

INFO SHEET

Effective as of October 1st, 2021

Applies to corporate clients and Commercial Bank clients

This Info Sheet of Citibank Europe plc, a company established and existing under the laws of Ireland, with its registered office at North Wall Quay 1, Dublin, Ireland, registered in the Company Register in the Irish Republic under No. 132781 (hereinafter the "Bank"), contains information about time limits for delivery of a payment order, about maximum time limits for completing payment transactions and other useful information, not only from payment services area, for clients of the Bank's branch in the Czech Republic – Citibank Europe plc, organizační složka, with its registered office at Praha 5, Stodůlky, Bucharova 2641/14, Postal code 158 02, Czech Republic, ID No. 28198131, registered in the Company Register maintained with the Municipal Court in Prague, Section A, File 59288 (hereinafter the "Clients").

1. CUT OFF TIMES FOR DELIVERY OF PAYMENT ORDER

| Standard Outgoing Payment Instruction Delivery Cut Off Times | | | |
|---|-------------------------|---|---|
| Payment product | | Electronic transactions | Manual transactions (mail, fax, personal delivery) |
| Domestic Outgoing Payment | | 6:30 p.m. | 11:00 a.m. |
| Domestic Outgoing Express Payment | | 12:00 p.m.* | 9:00 a.m. |
| Foreign Outgoing Payment** | | 3:00 p.m. | 11:00 a.m. |
| SEPA Outgoing Payment / SEPA Outgoing Payment - Bulk | | 5:00 p.m. | - |
| SEPA Outgoing Payment – Express / SEPA Outgoing Payment – Express Bulk | | 1:00 p.m. | - |
| Direct Debit | | 6:30 p.m. | 11:00 a.m. |
| Internal Transfer within the Bank | -in a domestic currency | 6:30 p.m. | 11:00 a.m. |
| | -in a foreign currency | 3:00 p.m. | 11:00 a.m. |
| <p>Note:</p> <p>* One of the conditions for processing of Domestic Outgoing Express Payment is to arrange sufficient available balance on the relevant Client's account by the end of the Delivery Cut Off Time period.</p> <p>** Including CZK payments abroad.</p> <p>Section 3 below states the information about electronic request for Foreign Outgoing Payment express processing. The payment instruction for the Foreign Outgoing Payment which is to be such expressly processed has to be delivered to the Bank within the period set out in section 3 below.</p> | | | |
| Standard Incoming Payment Instruction Delivery Cut Off Times and Payment Processing Flow | | | |
| Payment product | | Funds received by the Bank | |
| Domestic Incoming Payment | | on the day on which the funds are received (D) | |
| Domestic Incoming Express Payment | | on the day on which the funds are received (D) | |
| Foreign Incoming Payment | | on the day on which the funds are received (D) 5:00 p.m.* | |
| – beneficiary account in IBAN format | | on the day on which the funds are received (D) 3:00 p.m.* | |
| – beneficiary account in other format | | on the day on which the funds are received (D) 5:00 p.m.* | |
| SEPA Incoming Payment | | on the day on which the funds are received (D) 5:00 p.m.* | |
| Crediting the funds to the Client's account with the Bank | | D + 0* | |
| <p>Note:</p> <p>"D" is the day on which the Bank receives the transferred amount from the payer's provider/correspondent bank.</p> <p>* In case of a Foreign Incoming Payment and a SEPA Incoming Payment, the transferred amount shall be credited to the Client's account with the Bank on the day on which the Bank receives the amount as long as the Bank obtains a confirmation - no later than 3:00 p.m. or 5:00 p.m. respectively of the same day - that the transferred amount was received in the Bank's account (payment cover). If the Bank obtains this confirmation later, the funds shall be credited to the Client's account on the following Business Day.</p> | | | |

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| Standard Cash Payment Order Cut Off Times | |
|---|---|
| Transfer type: | Delivery of the order to the Bank |
| Cash Deposit in the Client's account | during opening hours of the branch (cash desk)* |
| Cash Withdrawal from the Client's account | during opening hours of the branch (cash desk)* |
| Note: * Information about opening hours of the branches is published on www.citibank.cz | |

The above cut-off times for delivery of a payment order are deemed to be the moment near the end of opening hours of the Bank within the meaning of Section 158(3) of Act no. 370/2017 Coll., on Payment Systems, as amended.

2. MAXIMUM TIME LIMITS FOR PROCESSING PAYMENT TRANSACTIONS

- Outgoing payments (regardless of the way the payment order is delivered, unless otherwise stipulated herein)

Domestic Outgoing Payment

A Domestic Outgoing Payment shall be credited to the account of the payee's provider within the next Business Day after the funds from the Client's payment account have been debited, i.e. the Bank shall credit the Domestic Outgoing Payment to the account of the payee's provider in the D+1 regime at the latest.

Domestic Outgoing Express Payment

A Domestic Outgoing Express Payment shall always be credited to the account of the payee's provider on the day on which the funds have been debited from the Client's payment account with the Bank.

Foreign Outgoing Payment in CZK or EUR currency

A Foreign Outgoing Payment in CZK or EUR currency shall always be credited to the account of the payee's provider within the next Business Day after the funds have been debited from the Client's payment account, i.e. the Bank shall credit the Foreign Outgoing Payment in CZK or EUR currency to the account of the payee's provider in the D+1 regime at the latest.*

* Except for manually initiated payments in EUR, which are processed in the D+2 regime at the latest.

Foreign Outgoing Payment (except for Foreign Outgoing payment in CZK or EUR currency)

A Foreign Outgoing Payment (except for Foreign Outgoing payment in CZK or EUR currency) shall always be credited to the account of the payee's provider no later than two Business Days after the funds have been debited from the Client's payment account, i.e. the Bank shall credit the Foreign Outgoing Payment to the account of the payee's provider in the D+2 regime at the latest.

SEPA Outgoing Payment* and SEPA Outgoing Payment - Bulk*

A SEPA Outgoing Payment and SEPA Outgoing Payment – Bulk shall be credited to the account of the payee's provider within the next Business Day after the funds from the Client's payment account have been debited, i.e. the Bank shall credit the SEPA Outgoing Payment to the account of the payee's provider in the D+1 regime at the latest.

* This payment type can be only used via electronic banking.

SEPA Outgoing Payment – Express* and SEPA Outgoing Payment – Express Bulk*

A SEPA Outgoing Payment – Express and SEPA Outgoing Payment – Express Bulk shall always be credited to the account of the payee's provider on the day on which the funds have been debited from the Client's payment account with the Bank.

* This payment type can be only used via electronic banking.

Direct Debit

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The Bank shall deliver the Client's Direct Debit Order in CZK currency to the payer's provider within the next Business Day after the Direct Debit has been submitted by the Client.

Internal Transfer within the Bank

An Internal Transfer shall always be credited to the payee's account with the Bank on the day on which the funds have been debited from the Client's payment account with the Bank, i.e. in the D+0 regime.

- Incoming Payments

Domestic Incoming Payment and Domestic Incoming Express Payment shall always be credited to the Client's payment account on the day on which the transferred amount has been credited to the Bank's account.

Foreign Incoming Payment and SEPA Incoming Payment shall be credited to the Client's payment account on the day on which the transferred amount has been credited to the Bank's account as long as the Bank obtains a confirmation that the transferred amount was received in the Bank's account (payment cover) within the Cut Off Time for the receipt of a payment order (see above).

- Cash Transactions

Payment orders by means of Cash Deposit and Cash Withdrawal are processed by the Bank (i.e. the amount of the payment transaction is credited to or debited from the payment account of the Client) on the day on which the order is delivered to the cash desk of one of the Bank's branches.

"D" in this article means the day of debiting the funds from the Client's payment account with the Bank and the digit after D expresses the number of Business Days.

3. FOREIGN OUTGOING PAYMENTS – electronic request for express processing

Express processing of Foreign Outgoing Payment can be requested only via CitiDirect electronic banking under the below specified conditions. Payment order initiated through electronic request for express processing is always processed only on the debit value (execution) date. Such Foreign Outgoing Payment is credited to the account of the payee's provider on the same day as it is debited from Client's payment account with Bank, i.e. in the D+0 regime. For express processing of Foreign Outgoing Payment there is an additional fee charged according to the current List of Charges.

Following criteria have to be met when request for Foreign Outgoing Payment express processing is sent through CitiDirect electronic banking:

- 1) Payment currency: GBP, USD, PLN, RON or HUF
- 2) In the first line of the "Beneficiary Bank" field the respective Beneficiary Bank's SWIFT/BIC code (or SWIFT/BIC selected from the library) must be entered. If SWIFT/BIC is inputted manually, it has to be a stand-alone string of 8 or 11 characters
- 3) In the "Other Instruction" column, it is necessary to state the code "SDV" at the beginning of line.
- 4) Such payment instruction has to be delivered no later than on the transaction value date till the below stated delivery cut off times, as per the transaction currency:
 - 1.00 p.m. for payments in GBP currency
 - 2.30 p.m. for payments in USD currency
 - 10.00 a.m. for payments in PLN/RON/HUF currency

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For express processing of Foreign Outgoing Payment in other available currency, including CZK payments abroad, it is needed to contact customer service representative prior the payment order is sent and to deliver the payment order at the latest by 3.00 p.m. one business day in advance of the payment due date. Such Foreign Outgoing Payment is processed and debited from Client's payment account one business day in advance of the payment due date and is credited to the account of the payee's provider at the same day as is the payment order due date, i.e. D+0 regime. For express processing of Foreign Outgoing Payment there is an additional fee charged according to the current List of Charges.

4. EEA TRANSACTIONS, FEE INDICATOR AND CORRESPONDENT FEES

- Outgoing EEA Transactions

For the purpose of this Info Sheet, an Outgoing EEA Transaction is a payment transaction (i.e. payment transaction where the Bank acts as payer's payment service provider) and which is provided by the payee's payment service provider in an member state of the European Economic Area (hereinafter "EEA"). Fees for Outgoing EEA Transactions (including Outgoing EEA Transactions with currency conversion) are charged according to the SHA indicator (i.e. the Client as the payer pays the fee charged by the Bank and the payee pays the fee charged by the payee's provider). The fee charged by the Bank is listed in the Bank's List of Charges. The Client **must choose the SHA indicator** for any Outgoing EEA Transaction (whether or not the payment transaction involves currency conversion).

For Outgoing EEA Transactions which are in the currency of the EEA member state, participants in the payment transfer must not deduct any charges (e.g. correspondent fees) from the transferred funds and must deliver the full amount of transaction to the payee's final provider.

- BEN indicator

If the BEN indicator is chosen, all fees of providers participating in the payment transaction are deducted from the amount of the payment transaction. As a payer, the Client shall only pay the amount of the payment transaction, and the payee shall receive the amount minus all fees. As a payer, the Client shall not be charged any additional fees.

- SHA indicator

If the Client opts for SHA indicator on an Outgoing EEA Transaction which is in the currency of the EEA member state, the Client (payer) shall pay the fee charged by the Bank, which is the payer's provider and the payee shall pay the fee charged by the payee's provider.

If the Client opts for SHA indicator on any other payment transaction (i.e. an EEA transaction which is not in the currency of the EEA member state or a payment transaction that is not an EEA Transaction), the Client shall pay in addition to the amount of payment transaction the fee of the Bank (payer's provider), and fees of other providers participating in the payment transaction (i.e. correspondent providers and the payee's provider) shall be deducted from the amount of the payment transaction.

- OUR indicator

Should the Client opt for OUR indicator on an Outgoing Payment, the Client shall, in addition to the amount of the payment transaction and a fee charged by the Bank as the payer's provider, also pay an "OUR Fee" as per the current List of Charges of the Bank. The "OUR Fee" is a fixed fee for payment of all costs relating to the execution of a relevant payment transaction, in particular fees charged by correspondent providers and the payee's provider; for this fee, all such costs are transferred to the Bank.* It is thus ensured that the payee shall be credited with the entire amount of the payment transaction.

**Exception is NSTP Fee, which is charged by the Bank for Client's Foreign Outgoing Payment delivered via electronic banking without specification of BIC or IBAN, irrespective of BEN/SHA/OUR charges indicator.*

- Fees deducted from the transferred amount

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If the Client opts for BEN or SHA indicator on an Outgoing Payment (if available according to the aforementioned rules), the amount of the payment transaction can be diminished by the fees of the bank sending the payment, payee's bank or correspondent banks. This does not apply to Outgoing EEA Transactions in the currency of the EEA member state.

For payments in USD, the fees charged by Citibank's correspondent bank (Citibank N.A., New York) are set as follows:

| Transaction amount in USD (from – to) | Fee in USD |
|---------------------------------------|------------|
| 0 - 100 | 0.00 |
| 101 - 1,000 | 15.00 |
| 1,001 - 10,000 | 20.00 |
| 10,001 - 100,000 | 25.00 |
| exceeding 100,001 | 30.00 |

For payments in EUR, except for EUR transactions within the EEA, the fees charged by Citibank's correspondent bank (Citibank N.A., London) are set as follows:

| Transaction amount in EUR (from – to) | Fee in EUR |
|---------------------------------------|------------|
| 0 - 100 | 0.00 |
| 101 - 1,000 | 5.00 |
| 1,001 - 10,000 | 10.00 |
| 10,001 - 50,000 | 25.00 |
| exceeding 50,001 | 50.00 |

For payments in CHF, except for CHF transactions within the EEA zone, the fees charged by Citibank's correspondent bank (Citibank N.A., London) are set as follows:

| Transaction amount in CHF (from – to) | Fee in CHF |
|---------------------------------------|------------|
| 0 - 1000 | 0.00 |
| 1001 - 50,000 | 17.00 |
| exceeding 50,001 | 27.00 |

For payments in GBP, except for GBP transactions within the EEA, the fees charged by Citibank's correspondent bank (Citibank N.A., London) are set as follows:

| Transaction amount in GBP (from – to) | Fee in GBP |
|---------------------------------------|------------|
| 0 - 1000 | 0.00 |
| 1001 - 50,000 | 10.00 |
| exceeding 50,001 | 15.00 |

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5. DEFINITIONS OF INTEREST RATES APPLIED TO CLIENT'S CURRENT ACCOUNTS BASED UPON A WRITTEN AGREEMENT BETWEEN THE BANK AND THE CLIENT

The credit interest rate applied to current accounts is derived from the one day **Base rate** (overnight money market rate), reduced by the Bank's margin as agreed with the Client.

The debit interest rate applied to current accounts is derived from the one day **Base rate** increased by Bank's margin as agreed with the Client. However, if the Base rate stated in the previous sentence is lower than zero, then zero rate will be applied as the Base rate for the purposes of determination of the debit interest rate.

"Base rate" for the purposes of this Article 5 means the interest rate derived from the official money market interest rates, determined for a period of one day (O/N) and published on the relevant pages in the electronic information system of the Reuters agency for the respective currency at the appropriate further specified page, wherein

a) following rates will be used to determine credit and debit interest rates:

- for CZK currency, the PRIBOR rate published on Reuters page PRIBOR=
- for EUR currency, the €STR rate published on Reuters page EUROSTR=
- for USD currency, the SOFR rate published on Reuters page USDSOFR= or the FFE rate published on Reuter page USONFFE=
- for CHF currency, the SARON rate published on Reuters page 0#SARONRR=R or the SCRON rate published on Reuters page SCRON.S
- for JPY currency, the TONAR rate published on Reuters page JPONMU=RR
- for GBP currency, the SONIA rate published on Reuters page SONIAOSR=
- for PLN currency, the WIBOR rate published on Reuters page WIBOR=
- for HUF currency, the BUBOR rate published on Reuters page BUBOR=
- for RUB currency, the MOSPRIME rate published on Reuters page MOSPRIME=
- for AUD currency, the overnight interest rate in AUD published on Reuters page AUDQMMBONZ=R
- for BGN currency, the overnight interest rate in BGN published on Reuters page BGNOND=
- for TRY currency, the overnight interest rate in TRY published on Reuters page TRYOND=

b) following rates will be used to determine debit interest rates:

- for RON currency, the ROBOR rate published on Reuters page ROBOR=

c) following rates will be used to determine credit interest rates:

- for RON currency, the ROBID rate published on Reuters page ROBOR=



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PLEASE NOTE:

1. The amount of fees deducted from the transferred amount (as mentioned in Article 4 above) depends on the business terms and conditions (price lists) of the respective payment service providers participating in the transfer of funds (correspondent banks and payees' payment service providers), and the Bank cannot influence them.
2. To the extent that any written agreement between the Bank and the Client differs from this Info Sheet, the provisions of such written agreement prevail.
3. This Info Sheet shall become valid and effective on October 1st, 2021. This Info Sheet replaces the Info Sheet of the Bank effective from December 15th, 2019.

This Info Sheet constitutes a part of the conditions under which the Bank provides payment services pursuant to Act No. 370/2017 Coll., on Payment System, as amended.