~11-13.~~ An account can be denominated in Czech crowns (hereinafter "CZK") and in selected currencies the list of which is available at www.csob.cz, in the ČSOB – Interest Rates – Foreign Currency Accounts Section.

~~12-14.~~ ČSOB determines a basic minimum deposit for establishing an account. To see the minimum deposit click on www.csob.cz, Interest Rates – CZK or Foreign Currency Accounts Section. The Account Holder must keep the minimum deposit for the respective account in his account which will also cover fees for products and services provided in the current period unless the agreement stipulates otherwise.

~~13-15.~~ Unless the account agreement states otherwise, the account name of a private individual consists of his surname and name and that of a legal entity of a business name/name and that of a private individual entrepreneur registered in the Commercial Register a business name.

~~14-16.~~ ČSOB does not establish anonymous accounts and accounts for several people.²

~~15-17.~~ Only the Account Holder can dispose of the Account. A person other than the Account Holder can dispose of the Account only through a special power of attorney from the Account Holder explicitly specifying the particular legal proceedings and the Account Holder's signature on the power of attorney must be officially verified. The signature need not be officially verified if the power of attorney is signed in front of a ČSOB employee. Disposing of the Account is any legal action that establishes, modifies or terminates the Account Agreement, including authorization to dispose of funds in the Account. ČSOB is entitled to reject a power of attorney giving permission to the agent to authorize another person to act for the Account Holder. ČSOB is also entitled to reject a power of attorney, if more than 3 months have elapsed since it was granted.

- ~~16-18.~~ If the Client is represented through a special power of attorney when concluding an Account Agreement ČSOB is entitled to ask for an identification document drawn up in accordance with the relevant legislation.
- ~~17-19.~~ If, when concluding a contract, a minor Account Holder is represented by both parents together, i.e. they jointly sign the Agreement the Account can only be disposed of jointly by both parents. If when concluding a contract a minor Account Holder is represented only by one parent, i.e. only one parent signs the Agreement the Account can only be disposed of by the parent who signed the Account Agreement.
- ~~18-20.~~ ČSOB is entitled to ask for a certified official signature on all written Client documents which the latter does not sign in front of a ČSOB employee.

Disposing funds in an account – the right of disposal

- ~~19-21.~~ The Account Holder is entitled to give ČSOB an order to execute a payment transaction (hereinafter also "disposing of funds in the account"). The Account Holder disposes of funds in the account in accordance with the applicable laws and regulations, contractual provisions and the relevant business terms and conditions.
- ~~20-22.~~ In addition to the Account Holder, funds in the account can only be disposed of by those authorized by the Account Holder (hereinafter the "Authorized Person(s).". The Account Holder can authorize Authorized Persons to dispose of the funds in an account ~~by~~in one of the following ways or a combination of them:
- a) ~~Written~~ payment orders signed with an authentic signature on paper or electronically on a tablet or signpad and/or
 - a)b) payment orders through electronic ~~payments~~means of payment, i.e.
 - a) payment card and/or
 - b) through electronic banking services.

Each authorisation is considered individually; the Account Holder grants and recalls an Authorized Person's authorization for a particular way of disposing of the funds in the account.

- ~~21-23.~~ ČSOB issues payment cards to Authorized Persons through a special contractual agreement with the Account Holder. ČSOB provides Authorized Persons with electronic banking services through a special contractual agreement with the Account Holder and then in accordance with the contractual arrangements with the Authorized Person. In these cases the rights and obligations of the Account Holder and Authorized Persons are governed by the relevant business terms and conditions.

- ~~22-24.~~ If an Authorised Person/Authorized Persons is/are authorized to dispose of the funds in the account through ~~written~~ payment orders signed with an authentic signature the Account Holder must sign an Authorization to Dispose of the Funds in the Accounts/Book-Entry Securities in Property Accounts in front of a ČSOB representative stating the Authorized Person(s) and the form and method of disposing of the funds.

The Client must produce a signature specimen on the Personal Data form (hereinafter the "signature specimen"). The Client can use a maximum of two signature specimens: one signature specimen can be used as that of the Account Holder and the other signature specimen as that of an Authorised Person. ČSOB recommends clients to use signature specimens that differ from the usual way of signing regular correspondence. A signature specimen must always be linked to a signatory; it can consist of the name and surname, surname, maiden name or parts of them, title, rank and a password in any combination and order.

(Before December 1, 2010 a signature specimen was given on the "Specimen Signatures" form; this specimen signature remains in effect until the Client provides a new signature specimen on the Personal Data form).

A signature specimen given on the Personal Data form is used throughout ČSOB, i.e. both at ČSOB and Era financial centres and also at Czech Post Office (Česká pošta,s.p.) branches that are contractually agreed ČSOB business outlets.

The Client always signs the Personal Data form when he is identified, the identification data is changed or the signature specimen is changed. The Client can sign a Personal Data form at a ČSOB branch, Era financial centre, Czech Post Office (Česká pošta, s.p.) branch or in front of a mediator or courier, if they are authorized to do so by ČSOB.

A new signature specimen on a Personal Data form can be used if it has been accepted by ČSOB,

- a) when a Personal Data form is signed at a ČSOB branch from 4 p.m. of the following working day after it is produced at ČSOB
- b) when a Personal Data form is signed at an Era financial centre, Czech Post Office (Česká pošta,s.p.) branch or in front of a mediator from the fifth working day after it is produced and when a new contractual relationship for an account is established after an Account Establishment Notice is received
- c) when a Personal Data form is signed in front of a courier after the contractual relationship is concluded

A valid signature specimen is always the one given on the Personal Data form with the Client's latest date of signature.

23-25. The Account Holder can revoke an authorization and grant a new authorization, i.e. Authorized Persons can be revoked and new Authorized Persons appointed with different authorisation. Authorization revocation is effective immediately if the Client does so at a ČSOB branch in person; if the Client does not revoke an authorization in person it will come into effect the next working day after ČSOB receives the authorization revocation.

New authorization or authorization changes are effective immediately.

- d) If an Authorized Person's valid signature specimen already exists on a Personal Data form and a new signature specimen is not produced or the existing signature specimen is not changed the authorization and signature specimen are eligible for immediate verification.
- e) If a new Authorised Person's signature specimen is produced/changed or the personal identification data of an Authorised Person on the Personal Data form is changed the new signature specimen will apply from 4 p.m. of the following working day.

24-26. An Authorized Person who can dispose of the funds in an account through ~~written~~ payment orders signed with an authentic signature can dispose of the funds in the account, verify transactions and the account balance, deliver written instructions to ČSOB and pick up account statements and all correspondence for the Account Holder unless it has to be delivered into the Account Holder's hands. Only the Account Holder has all the other account management rights from the account agreement unless the Product Term and Conditions stipulate otherwise. The Authorized Person is only entitled to claim payment transactions that he has authorized.

25-27. The Account Holder can, in exceptional individual circumstances, especially when disposing of funds in an Account, authorize a third party through a special power of attorney expressly stating the specific action. The Account Holder's signature on the power of attorney must be officially verified or signed in front of a ČSOB employee. ČSOB is entitled to have the power of attorney for a one-off act submitted to the ČSOB branch at which the act should be carried out up to five banking days before the requested date of the one-off act. ČSOB is entitled to reject a power of attorney giving permission for the agent to authorize another person to act for the Account Holder. ČSOB is also entitled to reject a power of attorney, if more than 3 months have elapsed since it was granted.

26-28. ČSOB is entitled to debit an account without an Account Holder's order:

- a) If it charges fees for banking and related services in accordance with the ČSOB Price List,
- b) Because of ČSOB's, another bank, savings and lending co-operatives corrective settlement,
- c) To make payments ČSOB made for the Account Holder by cheques, bank payment cards and collect due debit interest,
- d) If withholding a tax under the law,
- e) When fulfilling its legal obligations in enforcement proceedings (hereinafter an "Execution") and insolvency proceedings,
- f) In other cases prescribed in the legal regulations or a particular agreement with the Account Holder,
- g) When settling mutual claims and obligations before closing an account,
- h) When refunding an authenticated collection payment transaction to a payer's provider account at his request,
- i) If the conditions for crediting a transfer from abroad and in a foreign currency in the CR to a ČSOB account kept at a correspondent bank are not fulfilled.

27-29. ČSOB is entitled to set off its claims, both due and not yet due, against the Account Holder incurred during account management or other banking transactions. ČSOB is entitled to set off these claims against any due and not yet due claim of the Account Holder against ČSOB for account management or for another reason.

Without the express prior written consent of ČSOB the Account Holder is not entitled to assign his rights or claims against ČSOB or pledge claims against ČSOB arising from the account agreement or assign the account agreement.

28-30. If an account has an unauthorized overdraft ČSOB will inform the Account Holder about this by an SMS message (if the Account Holder has provided his mobile phone number). If the debit balance is not settled ČSOB will send the Account Holder a debt notice, or also a reminder to settle the debit balance as the case may be, which are charged according to the ČSOB Price List.

29-31. If an identity card, payment instruments specified in the relevant business terms and conditions and payment means used by the Client under contractual provisions with ČSOB are lost or stolen, including the loss of the security features of these means of payment, the Client must immediately report this to ČSOB. In these cases account withdrawals can be blocked at the Client's request (e.g. blocking a bank account, blocking a payment card).

- ~~30-32.~~ Pursuant to the legal regulations ČSOB enables pension transfers to an account established for a private individual for personal / non-business purposes.
- ~~34-33.~~ If the Account Holder dies his account agreement will not cease to exist. ČSOB continues to receive funds for the account and pays out and makes payments from the account according to the instructions given by the Account Holder and persons authorized by him.
- ~~32-34.~~ When ČSOB reliably learns that the Account Holder has died the next day it will stop paying cash and transferring money from an account that the Account Holder has identified as discontinued after his death.
- ~~33-35.~~ A power of attorney granted by the Account Holder to dispose of funds in his account will not cease to exist after his death unless it is clear from it that it should only be effective during the life of the Account Holder.
- ~~34-36.~~ The heir ~~submits-must submit a copy of the~~ documents to ČSOB proving the final ~~completion-of-the-probate proceedings-and-the~~ acquisition of his ~~proportionshare~~ of the inheritance. ČSOB will proceed in accordance with the ~~court's~~ (judicial ~~commissioner~~-~~order~~~~commissioner's~~) ~~decision~~ of heritage and according to the heir's instruction will change the Account Holder, or cancel the account as the case may be.
- ~~35-37.~~ ČSOB is entitled to debit the Account Holder's account with funds credited after the death of the beneficiary (pension recipient) on the social security body's instruction that is authorized to pay out pensions under the law of the Czech Republic. Similarly ČSOB can also do so for social security benefits from abroad, if agreed with the Account Holder.
- ~~36-38.~~ If the Account Holder is a minor the parent who entered into the agreement and who is an Authorized Person is responsible for disposing of the funds in the account. Parents are entitled to dispose of funds in the account of a minor Account Holder only in his favour and only for current affairs. Parents need court approval to dispose of funds in other than routine matters. The parent is fully responsible for the compliance of the rights and duties when looking after a minor's fortune with the laws and court decisions. If the parents' assets are declared bankrupt during insolvency proceedings ČSOB is entitled to block the funds in the minor Account Holder's account. If a person authorized to look after a minor Account Holder's assets learns of the bankruptcy of a parent who has entered into an agreement or who is an authorized person, he can ask ČSOB not to allow this parent to dispose of funds on account of the minor Account Holder.
- ~~37-39.~~ If the Account Holder is represented by a court-appointed guardian, the guardian is entitled to dispose of funds in the account only in the interest of the Account Holder in accordance with the relevant laws and court decisions and is responsible for the Account Holder disposing of funds in the account only to the extent arising from the relevant laws and court decisions.

Account cancellation

- ~~38-40.~~ Account agreement obligations cease to exist by a termination notice, the agreement of the contracting parties or withdrawing from the agreement.
- ~~39-41.~~ The Account Holder is entitled to terminate an account agreement without giving a reason. The notice period is one month and commences on the day after that when ČSOB receives the termination notice. ČSOB is entitled to terminate an account agreement without giving a reason. The notice period is two months and commences on the first day of the calendar month after that in which the Account Holder receives the termination notice unless otherwise agreed. During the notice period ČSOB executes all payment orders placed by the Account Holder, or an Authorized Person, unless the Account Holder specifies otherwise.
- ~~40-42.~~ If the contractual relationship is terminated by the Account Holder he must return to ČSOB all payment cards issued for his account by the first day of the notice period at the latest. If he does not do so ČSOB is entitled to block the payment cards at the Account Holder's expense. If the contractual relationship is terminated by ČSOB the Account Holder must return to ČSOB all payment cards issued for his account within 14 days of receiving the termination notice. If he does not do so ČSOB is entitled to block the payment cards at the Account Holder's expense.
- ~~41-43.~~ The Account Holder (physical person – consumer) is entitled to withdraw from a distance account agreement or an account agreement concluded outside ČSOB business premises within fourteen days after the agreement is concluded. Withdrawing from an account agreement must be in writing and the document must be sent to ČSOB's address i.e. Československá obchodní banka, a.s.; Radlická 333/150; 15057; Praha 5.
- ~~42-44.~~ The withdrawal document must particularly include the following data: name and surname, Account Holder, address of his permanent residence and date of birth, account no. and instructions on how to settle an account balance as the case may be. The withdrawal period is considered adhered to if a withdrawal document is sent to ČSOB in paper form on the last day of the withdrawal period at the latest. If the agreement is terminated the Account Holder must pay ČSOB fees for services and payment transactions made during the contractual relationship.
- ~~43-45.~~ ČSOB is entitled to terminate an account agreement and cancel the account if the basic minimum amount was not deposited in the Account within 10 working days of establishing the Account. ČSOB is also entitled to terminate the account agreement if the Account Holder or an Authorized Person ~~seriously~~~~substantially~~ breaches the contractual obligations. A non-permitted debit balance is considered a ~~serious~~~~substantial~~ breach of the account agreement.

~~44-46.~~ If an obligation from an account agreement ceases to exist ČSOB will settle account claims and liabilities or set off its claims from other banking transactions and cancel the account. If an account is subject to enforcement proceedings (execution) or securing funds for other legal proceedings (e.g. criminal) the Account will not be cancelled unless the last execution or other legal proceedings are terminated. The balance in the cancelled account will be disposed of by ČSOB according to the Account Holder's written instructions. A cashless transfer order must include the mandatory requirements listed in the paragraph Domestic Payments, Article 41 of these Terms and Conditions. If the Account Holder does not specify how the account balance should be disposed of ČSOB will close the account and record the account balance without interest until the limitation period of the right to payment lapses. If the account agreement is concluded for a definite time ČSOB will proceed in the same way after the period has elapsed.

~~45-47.~~ The Account Holder must settle all his obligations arising from the contractual relationship when the contractual relationship is terminated at the latest.

Savings Account – supplementary and different provisions

(provisions No. 45. and no. 59. take precedence if they differ from the other provisions of these Terms and Conditions)

~~46-48.~~ Savings accounts cannot be used to make non-documentary payments - money transfers abroad and in a foreign currency in the Czech Republic.

~~47-49.~~ A Savings Account cannot be used for a direct debit; a payment card cannot be issued for a Savings Account.

~~48-50.~~ Private cheque forms cannot be issued for a Savings Account and no bank cheques can be drawn.

~~49-51.~~ If a notice period is stipulated in the Savings Account Agreement the Account Holder or an Authorized Person must submit a deposit termination notice before withdrawing or transferring funds from a savings account.

~~50-52.~~ The Account Holder or an Authorized Person can submit a deposit termination notice in writing at any ČSOB branch, or if he has established a ČSOB Electronic banking service through selected electronic banking services (if they allow it). If the Account Holder or an Authorized Person wants to increase the amount to be withdrawn, the original termination notice must be cancelled and a new termination notice for a higher amount must be submitted. If the Account Holder or an Authorized Person wants to reduce the amount to be withdrawn or change the agreed account for remitting the withdrawn deposit he can do so at any ČSOB branch.

~~51-53.~~ The deposit notice period begins on the day after the day ČSOB receives the deposit termination notice, or a later day from which the Account Holder or Authorized Person terminates the deposit. It ends after the relevant number of calendar days has elapsed; if the last day of the termination notice period falls on a Saturday, Sunday or holiday, the notice period ends the next business day.

~~52-54.~~ After the deposit notice period expires ČSOB will dispose of the funds in an account through a termination notice in accordance with the Account Holder' or an Authorized Person's instructions, such as:

- a) If a deposit termination notice is submitted in writing
 - aa) transfer the terminated deposit after the notice period expires to a ČSOB account denominated in the currency of the savings account or an account to another financial institution from a savings account denominated in CZK;
 - ab) leave the terminated deposit in a savings account and allow the terminated deposit to be withdrawn at any ČSOB branch after the notice period expires at the disposal time. Instructions are charged according to the ČSOB Price List. The disposal time is 7 calendar days (the last day of the notice period + 6 consecutive calendar days)
- b) If a deposit is terminated through selected electronic services transfer the terminated deposit after the notice period expires to an account that the electronic service offers according to the rights to dispose of the account,
- c) When the deposit termination notice for a Savings Account for Entrepreneurs expires the terminated deposit is transferred to the account stipulated in the Agreement. For a Savings Account denominated in CZK the terminated deposit can also be transferred to a TOP Savings Account, if any. If the deposit termination notice for a TOP Savings Account expires the terminated deposit is transferred to the account stipulated in the Agreement or a Savings Account for Entrepreneurs, if any. This applies both when giving a termination notice in writing and a termination notice through selected electronic services.

~~53-55.~~ There can be concurrently several deposit termination notices for a Savings Account but the total of terminated deposits must not exceed the current Savings Account balance and the time interval after a termination notice for a cash payment must be at least 7 days and the time interval after a termination notice for a cashless transfer must be at least 1 day.

~~54-56.~~ If the Account Holder or an Authorized Person does not withdraw funds from a Savings Account or does not give the ČSOB branch another instruction, or a deposit cannot be transferred to the respective account the deposit

termination notice will not be executable, the deposit termination notice is cancelled. ČSOB will continue to keep the deposit under the terms and conditions of the Agreement.

~~55-57.~~ The Account Holder or an Authorized person is entitled to withdraw funds from a Savings Account, without giving a termination notice. In this case, ČSOB will charge a fee for early withdrawal according to the current ČSOB Price List.

~~56-58.~~ ~~Written~~ Payment orders to debit a savings account signed with an authentic signature can be only be submitted through a client representative.

~~57-59.~~ With a Bonus Savings Account ČSOB will transfer the deposit or part of it from the savings account to an account denominated in CZK at ČSOB, or another financial institution in the Czech Republic, only by a cashless transaction.

~~58-60.~~ If a termination notice for a Savings Account is submitted ČSOB will not allow the balance of the Savings Account to be increased during the notice period.

~~59-61.~~ ~~ČSOB is entitled to withdraw from the Savings Account Agreement and cancel the Account~~ Unless at least the minimum initial deposit is credited to the account within 30 working days, after establishing an account the Contracting Parties agree on a resolutive condition according to which the contractual relationship will expire on the 30th day after establishing the account

II. INTEREST, BONUSES, TAXES, DEPOSIT INSURANCE, FEES

1. ČSOB will pay interest on the Client's funds deposited in the Account in accordance with the ČSOB interest rates and rules for the respective currency. Interest rates are specified for particular currencies, periods and products. Actual interest rates are available via Notices of Československá obchodní banka a.s. on Interest Terms and Conditions of Deposits and Loans in CZK or Notices of ~~Československá obchodní~~ Československa obchodni banka a.s. on Interest Terms and Conditions of Deposits and Loans in Foreign Currencies (hereinafter "Notices") at the operating premises of ČSOB branches and www.csob.cz. ~~ČSOB is entitled to unilaterally and without prior notice determine and change the parties' agreement on~~ The interest rate ~~for a Client Account. This interest rate~~ is derived from ~~the~~ reference interest ~~rate, rates~~ i.e. ~~the~~ interest ~~rates~~ announced by the Czech National Bank, and is affected by the cost of funds on the money and financial markets and the cost of the bank's financing and commercial policy. ČSOB is entitled to unilaterally and without prior notice determine and change the parties' agreement on the interest rate for a Client Account. The new interest rate will apply to all client accounts from the effective date of the Interest Rate Notices, which will become effective when announced and the Client is notified without undue delay. ~~Any favourable change in interest rates for the Client is applied without notice.~~ ČSOB is also entitled to unilaterally change the interest rate even to a zero or negative amount. ČSOB is also entitled to unilaterally change the interest rate even to a zero or negative amount. The Bank will inform the Client about these changes two months before the effective date of the change, usually through account statements, Internet Banking services or an e-mail to the address specified by the Client and also at www.csob.cz. If the Client does not reject the change it will imply that it has been accepted. If the Client refuses this change before the effective date the Client has the right to immediately terminate the agreement affected by this change.. Any change in interest rates that is favourable for the Client is applied without notice.
2. Interest begins after the Account is credited with funds and ends the day before they are withdrawn or transferred from this Account. Interest on the account balance is counted daily and is credited at the end of each calendar month in the currency of the Account. The interest becomes part of the account balance.
3. ČSOB will increase the interest on a Bonus Savings Account by the respective bonus at the end of each calendar half, i.e. June 30 and December 31. The premium is calculated on the minimum balance in the Account in the calendar half-year and the bonus specified in the Notices applicable as of the first day of the respective calendar half-year.
4. The bonus on a newly established Bonus Savings Account is calculated on the minimum balance in the Account from establishing the Account to the last day of the calendar half-year in which the account was established, increased by the bonus rate specified in the Agreement. If the first amount is deposited in the Account later than specified in Paragraph 2 of the Savings Account Agreement the bonus rate in the Notices applicable on the day when the Account is credited with the first deposit is used.
5. If a Bonus Savings Account is established during the fortnight before the end of a calendar half-year, the bonus will be credited, if the right to a bonus arises, at the end of the following calendar half-year.
6. Income (interest, bonuses, prizes or other revenue) is taxable in the Czech Republic pursuant to the Law unless international treaties binding on the Czech Republic stipulate otherwise.
7. ČSOB is entitled to collect fees in accordance with the ČSOB Price List valid on date(s) when the fee is charged for providing banking services. The current version of the ČSOB Price List is available at ČSOB branches and www.csob.cz.

8. The period for which fees are charged depends on products and services provided. Standard fees for account management, account statement and domestic payment transactions are charged from the last Saturday of month to the last Saturday of the next month. Free transactions are counted in the same period, too.
9. If the terms and conditions are met ČSOB will provide advantageous account maintenance for selected accounts. The basic condition for a discounted account maintenance fee is the 'turnover condition' where the account must be credited with a particular income (deposit, wage/salary etc.) in a calendar month which is the total of all credited funds (a deposit, wage, account transfer etc.). The total funds credited to an account do not include the amount(s) transferred between a Client's accounts at ČSOB. ČSOB monitors the turnover in the previous month to see if the advantageous terms and conditions apply. If the terms and conditions are not met ČSOB will charge the standard fee in accordance with the Price List. See the Price List for the detailed terms and conditions of advantageous selected account management.
- 9.10. Flat-rate fees are always charged on the last Saturday of a month.
- 10.11. Funds in the account are insured under Law No. 21/1992 Coll., on Banks, as subsequently amended.

III. CASHLESS PAYMENTS

General terms and conditions

1. ČSOB ~~transfers will transfer~~ funds (payments) in accounts denominated in CZK and selected foreign ~~currency currencies~~; see a list at www.csob.cz ~~Exchange List Part.~~. The Client is entitled to dispose of ~~the~~ funds in the Account through a ~~written~~ payment order signed with an authentic signature (usually ČSOB approved forms), electronic payment orders or a payment order given by a payment card at the Czech Post Office (Česká pošta, s. p.) in accordance with the contractual provisions up to the available Account balance or a contractual loan. A payment order can in some cases also be placed by telephone through selected third parties if ČSOB allows it. The Client is also entitled to dispose of ~~the~~ funds in the Account through private cheques which must only be drawn on approved private cheque forms issued by ČSOB for ~~a Client's~~ the Client's Account (the rules for issuing ČSOB private cheque forms and accepting cheques drawn on these forms for cashless or cash clearance are governed by separate business terms and conditions).
2. ČSOB only executes payment orders received by/transferred to ČSOB as specified in these Terms and Conditions and the relevant business terms and conditions, or as agreed with ČSOB. The Client must submit payment orders to ČSOB within the deadlines set by ČSOB; when calculating the time limits for payment transactions the day and hour of delivering a payment order to ČSOB and its form (~~written paper~~ and / or electronic) are decisive the transmission method (over the counter or through a collection box and / or through e-banking) is also taken into account - see "Deadlines for Making Payments".
3. ČSOB executes payment transactions (payments) on weekdays only, at intervals according to the Law on Payments. ~~To determine the acceptance time of a payment order for calculating the time limits for executing payment transactions the day / hour of transmitting a payment order to the ČSOB and its form (written or electronic) are decisive.~~ When a payment order is received ČSOB debits funds from the Client's account provided all the terms and conditions specified in these Terms and Conditions are fulfilled and if the Client does not request a later maturity date.
4. If the acceptance time point of a payment order is outside the working hours of ČSOB or after the deadline set by ČSOB for certain types of payment transactions, the payment order is considered received at the beginning of the ČSOB operational period of the next working day.
5. ČSOB will execute a payment order on the requested due date if there are sufficient disposable funds in the payer's account.
The following applies to domestic payments
:
 - If there are insufficient funds in the payer's account on the due date or on the next two working days the payment order/direct debit order will not be executed.
 - If there are insufficient disposable funds in the payer's account for a ~~domestic~~ priority payment, including the fee, a SIPO collection, a standing order to transfer a variable amount, a transfer between accounts of a (one) Client submitted through electronic banking services or a payment order with a contractual rate for non-documentary payments the payment transaction order will be not be processed and will not be executed and the payment order will not be processed on the due date.
 - ČSOB is always entitled to clear a secure payment ordered by a payment card at the Czech Post Office and a payment by a payment card for services of the Czech Post Office by debiting the Client's account.

The following applies to non-documentary payments:

- If there are insufficient funds in the payer's account on the due date or the next two working days or no later than at the beginning of the third working day immediately after the opening of the banking system the payment order will not be executed.

The Client will be notified that a domestic and non-documentary payment has not been executed.

- 5-6. If there is no due date on a ~~written~~ payment order signed with an authentic signature, or if the specified due date ~~precedes the time of receiving~~ is before the payment order is received ČSOB will execute the ~~written~~ payment order signed with an authentic signature within the time limits stated in Part IX- "Deadlines for Making Payments." If a payment order has a due date that is not a working day ČSOB will execute the payment order on the next working day.
- 6-7. ~~Written~~ Payment orders signed with an authentic signature must be ~~filled in~~ completely and legibly filled in, with no deletions, ~~erasing~~ erasures or overwriting and all the mandatory items must be included. ~~Written~~ Payment orders signed with an authentic signature must be signed in accordance with the signature specimen or there must be another contractually agreed way of authenticating them.
- 7-8. The Client must submit a ~~written~~ payment order signed with an authentic signature during the operating hours of a ČSOB branch. ~~Written~~ Paper domestic payment orders (one-off and standing payment orders and direct debit orders, direct debit authorizations/collection permissions, bulk payment orders and direct debit orders) ~~offer~~ a maximum limit - for direct debit authorisations) of CZK 100,000 can also be delivered to a ČSOB collection box. ČSOB is not responsible for any damage caused to the Client due to ~~the non~~ or delayed execution of payment orders received through collection boxes if they do not meet the conditions set by ČSOB ~~for this~~. Collection boxes are not ~~designed for~~ written paper payment orders for transfers abroad and in foreign currencies in the CR.
- 8-9. ČSOB ~~does will~~ not execute ~~written paper~~ domestic payment orders delivered by the Client to collection boxes over (limit - direct debit authorization/collection permission) CZK 100,000 and ~~written paper~~ payment orders sent by post.
- 9-10. The time ~~point~~ of receiving a paper payment order delivered to a collection box is the following working day after it is received.
- 10-11. The time point of receiving a payment order for a payment made by a payment card at the Czech Post Office occurs the next working day after the Czech Post Office receives it. The terms are specified in Part IX "Deadlines for Making Payments".
- 11-12. ČSOB ~~makes will make~~ only authenticated payment transactions. A payment transaction is authenticated if approved by the Client. The Client also confirms by his consent that before authenticating a payment transaction he has read the relevant information.
- 12-13. ČSOB ~~checks will check~~ the authorization of a ~~written~~ payment order signed with an authentic signature against the Client's signature specimen in the currently valid Authorization, or the respective form and/or another contractually agreed or ČSOB determined method of authorization. ČSOB ~~confirms will confirm~~ it has received a ~~written paper~~ payment order by a stamp (~~completed at and completes~~ the time ~~point~~ of receiving the payment order) on a copy of ~~the written this~~ payment order. The Client must stamp a payment order delivered to a collection box in the ~~respective appropriate~~ field (~~place~~) so that the stamp does not overlap any data entered on ~~the written this~~ payment order. The Client ~~is entitled to can~~ ask the ČSOB branch ~~for confirmation of making to confirm that~~ a payment transaction has been made.
- 13-14. ČSOB ~~checks will check~~ the authorization of a Client's electronic payment order submitted via electronic banking services in accordance with the relevant contractual provisions. The authentication items that must be entered are specified in the relevant business terms and conditions for the electronic banking service.
- 14-15. ČSOB ~~checks will check~~ the authorization of a payment transaction made by payment / deposit cards and a Client's payment order submitted through a payment card at the Czech Post Office in accordance with the relevant contractual arrangements. The Business Terms and Conditions for ČSOB Clients' Payment Cards gives details of entering authorization items and carrying out acts.
- 15-16. ČSOB will make a payment transaction if the following terms and conditions are concurrently fulfilled:
- a) A payment order is filled in according to these Terms and Conditions,
 - b) The payment order is delivered by the deadline determined by ČSOB,
 - c) There are sufficient disposable funds in the Client's accounts to make the payment transaction including fees,
 - d) Other terms and conditions prescribed in the legal regulations are satisfied.
- 16-17. The Client is liable for the completeness, factual correctness and truthfulness of all the data on a payment order. ČSOB is entitled to refuse to execute payment orders which ~~i/~~ are not filled in according to the terms and conditions determined by ČSOB in the respective business terms and conditions and/or ~~ii/~~ which do not meet other terms and conditions. In this case ČSOB is not responsible for damage incurred by not executing an order.
- 17-18. ČSOB will ~~provide give~~ clients ~~with~~ information about refusing or ~~failing to make not making~~ a payment order in writing or by correspondence, an SMS message, to the Documents Tab, an SMS message or at a ČSOB branch or ~~make it available as~~ otherwise ~~as~~ agreed with the Client ~~as the case may be~~.
- 18-19. The Client is entitled to cancel payment orders delivered to ČSOB within the cancellation time limit (i.e. cancelling / changing) either during the opening hours at any ČSOB branch in writing identifying the original payment order and / or through electronic banking services if established and if they enable the Client to do so.

Guaranteed payments / transfers, or payment for Czech Post Office services ordered by a payment card at the Czech Post Office, or transfers between accounts of a (one) Client submitted through electronic banking services cannot be cancelled.

- ~~19-20.~~ The Client is entitled to revoke a payment order no later than one working day (if inserted in a collection box - two working days) before its due date or before the time point of receiving the payment order. The deadlines for withdrawing (i. e. cancellation/change) individual payment orders are given in Part IX, the "Deadlines for Making Payments".
- ~~20-21.~~ ČSOB is entitled to debit the beneficiary's account (ČSOB Client) with the amount of a payment transaction and return it to the payer's provider if it is an authorized direct debit transaction in CZK in the Czech Republic and if the payer's provider has requested a refund.
- ~~21-22.~~ The Client must notify ČSOB of any unauthorized or incorrectly executed payment transaction without undue delay after he discovers it in writing to the address of ČSOB (Radlická 333/150, 150 57, Prague 5), or in person at a ČSOB branch but no later than 13 months from when the funds are debited from the Client's account. If the Client does not notify ČSOB of an unauthorized or incorrectly executed payment transaction by this deadline and ČSOB objects that the payment transaction has not been notified in time the Client cannot be awarded the rights arising from the unauthorized or incorrectly executed payment transaction.
- ~~22-23.~~ ČSOB is responsible to the payer for incorrectly executed payment transaction, unless it proves to the payer or the payee's bank that the amount of an incorrectly executed payment transaction has been duly and timely credited to the recipient's bank account. In this case the recipient's bank is responsible to the payee for an incorrectly executed payment transaction.
- ~~23-24.~~ If ČSOB is responsible to the payer for an incorrectly executed payment transaction and the payer notifies it that he does not insist on the payment transaction, ČSOB will immediately restore the account which was debited so that the amount in this account is the same as it would have been if the incorrect transaction had not been made. If this is not possible it refunds the payer in a different way. This procedure does not apply if the payer announces to ČSOB that he does not insist on the payment transaction only after the amount of the payment transaction is credited to the payee's bank account.
- ~~24-25.~~ If ČSOB is responsible to the payer for an incorrectly made payment transaction and the payer does not notify it that he does not insist on making the payment transaction ČSOB will immediately credit the incorrectly made payment transaction to payee's bank account so that the amount in this account is the same as it would have been if the incorrect transaction had not been made.
- ~~25-26.~~ If ČSOB is responsible to the recipient for an incorrectly made payment transaction ČSOB will immediately restore the payee's account so that the amount in this account is the same as it would have been if the incorrect transaction had not been made. If this is not possible it refunds the payee in a different way.
- ~~26-27.~~ A payment transaction is properly executed if it is executed in accordance with the data contained in the payment order. If the payer gives an incorrect beneficiary's account number, ČSOB will make every effort that can be justly required to get the funds of the incorrectly made transaction back to credit the payer's account. ČSOB is entitled to charge the payer a fee for the refund of funds.
- ~~27-28.~~ ČSOB will return to the Client the amount of an unauthorized or incorrectly executed payment transaction immediately after it discovers it and has checked the justification of the Client's request.
- ~~28-29.~~ The Client bears the loss from an unauthorized payment transaction in full, if the loss was caused by his fraudulent activity.
- ~~29-30.~~ ČSOB will credit the Client's account with the amount of a transaction after it has been credited to ČSOB's account and ČSOB has received the documents required to transfer the amount to the beneficiary unless the Business Terms and Conditions stipulate otherwise or it is agreed otherwise between ČSOB and the Client. The terms prescribed in the Law on Payments can be extended if ČSOB proceeds according to the law on measures against money laundering and financing terrorism.
- ~~30-31.~~ ČSOB is entitled to subsequently debit the beneficiary's account with the amount credited to his account if the payer's provider or intermediating provider does not cover the amount to be transferred.
- ~~31. Payments in CZK from other domestic banks to ČSOB seven calendar days before the disposal time are credited to a deposit account on the deposit due date. Payments to ČSOB earlier than seven days before the disposal time of the deposit account are returned to the payer's account. Payments to/from abroad and in foreign currencies in the Czech Republic cannot be made to a deposit account.~~
32. ČSOB is entitled to cancel a direct debit authorization/collection permission based on which it has not made direct debit payment transactions for the last 24 calendar months. ČSOB is also entitled to cancel a direct debit authorization or standing order in favour of a non-existent bank account. ČSOB will inform the Client immediately of this.
33. ČSOB will not execute a collection permit, standing payment order and standing direct debit, if within Client Mobility - the process of changing banks according to ČBA Standard No. 22 - the list of the original bank does not include the mandatory data required by ČSOB and the Client does not provide it by the deadline specified in a ČSOB notice.
- To execute collections smoothly ČSOB is entitled under Client Mobility (the process of changing banks according to ČBA (Czech Banking Association) Standard No. 22) to change the direct debit authorization specified in the list of the original bank and the account number of the beneficiary. This can be done if the

collection permit is newly set up in favour of a ČSOB account, at the request of the payment's beneficiary. ČSOB will notify the client of the change in the collection permit.

34. The provisions on payment transactions do not apply to documentary payments (Ls/C, collections, guarantees) bills of exchange and cheques which have special terms and conditions.
35. Conversion/exchange operations from one currency to another will be carried out in accordance with the ČSOB exchange list valid on the day of executing the payment order, or when the operation is made. If the counter-value in CZK exceeds the limit specified by ČSOB (i.e. CZK 1.5 million or the equivalent in a foreign currency), the exchange rate derived from the actual rate of the inter-bank exchange market will be used. If exchange rates on the inter-bank exchange market fluctuate substantially, ČSOB will be entitled to change the ČSOB exchange list during the working day. ČSOB is entitled to determine in the Price List a limit on the number of conversions / exchanges between accounts of the same client. If the Client exceeds the limit of conversions / exchanges ČSOB will be entitled to block the payment instrument giving an instruction to carry out a conversion / exchange.
36. Conversion/exchange instructions must include the currency of the amount to be transferred (if it is not stated the currency will be understood as CZK). Through a payment order to debit a Client's account in CZK or a foreign currency the beneficiary's account at another domestic provider is always credited in CZK; the beneficiary's account at another domestic provider should therefore be denominated in CZK only.
37. Information about exchange rates (the exchange list) is ~~made public in available at the operating operational~~ premises of all ČSOB branches and also at www.csob.cz. ~~The Client can get information about the exchange rates via the electronic banking service~~ for payment transfers with a conversion between the accounts of a Client ordered via electronic banking services ~~the Client can get information about the exchange rates via the electronic banking service. To calculate. See Paragraphs 35, 65 and 73 for the rules for determining the exchange rates see Paragraph 66 for cashless payments to debit accounts and Paragraph 71 for payments to credit accounts.~~

Domestic payments

38. Domestic payments are transfers/direct debits of funds in CZK in the Czech Republic.
39. ČSOB makes transfers/direct debits in CZK in the Czech Republic particularly in the following form:
 - a) One-off payment orders,
 - b) One-off direct debit orders,
 - c) Bulk payment orders,
 - d) Bulk direct debit orders (separately for direct debits from an account at ČSOB and separately for direct debits from accounts at other domestic providers),
 - e) Standing payment orders,
 - f) Standing direct debit orders,
 - g) Direct debit authorization/collection permissions.
40. Mandatory essentials of a domestic payment order/direct debit:
 - a) the payer's account number and national identification code of the payer's provider (the payer's bank), i.e. the unique identifier of the payer,
 - b) the recipient's account number and national identification code of the recipient's provider (beneficiary's bank) i.e. unique identifier of the beneficiary,
 - c) the amount of the transfer in CZK in figures including decimal points (if the currency is not defined, the Czech currency will apply). The Client must always define the currency for transfers between ČSOB accounts denominated in foreign currencies; if an amount is to be transferred to a recipient's account in CZK at another domestic provider he must follow the instructions on the payment order form and at www.csob.cz, the total amount of a transfer in CZK on a bulk order must equal the sum of the individual amounts,
 - d) for one-off, bulk and standing payment/direct debit orders that exceed CZK 300,000, or its equivalent in a foreign currency, the Client must specify the purpose of the transaction. For one-off, bulk and standing payment/direct debit orders submitted through electronic banking services of EUR 15,000 or above or its equivalent in CZK and a foreign currency, the Client must specify the purpose of the transaction. For bulk payment orders the duty to specify the purpose of the payment applies to each individual item of the order.
 - e) the signature according to the signature specimen given in the Authorization or on the respective form and/or another contractual agreed or ČSOB determined manner of authentication,
 - f) constant symbol, if required by the specific legislation. The Client is not entitled to use constant symbols prescribed by statutory legal regulations or ČSOB. If the Client stated in the payment order constant symbol 5, 6, 7, 51, 1178, 2178 or 3178, ČSOB is entitled to make the payment transaction without this constant symbol,
 - g) on a standing payment order the Client must also indicate whether this is the establishment, change or cancellation; if he submits a form to establish a payment order he must indicate the payment interval, the date of the first payment; when changing or cancelling an order he must identify the original order,
 - h) on a ~~written~~ standing order to transfer an amount from an account in CZK signed with an authentic signature the Client must also select one of the transfer options, i.e. transfer of a fixed amount in CZK, transfer of a fixed amount in a foreign currency within ČSOB, transfer of all funds above the indicated amount in CZK, transfer of all amounts in CZK. With a foreign currency account only a fixed amount can be transferred. If the Client does not indicate the type of transfer, it is assumed that a fixed amount should be transferred in CZK.
41. Non-mandatory items of a domestic payment/direct debit order (collection order):

- a) payment order due date,
 - b) variable symbol – maximum of a ten figure identification number without hyphens and slashes,
 - c) variable symbol – maximum of a ten figure identification number without hyphens and slashes,
 - d) date of issue of a ~~written~~ payment order signed with an authentic signature (unless it is stated that the date of ČSOB receiving a ~~written~~ payment order applies),
 - e) message for the payer/beneficiary,
 - f) for a standing order/direct debit (which does not apply to orders submitted through electronic services) the date of the last payment can be given or can be marked "not to be made after death." The termination date can be given for a standing order submitted through selected electronic services. If the date is a working day and if the payment frequency determines this date as the due date the order will be executed. The order will not be executed if the date is a non-working day even though the payment frequency determines this date as the due date. The terms and conditions for setting up, changing and cancelling standing orders/direct debits (collection orders) are given on ČSOB forms and at www.csob.cz.
42. An amount in CZK must always be given on a payment order to debit a Client's account in CZK or a foreign currency in favour of a beneficiary's account at another domestic provider; therefore the beneficiary's account at another domestic provider should only be denominated in CZK.
43. The Client can make a priority payment in favour of a beneficiary's account in CZK with another provider only in detriment to an account in CZK. In this case he must include "PRIORITY PAYMENT" on the ~~written~~ payment order signed with an authentic signature in the instructions for ČSOB. If there are insufficient disposable funds in the Client's account to make the transfer and pay the fee the priority transfer will not be made.
44. A bulk payment order can only be used to transfer an amount in CZK from a Client's account in CZK in favour of a Client's account in CZK at ČSOB or in favour of a beneficiary's account in CZK at another domestic provider.
45. The Client (beneficiary receiving the amount) is entitled to can use a direct debit if this payment method is agreed with the payer and both accounts are denominated in CZK. The client must specify ~~on the written direct debit to debit/debiting~~ a payer's account at another domestic provider and a due date at least one working day after ~~the written~~ this payment order is delivered to ČSOB on the direct debit signed with an authentic signature; if a direct debit is put into a collection box ~~the due date~~ must be at least two working days after ~~the written~~ this payment order is delivered to ČSOB. The Client must specify a due date at least one working day after the electronic payment order is delivered to ČSOB for direct debits/collection permits ordered through electronic banking services by the deadline set by ČSOB on the working day according to these Terms and Conditions, ~~the Client must specify a due date at least one working day after the electronic payment order is delivered to ČSOB.~~
46. A direct debit payment transaction from the payer's account (e.g. telecommunication fees, SIPO) is executed if the Account Holder gives permission for debit payment transactions from his account in favour of a beneficiary's account on ČSOB-approved forms ~~or~~ through electronic banking services or in some cases also by telephone through selected third parties if ČSOB allows it.
47. Mandatory items of a domestic direct debit:
- a) the payer's account number and the national identification code of the payer's provider (the payer's bank), i.e. the unique identifier of the payer,
 - b) the recipient's account number and the national identification code of the recipient's provider (beneficiary's bank) i.e. unique identifier of the beneficiary (not applicable to SIPO),
 - c) the reference number for a direct debit in favour of a O2 Czech Republic a.s. account – for fixed networks (connection number for SIPO),
 - d) the limit, i.e. the total/sum of amounts the Client expects in CZK for a selected period (ČSOB is entitled to limit the maximum amount),
 - e) indication of the period that the limit applies to (if a direct debit is established through ČSOB Mobil 24 Vodafone operator no period can be chosen, the limit the Client sets is always for a month),
 - f) the signature in compliance with the signature specimen given in the Authorization or on the respective form, and/or another contractually agreed or ČSOB determined method of authentication
48. The terms and conditions for setting up, changing and cancelling direct debits (collection permits) are specified on ČSOB forms and at www.csob.cz and www.csob.cz.
49. The Client must cancel the SIPO collection permission/direct debit authorization if payments for the 'connection number' are made in cash or by collection/direct debit from an account at another bank and does not use the account on which SIPO collection permission has been established at ČSOB for the collection. If the Client wants to recover an unused SIPO collection permission/direct debit authorization for any account at ČSOB he must cancel the SIPO collection permission within one month by the 20th day and re-establish it after the 25 day. Then the Czech Post Office can collect SIPO payments from a ČSOB account within 2 months.
- ~~49.50.~~ The Client is entitled to request a refund of the amount of an authorized payment transaction made through a direct debit within eight weeks from the date on which his account was debited with the funds if at the time of authentication no exact amount was specified for the payment transaction and if at the same time the amount of the payment transaction exceeds the limit set by the Client i.e. the total/sum the Client expects in CZK for the period.

~~50-51.~~ The Client must provide ČSOB with information and prove that the terms and conditions for returning the collected amount of the payment transaction are fulfilled, together with an application for a refund of the collected amount of the authorized payment transaction initiated by the beneficiary through a direct debit.

~~51-52.~~ ČSOB will return the collected amount of the payment transaction to the Client if his request is justified within 10 working days from receiving the Client's application along with the relevant documents. If the application is not justified ČSOB will reject the request for a refund of the amount collected and notify the payer of the reasons why it was refused.

~~52-53.~~ If a bank or savings and lending co-operative in the Czech Republic fails to settle the amount of a payment transaction in CZK or fails to use the bank account details in accordance with the Client's order, so that the payment transaction is incorrectly executed, the bank that keeps the account of the unauthorized beneficiary must, as requested by the bank or savings and lending co-operative causing the improper settlement, debit the account with the incorrectly settled amount and give it to the bank or savings and loan association responsible for the incorrect execution of the payment transaction for the 'recovery' of the incorrectly executed payment transaction pursuant to the Law on Payments. The bank is entitled to restore the account balance of the unauthorized beneficiary so that it is the same as it would have been if the payment transaction had not been incorrectly executed. A complaint can be filed within three months from the date of the error that caused the incorrect execution of a payment transaction.

~~53-54.~~ The deadlines for domestic payments are specified in the "Deadlines for Making Payments".

Non-documentary payments

~~54-55.~~ Non-documentary payments are transfers of funds abroad and in foreign currencies in the Czech Republic and transfers of funds from abroad and in foreign currencies in the Czech Republic.

Transactions abroad and in foreign currencies in the Czech Republic – general terms and conditions

~~55-56.~~ ČSOB transfers funds abroad and in foreign currencies in the Czech Republic as:

- a) One-off payment orders abroad and in foreign currencies in the Czech Republic,
- b) Standing payment orders abroad and in foreign currencies in the Czech Republic.

~~56-57.~~ Mandatory items for payment orders abroad and in foreign currencies in the Czech Republic:

- a) Account no. and accurate (full) name and address of the payer i.e. unique payer's identification,
- b) Account no. and accurate (full) name and address of the beneficiary i.e. unique beneficiary's identification,
 - transfers to EU / EEA member countries must have the beneficiary's IBAN account number, which is the unique identifier of the beneficiary,
- c) the exact name and address of the beneficiary's provider, BIC code (SWIFT address) of the beneficiary's provider or national identification code of the beneficiary's provider,
 - transfers to EU / EEA member countries ~~must have the beneficiary's IBAN account number, which is the unique identifier of the beneficiary, in EUR (hereinafter the "SEPA payments"), it is not mandatory to give the BIC code,~~
- d) amount of the transfer in figures including decimal points,
- e) transfer currency (ISO code of the currency according to the ČSOB exchange list),
- ~~f)~~ transfer purpose – information for the beneficiary, is obligatory. ČSOB recommends that the transfer purpose is given in the language used in standard banking practice, i.e. in English. If the transfer purpose is not given in English and the beneficiary, the intermediary bank or the beneficiary's provider cannot understand it ČSOB will not be responsible for the intermediary bank and the beneficiary's provider failing to process the transfer or for any additional costs of these banks.

~~f)g)~~ fee payments code: OUR, SHA or BEN (see Explanation of Terms),

- transfers to EU/EEA member countries in EU/EEA member countries' currencies' must have the SHA fee payment code,
- ČSOB cannot guarantee that the intermediating bank or the beneficiary's bank will use OUR code for paying fees for transfers to countries outside the EU / EEA member countries or for transfers in currencies of countries outside the EU / EEA. If the intermediary bank does not comply with the specified fee payment code, the amount of the transfer may be reduced by the fee collected by the intermediating bank,

~~g)h)~~ a signature in compliance with the signature specimen or another contractually agreed or by ČSOB determined authentication method as the case may be.

~~57-58.~~ With Other mandatory items must be given for standing orders for a transfer abroad and in foreign currencies in the Czech Republic signed with an authentic signature other mandatory items must be given:

- a) Frequency of the payment order,
- b) Due date of the first payment transaction,
- c) Due date of the last payment transaction (unless the standing order is valid until cancelled).

Standing payment orders abroad and in foreign currencies in the Czech Republic cannot be submitted through electronic banking services.

~~58-59.~~ Non-mandatory items of a payment order abroad and in foreign currencies in the Czech Republic:

- a) Due date of the payment order,
- b) Payer's reference – identification of the transfer for the payer (shown on the Client's account statement),

- c) Other payer's instructions,
 - d) Payer's contact person (name and phone no./fax no. of the responsible person),
 - e) Date of issuing the ~~written~~ payment order signed with an authentic signature (if no date is given the date is when ČSOB receives the ~~written~~ payment order).
- ~~59-60.~~ ČSOB is entitled to determine the transfer method and use correspondent relationships of its choice and discretion for transfers abroad and in foreign currencies in the Czech Republic.
- ~~60-61.~~ ČSOB is entitled not to execute a payment order for a money transfer to a country on the list of countries suspected of supporting terrorism, or through a provider and his units/branches outside this area if the parent provider is registered on the list of countries supporting terrorism.
- ~~61-62.~~ ČSOB is entitled not to execute a payment order for a money transfer to a beneficiary on the list of sanctioned entities.
- ~~62-63.~~ ČSOB is entitled not to execute a payment order for a money transfer abroad in foreign currencies in the Czech Republic if the payment order does not contain the account number of the beneficiary (i.e. if a cash payment to the beneficiary is required) because the Client/payer runs the risk of the beneficiary's provider rejecting the transfer or returning the transferred amount reduced by the beneficiary's provider's cost.
- ~~63-64.~~ ČSOB is entitled not to execute a payment order to be converted into a currency not listed on the respective ČSOB exchange list or a currency for which the beneficiary's provider has not established correspondent relations with ČSOB.
- ~~65.~~ To convert money transfers from the transfer currency to the currency of the Client's/payer's account ČSOB usually uses the sales exchange rate (deviza prodej) according to the ČSOB exchange list applicable on the day/time point of the transfer (ČSOB sells the transfer currency to the Client). To convert payment transactions where neither the transaction currency nor the currency of the account is CZK a payment to debit an account is converted using an exchange rate identical to the quotient of the purchase exchange rate (deviza nákup) of the account currency and the sales exchange rate (deviza prodej) of the transfer amount. If the amount of the transfer exceeds ČSOB's set limit (i.e. CZK 1.5 million, or the equivalent in a foreign currency) the exchange rate derived from the current exchange rate on the interbank foreign exchange market is used. If the transfer is more than EUR 1,000 (or the equivalent in other currencies), the Client can apply for an individual rate, either on a paper or electronic payment order in the appropriate field for further instructions and the Client's information for the bank. The Client can also apply to negotiate an individual rate at a branch or arrange an individual rate through Line 24 (Linka 24) by phone according to the Rules for Negotiating Individual Rates at the Client Centre, which are available at www.csob.cz. If ČSOB agrees to an individual rate for the Client, the transfer will be executed at this rate and the Client will be notified of this in an account statement. If an individual rate is not approved, ČSOB will proceed in accordance with the standard conversion principles.
- ~~66.~~ ČSOB is not responsible for the deadlines and the method and quality of payment transaction processing by other providers. ČSOB is not responsible for additional expenses and costs of other providers and is entitled to charge the payer's account for them.
- ~~67.~~ If a payment order abroad and in a foreign currency in the CR does not contain any of the information referred to in Part III. Paragraph 57 Letters c, f, g of the Terms and Conditions or this information is written incorrectly or illegibly ČSOB is entitled to contact the Client by phone and ask him to supplement or clarify the data. The telephone call between ČSOB and the Client will be recorded. If the Client specifies or supplements the data by telephone or e-mail (as required by ČSOB) it will be considered that the Client's agrees to replace, to the extent of the Client's information, the original written data of the Client on the payment order abroad or in a foreign currency in the CR.

Transfers to EU/EEA member countries in currencies of EU/EEA member countries

- ~~64-68.~~ The unique identifier of the beneficiary must be given, i.e. the IBAN account number, the unique identifier of the beneficiary's provider, i.e. BIC code of the beneficiary's provider and the SHA fee payment code for transfers to EU / EEA member countries in the currencies of EU / EEA member countries. It is not mandatory to give the BIC code for SEPA payments.
- ~~69.~~ For transfers to EU / EEA member countries in the currencies of EU / EEA member countries ČSOB is entitled:
- a) to change the OUR or BEN fee payment code given by the Client to the mandatory SHA fee payment code for transfers to EU / EEA member countries in the currencies of EU / EEA member countries.
 - b) to change the BIC code of the recipient's provider given by the Client to the BIC according to the bank code contained in the IBAN
- ~~65-70.~~ ČSOB is entitled to refuse to execute a payment order for a transfer to EU / EEA member countries in the currencies of EU / EEA member countries if either the IBAN account number (including an invalid or incorrect IBAN) or the BIC code of the beneficiary's provider (including an invalid or incorrect BIC code) are missing). It is not mandatory to give the BIC code for SEPA payments.
- ~~66-71.~~ Intermediating providers in the EU/EA member countries are entitled to reject or return a money transfer to the payer's provider or charge the payer additional fees for transfers to EU / EEA member countries in the currencies of EU / EEA member countries if the beneficiary's IBAN account number (including an invalid or incorrect IBAN) or the BIC code of the beneficiary's provider (including an invalid or incorrect BIC code) or the SHA fee payment code are not given. It is not mandatory to give the BIC code for SEPA payments.

Transfers from abroad and in foreign currencies in the Czech Republic – general terms and conditions

~~67-72.~~ ČSOB transfers funds from abroad and in foreign currencies from the Czech Republic through a payment order that must have the unique identifier of the beneficiary to the payer's provider i.e. either the payee's valid IBAN account number and/or a standard beneficiary's account number and the name of the payee's account; ČSOB will credit the transfer to the given beneficiary's account number (without checking the compliance of the payee's account number and the name of the payee's account).

~~68-73.~~ To convert money transferred from the transfer currency to the currency of the Client's/beneficiary's account ČSOB usually uses the purchase exchange rate (deviza nákup) according to the ČSOB exchange list applicable on the day/time point of transfer (ČSOB buys the transfer currency from the Client). To convert payment transactions where neither the transaction currency nor the currency of the account is CZK a payment to credit an account is converted by using an exchange rate identical to the quotient of the purchase exchange rate (deviza nákup) of the transfer currency and the sales exchange rate (deviza prodej) of the amount currency. If the amount of the transfer exceeds the ČSOB limit (i.e. CZK 1.5 million, or the equivalent in a foreign currency) the exchange rate derived from the current exchange rate on the interbank foreign exchange market is used.

~~69-74.~~ ČSOB is entitled not to execute a payer's provider payment order from a country that is on the list of countries suspected of supporting terrorism, or through a provider and his units/branches outside this area if the parent provider is on the list of countries supporting terrorism.

~~70-75.~~ ČSOB is entitled not to execute a payer's provider payment order which includes the name of a payer on the list of sanctioned entities.

~~71-76.~~ ČSOB is entitled to refuse or return a payment transaction to the payer's provider for transfers from abroad in foreign currencies from the Czech Republic if adequate identification of the payer is missing, i.e. without the payer's account number (or other payer's identifier) and the name and address of the payer.

~~72-77.~~ ČSOB is entitled to credit the Client's/beneficiary's account with the amount of transfer for transfers in currencies of countries outside the EU/EEA member countries no later than the next business day after it is credited to a ČSOB's account and when ČSOB receives the documents needed to credit the amount of the transfer to the beneficiary from the payer's provider.

~~73-78.~~ ČSOB is entitled to debit the Client's/beneficiary's account with a transfer from abroad in foreign currencies from/in the Czech Republic if the ČSOB's account at a correspondent bank is not credited with the transfer. ČSOB is also entitled to debit an unauthorized beneficiary's account with a transfer from abroad in foreign currencies from/in the Czech Republic if the unauthorized beneficiary's account was credited with the transfer because ČSOB incorrectly executed a payment transaction.

Transfers from EU/EEA member countries in the currencies of EU/EEA member countries

~~74-79.~~ ČSOB will credit the Client's/beneficiary's account with a transfer in the currencies of the EU/EEA member countries on the same day when the ČSOB's account was credited with the transfer and when it received the documents needed to credit the transfer to the beneficiary from the payer's provider.

~~75-80.~~ ČSOB is entitled to reject or return a payment transaction for a transfer from EU/EEA member countries to the payer's provider if adequate identification of the payer is missing, i.e. without the payer's IBAN account number (or another identifier of the payer) and the name and address of the payer.

~~76-81.~~ ČSOB is entitled to reject or return a payment transaction for a transfer from EU/EEA member countries in the currencies of the EU/EEA member countries to the payer's provider if an adequate identifier of the payer, i.e. without the payer's IBAN account number (or another identifier of the payer) and the beneficiary's unique identifier i.e. BIC code of the beneficiary's provider and the SHA fee payment code are missing.

~~77-82.~~ The deadlines for non-documentary payments are given in Part IX "Deadlines for Making Payments".

~~78.~~ If a payment order abroad and in a foreign currency in the CR does not contain any of the information referred to in Part III. Paragraph 67 Letters c, f, g of the Terms and Conditions or this information is written incorrectly or illegibly ČSOB is entitled to contact the Client by phone and ask him to supplement or clarify the data. The telephone call between ČSOB and the Client will be recorded. If the Client specifies or supplements the data by telephone or e-mail (as required by ČSOB) it will be considered a manifestation of the Client's will that replaces, in the scope of Client's information, the original written expression of the Client on the payment order abroad and in a foreign currency in the CR.

Transfers in a currency not specified in the ČSOB exchange list (exotic currency)

~~79-83.~~ The Client can request a transfer in a currency not on the ČSOB exchange list only after previous agreement with ČSOB.

IV. CASH PAYMENTS

General terms and conditions

1. ČSOB accepts cash deposits and permits cash withdrawals in CZK and selected foreign currencies listed in the ČSOB exchange list - the foreign currency section. Deposits of foreign coins are limited to certain currencies and values.
2. ČSOB does not buy banknotes of currencies not listed in the ČSOB exchange list - the foreign currency section. Slightly damaged banknotes of foreign currencies are only accepted when deposited in an account by the Account Holder or an Authorized Person for a fee specified in the ČSOB Price List. The amount of damage to

foreign currency banknotes is determined by a ČSOB specialist. Damaged banknotes and coins are accepted/exchanged pursuant to the law.

3. The deadlines for cash payment transactions, including cash deposits through a deposit ATM, a deposit through a Deposit document (code 90 and 95) or a Money Order document (code 040) at the Czech Post Office (Česká pošta, s. p.) and deposit/withdrawal by card at the Czech Post Office are listed in Section IX "Deadlines for Making Payments".
4. When depositing/withdrawing cash to/from a Client's account outside weekdays ČSOB will credit/ debit the cash to/from the Client's account on the next business day.
5. Clients who want to deposit cash at counters of Československá obchodní banka, a.s. in the Slovak Republic can do so.
6. ČSOB is entitled to impose restrictions on cash deposits of a third person in selected foreign currencies, purchasing and selling foreign currencies and deposits of foreign coins. ČSOB can also set a limit for immediate cash withdrawals or cash sales. ČSOB is entitled to reduce the amount and range of cash payment transactions at selected branches or completely exclude cash payment transactions. The range of cash services is available in operating premises of ČSOB branches and at www.csob.cz.
7. ČSOB is entitled to ask the Client for his identity card for each cash payment transaction made at a branch counter.
8. The Client is informed of a cash payment transaction made through the cash receipt, receipt from a cash machine (ATM) and account statements.
9. After receiving the cash receipts for a cash payment transaction the Client must check the correctness of the payment transaction and ask to have it corrected before signing the receipt or cash payment document. The Client's signature confirms the accuracy of the payment transaction. After leaving the counter the Client cannot cancel the cash payment transaction.

Deposits

10. ČSOB accepts cash deposits at selected branches, see www.csob.cz, Branches Section. Cash deposits are also accepted through deposit ATMs and at counters of the Czech Post Office through selected types of payment cards (see www.csob.cz), or through a Deposit (code 90 or 95) and a Money Order document (code 040). Czech Post Office branches can specify the terms and conditions for accepting a cash deposit.
11. When cash over CZK 50,000 or its equivalent in a foreign currency or 50 coins are deposited ČSOB is entitled to request a list of banknotes and coins (showing the number and values by nominal value) is completed. ČSOB is entitled to ask for a list of banknotes and coins when exchanging cash only made in CZK.
12. When making cash payment transactions at the counter a banknote or coin badly damaged or suspected of counterfeiting or falsification is retained and the Client will receive a retention confirmation in accordance with the applicable law of the Czech Republic. If a cash payment transaction is made via an ATM deposit and some banknotes are assessed by the ATM as damaged or suspected of counterfeiting or falsification, they will be credited to the account for which the deposit was made in full. When subsequently checking banknotes as badly damaged, altered or forged ČSOB will seize them pursuant to Act No. 136/2011 Coll. and notify the CNB of the depositor. At the same time ČSOB will send a seizure confirmation to the depositor. In this case, the value of the seized banknotes will be debited from the Client's account (card holder) within 30 days of making the deposit through an ATM deposit at the latest. The Client must keep sufficient disposable funds in his account for this.
13. ČSOB accepts cash at selected branches and in secured packaging and night safe box packaging under previously agreed contractual provisions.

Withdrawals

14. The Account Holder or Authorized Persons listed in the Authorization to Dispose of Funds in Accounts/Book-Entry Property Accounts can withdraw cash at selected ČSOB branches as listed in the Branch Section on www.csob.cz. The Client can withdraw cash from his account after presenting his identity card and a filled-in ČSOB withdrawal form (if ČSOB requires) or by a payment card. The withdrawal form must be signed by the Account Holder or an Authorized Person in compliance with the valid signature specimen. ČSOB only allows cash withdrawals by a third party or authorised persons without a separate right to dispose of the account against a private cheque, or fax order, drawn by the Account Holder to the order of a private individual, cash recipient, if they do not come to the branch together and are not present when the payment is made. The Client will always confirm the receiving funds by his signature on the ČSOB cash receipt.
15. When paying by a payment card at the Czech Post the instruction is authorized by a PIN. The Client may be asked to provide proof of identity. The Client must agree in advance with a Czech Post Office branch the terms and conditions for large cash payments and the structure. If an agreement is not made the Czech Post Office branch can reduce the amount of the payment or refuse it.
16. If the cash to be withdrawn exceeds the ČSOB limit the latter is entitled to require a notification of this by the respective deadline. ČSOB is also entitled to be notified in advance of excess cash payment transactions the total of which from one account in one working day exceeds the limit. The limits of cash withdrawals, deadlines and reporting rules are published in the operating premises of ČSOB branches. After the day for withdrawing cash from an account has passed without a withdrawal ČSOB's obligation to hold the cash prepared for the

Client ends. ČSOB is entitled to charge a fee for a reported and unpaid cash withdrawal in accordance with the Price List.

17. ČSOB is entitled to refuse a request to pay an excess cash payment transaction if after the announcement it finds that there are insufficient disposable funds in the Client's account to be debited.
18. ČSOB is entitled to require a list of specified banknotes and coins three days before the payment for payments of determined banknotes and coins.
19. When withdrawing cash from the Client's account denominated in a foreign currency ČSOB is not obliged to satisfy the client's request for particular banknotes. ČSOB does not change foreign banknotes for others of different nominal values.
20. In exceptional cases cash can be withdrawn when a specific power of attorney is presented under the terms and conditions referred to the Part I "Establishing, Maintenance and Cancelling Accounts."
21. The Client must immediately count the cash received. Any complaints after receiving the cash and leaving the counter will be disregarded.

V. STATEMENTS, COMPLAINTS, BLOCKING, EXECUTION

1. The Account Holder will be informed about executed payment transactions through account statements. Account statements are made accessible to the Account Holder in the way and at the intervals stipulated in the account agreement. As standard, ČSOB will send account statements either electronically via the electronic banking service or to the e-mail address given by the Account Holder or by post with a maximum monthly frequency, which ČSOB ~~considers~~considers the standard frequency for issuing account statements. It can be agreed to send account statements by e-mail if electronic account statements are available to the Account Holder. If in this period no payment transaction is made, no account statement is produced.
2. It can only be contractually agreed to produce and send account statements electronically if the Account Holder has or will conclude an electronic banking contract and the Account Holder/Authorized Person who electronic account statements should be sent to has or will have access to the electronic banking service no later than by the date of issuing and sending electronic statements. The method and frequency of issuing statements can be changed at the request of the Account Holder; however, the maximum monthly frequency cannot be extended. ČSOB will confirm the change ~~in writing~~by correspondence, sending a message to the Documents Tab, or through selected electronic banking services.
3. If account statements are sent by e-mail the Account Holder must make sure that his computer, mobile phone and other devices providing access to the account holder's e-mail box (hereinafter the "Equipment") are protected from unauthorized access by third parties, must have his equipment under permanent control, use legal software / operating system, have a functional and regularly updated antivirus program installed, use only trusted and properly secured Equipment (e.g. do not use a publicly accessible computer with Internet access, which does not guarantee the appropriate level of security), and must not open messages from unknown sources etc.
4. Account statements sent by e-mail are encoded. ČSOB will inform the Account Holder of how to open e-mail account statements.
5. Account statements sent by e-mail are delivered through public communication and data lines. ČSOB is not liable for their security and therefore is not responsible for any damage the Account Holder may incur as a result of misuse of the transmitted information contained in account statements.
6. After receiving an account statement the Account Holder must immediately check the sequence of accounting, correctness of the balance and payment transactions executed. If there is any discrepancy or non-settlement of realisable payment transactions, the Account Holder must report this and ask for a correction without undue delay after discovering it but no later than by the deadline stipulated in the legal regulations.
7. If it is agreed that account statements should be made available "in writing by mail" and the Account Holder does not inform ČSOB of a change of address for delivering account statements, after the statements have been returned several times by Česká pošta, s.p. ČSOB will be entitled to suspend sending account statements.
8. If it is agreed that account statements should be accessible "in writing by post" account statements are sent to minor Account Holders and Account Holders with limited legal capacity to the correspondence address given by the legal representative / guardian.
9. If account statements are produced and sent electronically and the contractual relationship is terminated the last account statement will be sent to the Account Holder in writing by post to the postal address that the Account Holder has communicated to ČSOB.
10. After the calendar year finishes ČSOB will inform the Account Holder of the account balance in the December account statement. If ČSOB and the Account Holder agree to make account statements accessible only electronically this information will only be available in electronic form via the electronic banking service used by the Client. If it is agreed that the Client will pick up statements in person at a ČSOB branch ČSOB will be entitled to send written information about the amount in this account to the address given in the respective agreement

after the calendar year ends. ČSOB is entitled to shred uncollected statements for the previous calendar year 3 months after the end of the calendar year. During contractual relationships with clients ČSOB is entitled to change picking up statements in person at ČSOB branches to the standard delivery of account statements by post or electronically via the electronic banking service.

11. ČSOB will accept and handle Client complaints and claims in accordance with the ČSOB Claims Code which is available at ČSOB branches and at www.csob.cz.
12. ČSOB will be obliged to block funds in the Account Holder's account in accordance with a court decision or decision of another respective body, and levy an execution or other legal proceedings pursuant to the legal regulations. If the account balance is higher than the claims (receivables) affected by the execution or other legal proceedings, ČSOB will be entitled to transfer funds identical to the claims affected by the execution or other legal proceedings to a specific "technical" account and block them. Interest on funds transferred to the specific technical account will remain unchanged. The funds exceeding the blocked amount will be available in the Account Holder's account without any restriction. Fees for services provided for the account during an execution or other legal proceedings, including the account management fee during an execution are accounted for after the proceedings is terminated and if there are several proceedings after the last of them finishes.
13. If ČSOB must pay the Account Holder at his request funds from an account affected by an execution, it will pay these funds in accordance with the relevant legislation only at the written request of the Account Holder. This written request must specify the amount of funds the Account Holder wants to be paid and the number of the account affected by the execution. A written request of the Account Holder according to this paragraph section will not be a payment order.

VI. COMMUNICATION

1. Communication between ČSOB and Clients must be in Czech as follows unless agreed otherwise:
 - a) in person when a Client comes to a ČSOB branch,
 - b) ~~by phone~~ by phone/sending an SMS message,
 - ~~c) in writing,~~
 - c) by correspondence (on paper)
 - d) electronically,
 - e) through the Client's Centre.
2. Documents delivered by a postal service provider will be sent by ČSOB to
private individuals –
 - a) to the correspondence address given by the Client
 - b) to the permanent address; if the Client does not specify the correspondence address ČSOB is always entitled to send documents to the permanent address if it considers it necessary because of the circumstances,
 - c) or to another agreed address; the address of a ČSOB branch or PO BOX cannot be used,
 - d) if the Client also provides ČSOB with his residential address the latter will be entitled to send documents also to the residential address**private individuals - entrepreneurs**
 - a) to the correspondence address given by the Client,
 - b) to the registered office address specified in the respective agreement,
 - c) to another address as agreed; the address of a ČSOB branch or PO BOX cannot be used.**legal entities –**
 - a) to the correspondence address given by the Client,
 - b) to the registered office address specified in the respective agreement; the address of a ČSOB branch or PO BOX cannot be used.
3. ČSOB sends ~~correspondence~~ documents delivered by a postal service provider on establishing, changing ~~and/or~~ terminating a contractual relationship, or a breach of the contractual obligations (unauthorized overdraft on the account) for a minor Client, unless legal capacity is achieved, or a Client with limited legal capacity both to his legal representative or guardian and the Client.
4. ČSOB sends ~~correspondence~~ documents delivered by a postal service provider on establishing, changing ~~and/or~~ terminating a contractual relationship, or a breach of the contractual obligations (unauthorized overdraft on the account) for a minor Client, unless legal capacity is achieved, or a Client with limited legal capacity both to his legal representative or guardian and the Client.
5. ~~The document~~ Documents delivered by a postal service provider will be considered delivered on the third working day after ~~it is~~ they are sent within the Czech Republic and the 15th working day after the day the document is sent abroad.
6. If a document is returned by a postal service provider as undeliverable, the effects of the delivery occur on the day the consignment is returned to ČSOB. The effects of the delivery occur even if the Client refuses to accept the document.

7. Documents for the Client that are not delivered by a postal service provider can be picked up at ČSOB by the Client, or the Account Holder, a person authorized to dispose of the account and other persons listed in a power of attorney signed in front of a ČSOB employee, or those who submit a power of attorney with the Client's signature officially verified.
8. A Client's documents will be considered delivered when delivered to any ČSOB branch.
9. ČSOB is entitled to ask the Client to provide an official translation of documents submitted in a language other than Czech or Slovak at his own expense. ČSOB is not responsible for a delayed service or order due to translating a document.
10. The Client must provide 'higher certification' by competent authorities of documents produced in a country other than the Czech Republic for ČSOB.
11. ČSOB is entitled to assess documents submitted in non-standard situations (e.g. documents issued abroad, powers of attorney, documents about the death of the account holder, a trust succession, a trust fund, etc.) within a reasonable time, normally within 10 working days. For more complex cases and applications ČSOB is entitled to extend this period. The Client is informed if the period is extended.

VII. FINAL PROVISIONS

1. The body supervising ČSOB payment service activities is the Czech National Bank, registered office Na Příkopě 28, 115 03 Praha 1, www.cnb.cz.
2. The Client is entitled to lodge a complaint to the supervisory body.
3. Clients are entitled to contact the Financial Arbitrator [CR, registered office Legerova 1581/69, 110 00 Praha 1, www.finarbitr.cz](http://www.finarbitr.cz) about disputes that may arise between them and ČSOB when executing payment transactions. The Client's right to contact a court will not be affected.
4. ČSOB keeps confidential ~~all matters subject to banking secrecy pursuant to the legal regulations. ČSOB keeps information confidential all information even after for the whole period of the contractual relationship with the Client and even after it~~ is terminated. ČSOB only provides confidential information ~~subject to banking secrecy~~ to relevant persons and institutions pursuant to the legal regulations and according to the contractual arrangements with the Client.
5. ČSOB is entitled to provide Confidential Information to other members of the ČSOB Group. Confidential information may be used by members of the ČSOB Group, in particular to provide services to, and look after Clients, including marketing and offering the business and services of members of the ČSOB Group and its business partners, e.g. e-mail business messages.
- ~~5.6.~~ ČSOB is entitled to provide a bank reference about its clients, with their consent, to third parties and at their request bank information. A bank reference is as an information source when making new business contacts, making business relationships more transparent and strengthening trust between business partners.
- ~~6.7.~~ ČSOB processes a Client's personal information in connection with negotiating a contract and carrying out a contract that the Client is a party to. Detailed information about personal data processing is given in the "Information on personal data processing" document at www.csob.cz and operating premises of ČSOB branches.
- ~~7.8.~~ ČSOB is entitled to suggest changes in the Terms and Conditions. The Client can see the new version of the Terms and Conditions at the operating premises of ČSOB branches and at www.csob.cz at least two months before the changes come into effect. It will inform the Client about ~~any proposed~~ changes in writing, usually by a notice on the account statement, through Internet Banking services or an email message to the address provided by the Client by the same deadline. If the Client does not reject the suggested changes before their effective date, it will be considered that he has accepted them. If the Client rejects the suggested changes he will be entitled to terminate the agreement or a contract affected by the suggested changes for free; a similar procedure applies to changes in the Price List.
- ~~8.9.~~ ČSOB undertakes to adhere to the Czech Banking Association ('CBA') standard No. 22 "Mobility of Clients – changing banks." This standard states the binding principles and rules when changing banks helping Client's move from one bank to another and CBA standard No. 19/2005 "Behaviour between Banks and Clients."
- ~~9.10.~~ The Terms and Conditions come into effect on April 1 November 8, 2015, and replace the Business Terms and Conditions for Accounts and Payments of September 1, 2014 2015. Contractual relationships involving these Terms and Conditions will be governed by Law No. 284/2009 Coll., on Payments and Law No. 89/2012 Coll., Civil Code including the rights and obligations arising prior to the effective date of this Law.
- ~~10.11.~~ **Account Holder** is a private individual or legal entity with whom ČSOB has made an account agreement.

VIII. EXPLANATION OF TERMS

Client is a private individual or legal entity,

- a) who is contractually provided with ČSOB services,
- b) who has ~~indicated a desire~~ demonstrated its willingness to conclude a contract with ČSOB for banking services,
- c) who is authorised to dispose of funds in the account of a person who has established a contractual relationship with ČSOB, or who gives ČSOB an instruction to dispose of the funds in the account in any form.

Account Holder is a private individual or legal entity with whom ČSOB has made an account agreement.

Authorised Person is a person authorised by the Account Holder to dispose of funds in an account.

National is a private individual with a permanent stay in the CR or a legal entity with a registered office in the CR.

Foreigner is a private individual or legal entity with no permanent stay or registered office in the CR.

Permanent address is an address given in an identity document.

Correspondence address is an address that the Client gives ČSOB to send correspondence to.

Residency is a place where the Client lives with the intention of living there permanently (subject to changes in circumstances)

Confidential Information

The Client's data and information ČSOB acquires when providing services is considered confidential, e.g. in the context of bank secrecy. This includes data for identifying the Client, transaction data, i.e. data for executing services: solvency and credibility and financial indicators data.

Banking information is information that contains the Client's identification data (name, surname, address of permanent or other residence, business name/name, registered office, ID No., date of incorporation in the registry stipulated by law, data on members of the statutory body, share capital, business activities), the period of the contractual relationship with ČSOB, basic information about accounts (if an account is active and whether an account is in credit without specifying the balance), ČSOB's statement on loans and the Client's obligations to ČSOB (assessment of whether loans are repaid properly and on time without specifying the amount of loans and type of loan), assessment of a Client's creditworthiness and a recommendation of business relationships.

Documents Tab is a one-sided communication tool between the bank and the Client, the Tab is available after logging in to the ČSOB InternetBanking 24 service. During the contractual relationship between ČSOB and the Client electronic contractual documentation and other messages delivered by ČSOB are sent to the Documents Tab.

Authentic signature is a signature on a document made by the Client's own hand on the relevant document or an electronic tablet or signpad ("biometric signature").

Biometric signature is a signature on an electronic tablet or signpad. It captures the dynamics of the signature and its characteristics 'given' by the signatory/signing person.

Payment transaction is depositing, withdrawing or transferring funds from an account.

Payment account is an account denominated in CZK and selected foreign currencies for making payment transactions (formerly a current account at ČSOB).

Deposit account is an account denominated in CZK and in selected currencies which is not intended for making payment transactions (ČSOB has deposit accounts with time deposits).

Funds are banknotes, coins, cashless funds and electronic money.

Payment service refers to, for cash payments, depositing funds in an account and withdrawing funds from an account.

Payment service refers to, for non-cash (cashless) payments, the payer transferring funds (the "transfer") and the recipient transferring funds with the payer's consent given to the payee, the beneficiary's provider or provider (a "Direct Debit or Collection") , or transferring of funds through a payment.

Means of payment are electronic banking services by which the user gives a payment order. The user and provider can agree to limit the total amount of electronic banking service payment transactions for a particular period.

Payment service provider ("provider") is ČSOB, CNB, other domestic banks, foreign banks and foreign financial institutions, savings and lending co-operatives, electronic money institutions, foreign electronic money institutions, small-scale payment service providers, payment institutions, foreign payment institutions, small providers of payment services under the terms and conditions stipulated in the Law on Payments (Payment System Act).

Payer is a Client whose payment account will be debited to cover a payment transaction or who makes funds available for a payment transaction.

Beneficiary is a Client whose payment account will be credited in accordance with a payment order or who will be paid in cash in accordance with a payment order.

Payment transaction is depositing funds in an account, withdrawing funds from an account, or a money transfer.

Payment order is a Client's instruction to a payment service provider by which a payer or recipient asks for a payment transaction to be carried out. A payment order is also a payer's instruction to ČSOB consenting to debit order transactions from his account kept at ČSOB in favour of a recipient's account.

Transfer order is a payer's instruction to ČSOB for a money transfer on ČSOB approved forms or through electronic banking services (for domestic payments and non-documentary payments).

Direct debit order is a recipient's instruction to ČSOB to make a direct debit on ČSOB approved forms or through electronic banking services (exclusively for domestic payments in CZK).

The time point of receiving a payment order occurs within a specified period after submitting a payment order to ČSOB; for an order to transfer funds the ČSOB Client's account is debited at the time point of receiving the payment order (for direct debit / debit authorization the order is processed at the time point of receiving the payment order) if all the terms and conditions for executing a payment order are met.

COT (cut-off time) is a particular hour in the operating time of a ČSOB branch or electronic banking services agreed between the Client and ČSOB after which payment orders delivered by the Client to ČSOB are considered received the next business.

ČSOB terms and conditions for executing payment orders:

- d) filling-in a payment order in accordance with the Business Terms and Conditions,
- e) submitting the payment order by ČSOB's deadline,
- f) having sufficient disposable funds in the Client's account to make the payment transaction and collect the respective fees,
- g) fulfilling other terms and conditions prescribed by the legal regulations.

Due date is the date specified by the Client when his account is to be debited; the due date cannot be earlier than the time point of receiving the payment order.

Business/working day is a day when the payer's provider and the recipient's provider usually execute payment transactions.

Branch opening hours is the branch opening hours on working days only. If a branch is also open on non-working days, payment orders received at this time will be considered as accepted in the operating hours of the branch the next working day.

Unique identifier is a combination of letters, numbers or symbols, by which the provider / ČSOB identifies the user or his account when making payment transactions. ~~If the payer gives an incorrect unique identifier of the recipient, resulting in incorrect transfer, the payer's provider will make every effort to recover the funds and return them to the payer.~~

IBAN (International Bank Account Number) is an international bank account number for the unique identification of the user's account number by the provider / beneficiary's bank in the given country (it is a comprehensive identification of an account number including the provider's code / bank and country's code). An IBAN account number must be used when making transfers within the ~~Member States of the European Union and European Economic Area (EU and Liechtenstein, Iceland, Norway and Monaco - the "EU/EEA"), SEPA (Single Euro Payment Area).~~

BIC (Bank Identifier Code) is the SWIFT address of the bank's provider / bank that unambiguously identifies the bank's provider / bank in the given country. ~~The BIC of the provider / beneficiary's bank must be used when making transfers within the EU/EEA countries.~~

SEPA transfers are payments in EUR within the SEPA (Single Euro Payment Area ~~(SEPA)~~), i.e. EU/EEA countries, Monaco and Switzerland and Liechtenstein specifying the mandatory items that must be given for transfers to/from EU/EEA member countries (i.e. the payer's and beneficiary's IBAN account numbers, ~~BIC code of the payer and beneficiary, SHA~~ fee payment code) and without any specific processing requirements.

Guaranteed payments are irrevocable transfers resulting from a payment order by credit card at the Czech Post Office in CZK, which ČSOB debits from the payer's account denominated in CZK in accordance with Section IX of the "Deadlines for Making Payments."

The ČSOB Group

ČSOB and persons forming with ČSOB a business group, in particular

Hypoteční banka, a. s., registered office Radlická 333/150, 150 57 Praha 5, ID No. 13584324,

Českomoravská stavební spořitelna, a. s., registered office, Vinohradská 3218/169, 100 17, Praha 10, ID No. 49241397,

ČSOB Pojišťovna, a. s., člen holdingu ČSOB, registered office Masarykovo náměstí 1458, 53218, Pardubice - Zelené Předměstí, ID No. 45534306,

ČSOB Penzijní společnost, a. s., člen skupiny ČSOB, registered office, ID No. 61859265,

ČSOB Asset Management, a. s., investiční společnost, registered office Radlická 333/150, 150 57 Praha 5, ID No. 25677888,

ČSOB Factoring, a. s., registered office, Benešovská Reg. No. 2538/č.o.40, 10100, Praha 10 - Vinohrady, ID No. 45794278,

ČSOB Leasing, a. s., registered office Na Pankráci 60/310, 14000, Praha 4, ID No. 63998980,

ČSOB Leasing pojišťovací makléř, s. r. o., registered office Na Pankráci 60/310, 14000, Praha 4, ID No. 27151221,

ČSOB Pojišťovací servis, s. r. o., člen holdingu ČSOB, registered office, Masarykovo náměstí 1458, 53218, Pardubice - Zelené Předměstí, ID No. 27479714,

Patria Online, a. s., registered office Jungmannova 24, 110 00, Praha 1, ID No. 61859273,

Patria Finance, a. s., registered office Jungmannova 24, 110 00, Praha 1, ID No. 26455064,

Patria Corporate Finance, a. s., registered office Jungmannova 24, 110 00, Praha 1, ID No. 25671413, a

ČSOB Advisory, a. s., registered office Radlická 333/150, 150 57 Praha 5, ID No. 27081907

Transfers abroad and in a foreign currency in the Czech Republic have the following fee payment codes:

OUR – all fees are paid by the payer (i.e. the payer/ ČSOB client pays ČSOB fees according to the ČSOB Price List and the fees of the recipient's provider – so-called additional OUR fees; the beneficiary/Client of another provider receives the original transfer according to the payer's instructions – a "net payment")

SHA – the payer/recipient pays the provider's fees (i.e. the payer/ČSOB Client pays ČSOB fees in accordance with the ČSOB Price List; the recipient/Client of another provider pays the fees of his provider or other intermediate providers). The SHA payment code must be used for transfers to EU/EEA member countries and in currencies of EU/EEA member countries.

BEN – all fees are paid by the recipient (i.e. the payer/ČSOB client pays no fees; the recipient/Client of another provider receives the transfer net of ČSOB fees according to the ČSOB Terms and Conditions for Bank Correspondents; the recipient/Client of another provider pays the fees of his provider or other intermediate providers as the case may be).

Transfers from abroad and in a foreign currency in the Czech Republic have the following fee payment codes:






OUR – all fees are paid by the payer (i.e. the recipient/ČSOB client pays no fees; the recipient/ČSOB client receives the whole transfer – a net payment; the payer/Client of another provider pays ČSOB fees according to the ČSOB Terms and Conditions for Bank Correspondents plus the fees of his provider).

SHA – the payer/recipient pays the fees of his provider (i.e. the recipient/ČSOB client pays ČSOB's fee according to the ČSOB Price List - the beneficiary/ČSOB client receives the original transfer according to the payer's instructions, or net of fees of the intermediate provider; the payer/client of another provider pays the fees of his provider). SHA must be used for transfers from EU/EEA member countries and in currencies of EU/EEA member countries.

BEN – all fees are paid by the recipient (i.e. the recipient/ČSOB Client pays ČSOB fees according to the ČSOB Price List plus the fees of the payer's provider; the recipient/ČSOB client receives the transfer net of the fees of the payer's provider or net of the fees of intermediate providers; the payer/Client of another provider pays no fees).

IX. DEADLINES FOR MAKING PAYMENTS

1 Time limits for making domestic payments

Type of order	Delivering an order to ČSOB (cut-off time)	Time point of receiving a payment order (i.e. debiting the ČSOB client's account for a transfer, sending a direct debit order)	Crediting funds to an account of	
			a ČSOB client	a recipient's other provider ¹
Payment orders delivered in writing to the branch				
Standard transfer <ul style="list-style-type: none">one-offbulkstanding	by 05:00 p.m. on the working day during the branch opening hours at the counter	the same working day	the same working day	the next working day after the time point of receiving an order i.e. after the funds are debited from the ČSOB Client's account
	after 05:00 p.m. on the working day during the branch opening hours at the counter	the next working day	the next working day	
	in a collection box	the next working day	the next working day	
Priority transfer (to another provider's account in the CR)	by 11.30 a 01.00 p.m. on the working day during the branch opening hours at the counter (only after prior agreement with ČSOB)	the same working day		the same working day
Direct debit order from a payer's account at ČSOB <ul style="list-style-type: none">one-offbulkstanding	by 05:00 p.m. on the working day during the branch opening hours at the counter	the same working day	the same working day	
	after 05:00 p.m. on the working day during the branch opening hours at the counter	the next working day	the next working day	
	in a collection box	the next working day	the next working day	
Direct debit order from a payer's account at another provider in the CR <ul style="list-style-type: none">one-offbulkstanding	by 05:00 p.m. on the working day during the branch opening hours at the counter	the same working day	the same working day, when ČSOB receives funds from another provider	
	after 05:00 p.m. on the working day during the branch opening hours at the counter	the next working day		
	in a collection box	the next working day		
Direct debit authorization²	during the branch opening hours at the counter	the next working day		
	in a collection box			








Type of order	Receiving an order at ČSOB from another provider (cut-off time)	Time point of receiving a payment order (i.e. debiting the ČSOB client's account)	Crediting funds to an account of
			a recipient's other provider ¹
Payment orders delivered through CNB			
direct debit order from a payer's account at ČSOB	by 05:00 on the working day	the same working day	the next working day after the time point of receiving an order i.e. after debiting the ČSOB client's account

1) ČSOB is not responsible for the time periods, the way and quality other providers process payment transactions.

2) A direct debit authorization is not a payment order pursuant to Act No. 284/2009 Coll., on Payments, as subsequently amended (Law on Payments).

Note: These time limits for executing a Client's payment order apply if the Client does not stipulate a later due date.


Type of order	Delivering an order to ČSOB (cut-off time)	Time point of receiving a payment order (i.e. debiting the ČSOB client's account for a transfer, sending a direct debit order)	Crediting funds to an account of	
			a ČSOB Client	a recipient's other provider ¹
Payment orders from a CZK account delivered through electronic banking services				
Standard transfer (incl. standard transfer with a conversion not more than CZK 1.5 million) <ul style="list-style-type: none">• one-off• bulk• standing payment for using mobile operators services (e.g. charging)	by 0608 :00 p.m. on the working day	the same working day	the same working day	the next working day after the time point of receiving an order i.e. after the funds are debited from the ČSOB Client's account
	after 0608 :00 p.m. on the working day	no later than on the next working day	no later than on the next working day	
Standard transfer with a conversion of CZK 1.5 million or more <ul style="list-style-type: none">• one-off	by 03:30 p.m. on the working day	the same working day	the same working day	the next working day after the time point of receiving an order i.e. after the funds are debited from the ČSOB Client's account
	after 03:30 p.m. on the working day	no later than on the next working day	no later than on the next working day	
Transfer between accounts (even different Client currencies)	by 0608 :00 p.m. on the working day	the same working day	the same working day	✗
	after 0608 :00 p.m. on the working day	no later than on the next working day	no later than on the next working day	✗
Priority transfer (to another domestic provider's account)	by 10.30 a.m. on the working day without a limit on the amount of the payment	the same working day	✗	the same working day
	by 12.00 a 01:30 p.m. on the working day only payments below CZK 100500 million inclusive	the same working day	✗	the same working day

	after 10.30 a.m. on the working day for payments above CZK 100500 million or after 12.00 <u>01:30</u> p.m. without limit on the amount	the next working day		the next working day
Direct debit order from a payer's account at ČSOB <ul style="list-style-type: none">• one-off• bulk• standing	by 0608 :00 p.m. on the working day	the same working day	the same working day	
	after 0608 :00 p.m. on the working day	the next working day	the next working day	
Direct debit order from a payer's account at another domestic provider <ul style="list-style-type: none">• one-off• bulk• standing	by 0608 :00 p.m. on the working day	the same working day	the same working day, when ČSOB receives funds	
	after 0608 :00 p.m. on the working day	the next working day		
Direct debit authorisation²	by 0608 :00 p.m. on the working day	the same working day		
	after 0608 :00 p.m. on the working day	the next working day		

1) ČSOB is not responsible for the time periods, method and quality of processing payment transactions of other providers.

2) direct debit authorization is not a payment order pursuant to Act No. 284/2009 Coll., on Payments, as subsequently amended (Law on Payments).

Note: These time limits for executing a Client's payment order apply if the Client does not want a later due date.

Payment orders by a payment card at the Czech Post Office				
Type of order	Delivering an order to the Czech Post Office (cut-off time)	Time point of receiving a payment order (i.e. debiting the ČSOB client's account)	Crediting funds to an account of	
			a ČSOB's Client	a recipient's other provider ¹
Guaranteed payment/transfer (express payment order)	by 0507 :30 p.m. on the working day	the same working day	the same working day	the next working day after the time point of receiving an order i.e. after the funds are debited from the ČSOB Client's account
One-off transfer (payment order)	during a working or non-working day	the next working day	the next working day	
Payment for Czech Post Office services (card payment)	during a working or non-working day	no later than on the next working day	no later than on the next working day	

1) ČSOB is not responsible for the time periods, method and quality of processing payment transactions by other providers.

Note: These time limits for executing a Client's payment order apply if the Client does not want a later due date.

Deadlines for withdrawing (i.e. cancelling/changing) from an order	
Type of order	Method of withdrawing (i.e. cancelling/changing) from an order
In writing at a branch	

Standard transfer waiting to be processed <ul style="list-style-type: none"> • one-off • bulk 	at the counter no later than by 05:00 p.m. on a working day during branch opening hours	no later than 1 working day before the due date
	through a collection box: no later than by 05:00 p.m. on a working day during the branch opening hours	no later than 2 working days before the due date
Priority transfer waiting to be processed	at the counter no later than by 05:00 p.m. on a working day during the branch opening hours	no later than 1 working day before the due date
Standing payment order	no later than by 05:00 on a working day during the branch opening hours	no later than 1 working day before the due date
	through a collection box: no later than by 05:00 p.m. on a working day during the branch opening hours	no later than 2 working days before the due date
Direct debit order waiting to be processed <ul style="list-style-type: none"> • one-off • bulk • standing 	no later than by 05:00 p.m. on a working day during the branch opening hours	no later than 1 working day before the due date for a direct debit from an account at ČSOB, otherwise 2 working days before the due date
Direct debit authorization²	at the counter no later than by 05:00 p.m. on a working day during the branch opening hours	no later than 1 working day before the due date
	through a collection box: no later than by 05:00 p.m. on a working day during the branch opening hours	no later than 2 working days before the due date
One-off transfer by a payment card at the Czech Post Office	at the counter no later than by 05:00 p.m. on a working day during the branch opening hours	no later than 1 working day before the due date
Through electronic banking services		
Standard transfer waiting to be processed <ul style="list-style-type: none"> • one-off • bulk • standing 	no later than by 06:00 p.m. on a working day	no later than 1 working day before the due date
direct debit order waiting to be processed <ul style="list-style-type: none"> • standing 	no later than by 06:00 p.m. on a working day	no later than 1 working day before the due date for a direct debit from an account at ČSOB, otherwise 2 working days before the due date

2) A debit payment order is not a payment order pursuant to Act No. 284/2009 Coll., on Payments, as subsequently amended (Law on Payments).

Type of payment transaction	Crediting funds to a ČSOB Client's account
Both standard and priority	The same day when ČSOB receives the funds in a ČSOB account and the necessary documents for transferring the amount of a payment transaction to the recipient from another domestic provider

Note: ČSOB will credit a payment transaction in CZK in favour of a beneficiary's / ČSOB's account denominated in a foreign currency after it is converted from CZK to the respective foreign currency according to the ČSOB exchange list applicable when the ČSOB payment transaction is made (usually using the sales exchange rate (deviza prodej)). If the amount in CZK exceeds the limit set by ČSOB, the conversion will be carried out according to the current exchange rate on the interbank foreign exchange market.

2 Deadlines for making non-documentary payments

ČSOB is entitled to extend the deadline for a written payment order by 1 working day after receiving it. The following deadlines for payment orders apply unless the Client wants a later due date.

2.1 Transfers in EUR including SEPA payments

Type of order	Delivering an order to ČSOB (cut-off time)	Time point of receiving a payment order (i.e. debiting the ČSOB client's account)	Crediting funds to another provider's account ¹
Payment orders delivered in writing to the branch			
Standard transfer <ul style="list-style-type: none">• one-off• standing	by 02:00 p.m. on a working day during the branch opening hours at the counter	the same working day	the next working day after the time point of receiving an order i.e. after the funds are debited from the ČSOB Client's account
	after 02:00 p.m. on a working day during the branch opening hours at the counter	the next working day	
Prompt transfer	(only after prior agreement with ČSOB) from 02.00 p.m. to 05:00 p.m. on a working day during the branch opening hours at the counter	the same working day	
Payment orders through electronic banking services			
Standard transfer <ul style="list-style-type: none">• one-off	by 03:30 p.m. on a working day	the same working day	the next working day after the time point of receiving an order i.e. after the funds are debited from the ČSOB Client's account
	after 03.30 p.m. on a working day	no later than the next working day	
Prompt transfer	(only after prior agreement with ČSOB) from 03.30 p.m. to 05:00 p.m. on a working day	the same working day	

2.2 Transfers in other than EUR currencies

Type of order	Delivering an order to ČSOB (cut-off time)	Time point of receiving a payment order (i.e. debiting the ČSOB client's account)	Crediting funds to another provider's account ¹
Payment orders delivered in writing to the branch			
Standard transfer <ul style="list-style-type: none">• one-off• standing	by 02:00 p.m. on a working day during the branch opening hours at the counter	the same working day	2 working days after the time point of receiving an order i.e. i.e. after the day of debiting the ČSOB client's account
	after 02:00 p.m. on a working day during the branch opening hours at the counter	the next working day	
Prompt transfer	(only after prior agreement with ČSOB) from 02.00 p.m. to 05:00 p.m. on a working day during the branch opening hours at the counter	the same working day	
Payment orders through electronic banking services			
Standard transfer <ul style="list-style-type: none">• one-off	by 03.30 p.m. on a working day	the same working day	2 working days after the time point of receiving an order i.e. i.e. after the day
	after 03.30 p.m. on a working day	no later than the next working day	

Prompt transfer	(only after prior agreement with ČSOB) from 03.30 p.m. to 05:00 p.m. on the working day	the same working day	of debiting the ČSOB client's account
Payment orders in a currency not on the ČSOB exchange list (exotic currency) both in writing and through electronic banking services			
Standard transfer • one-off	by 02:00 p.m. on a working day	the same working day	two working days after the time point of receiving an order, i.e. after the funds are debited from the ČSOB Client's account

1) ČSOB is not responsible for the time periods, method and quality of processing payment transactions by other providers.

Note: These time limits for executing a Client's payment order apply if the Client does not want a later due date.

2.3 Transfers in a foreign currency within ČSOB ČR and transfers in CZK, EUR and USD to ČSOB SR³

Type of order	Delivering an order to ČSOB (cut-off time)	Time point of receiving a payment order (i.e. debiting the ČSOB client's account)	Crediting funds to an account of a ČSOB Client ¹
Payment orders delivered in writing to the branch			
Standard transfer <ul style="list-style-type: none"> one-off standing 	by 02:00 p.m. on a working day during the branch opening hours at the counter	the same working day	the same working day
	after 02:00 p.m. on a working day during the branch opening hours at the counter	the next working day	the next working day
Prompt transfer	(only after prior agreement with ČSOB) from 02:00 p.m. to 05:00 p.m. on a working day during the branch opening hours at the counter	the same working day	the same working day
Payment orders through electronic banking services			
Standard transfer <ul style="list-style-type: none"> one-off 	by 03.30 p.m. on a working day	the same working day	the same working day
	after 03.30 p.m. on a working day	no later than on the next working day	no later than on the next working day
Prompt transfer	(only after prior agreement with ČSOB) from 03.30 p.m. to 05:00 p.m. on a working day	the same working day	the same working day

1) ČSOB is not responsible for the time periods, method and quality of processing payment transactions by other providers.

Note: These time limits for executing a Client's payment order apply if the Client does not want a later due date.

3) The deadlines specified in part 2.2 Transfers in currencies other than EUR apply to transfers in other currencies to ČSOB SR.

2.4 Deadlines for withdrawing (i.e. cancelling/changing) from an order waiting for processing

Type of order	Method of withdrawing (i.e. cancelling/changing) from an order	
In writing to the branch		
Standard transfer <ul style="list-style-type: none">• one-off• standing	no later than by 05:00 p.m. on a working day during the branch opening hours at the counter	at least 1 working day before the due date
Prompt transfer	no later than by 05:00 p.m. on a working day during the branch opening hours at the counter	at least 1 working day before the due date

2.5 Transfers from abroad in a foreign currency in the Czech Republic

Type of payment transaction	Delivering an order to ČSOB from a payer's provider	Crediting funds to an account of a ČSOB Client
In a foreign currency at ČSOB ČR and in CZK or a foreign currency from ČSOB SR	by 03.30 p.m. on a working day	the same working day ⁴
In the currencies of the EU/EEA member countries	by 03.30 p.m. on a working day	the same working day ⁴

In currencies outside the EU/EEA member countries	by 03.30 p.m. on a working day	no later than on the next working day ⁴
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4) When ČSOB receives the amount of a transaction in a ČSOB account and the documents from a payer's provider for transferring the payment transaction to the recipient (i.e. account statement at the correspondent and payment instructions from the mediating provider).

3 Deadlines for cash payments

Cash deposit and withdrawal payment transactions				
Type of payment transaction	Delivering an order to ČSOB (cut-off time)	Debiting the ČSOB client's account	Crediting funds to an account of	
			a ČSOB Client	a recipient's provider
Cash deposit to a ČSOB Client's account at the counter	during the branch opening hours at the counter	✗	the same working day	✗
Cash deposit to a recipient's account at another provider ¹ in the CR at the counter	during the branch opening hours at the counter	✗	✗	the next working day after delivering the order to ČSOB
Cash deposit to a ČSOB Client by a card, through a Deposit (code 90 and 95) document or Postal Money Order (code 040) at the Czech Post Office	during the opening hours of the Czech Post Office branch at the counter	✗	no later than on the next working day	✗
Cash deposit to a ČSOB Client's account through a deposit ATM	on working days by 06:00 p.m.	✗	the same working day	✗
	on working days after 06:00 p.m. and on non-working days all day	✗	the next working day	✗
Cash deposit to a Client of ČSOB SR ¹ at the counter	during the branch opening hours at the counter	✗	the same working day	✗
Cash withdrawal from a ČSOB Client's account at the counter	during the branch opening hours	the same working day	✗	✗
Cash withdrawal from a ČSOB Client's account by a card at the Czech Post Office	during the opening hours of the Czech Post Office branch at the counter	no later than the next working day	✗	✗

1) ČSOB is not responsible for the time periods, method and quality of processing payment transactions by other providers

X. TERMINATION NOTICES DEADLINES FOR SAVINGS ACCOUNTS

Termination notices for savings accounts through electronic banking services			
Type of termination notice	Delivering a termination notice to ČSOB	Receiving a termination notice	Crediting funds to a ČSOB Client's account
Standard	by 06:00 p.m. on a working day	the same working day	the next working day after receiving a termination notice
Standard	after 06:00 p.m. on a working day	the next working day	the next working day after receiving a termination notice

