

Cut-off times for processing of payment transactions in international payment operations in force from 6 October 2025

Transaction type	Order receipt method	Order receipt time	Value date
International payments in EUR (SWIFT)	in Bank branches/e-banking	until 1:00 p.m.	2 working days
International payments in foreign currency	in Bank branches/e-banking	until 1:00 p.m.	2 working days
International payments (SEPA)	in Bank branches/e-banking	until 1:00 p.m.	1 working day
International payments (intl. clearing)	in Bank branches/e-banking	until 1:00 p.m.	1 working day
Purchase and sale of foreign currency (via account)	in Bank branches/e-banking	until 2:00 p.m.	the same day
Inflow processing from abroad	SWIFT/SEPA/ intl. clearing	until 3:00 p.m.	the same day
Complaints and revocations	in Bank branches/e. mail	until 2:00 p.m.	the same day

Receipt of payment orders

A payment order is acceptable if funds are secured in the payer's account for international payment transactions, to cover the payment and associated fees, and appropriate supporting documentation is filed, which confirms the basis of the payment transaction, in accordance with the Bank's internal procedures and policies and applicable regulations.

Time of receipt and value date

The order receipt time is considered the last deadline for receiving the payment order and accompanying documentation on a business day of the Bank so any payment order received would be processed on the same day. A payment order received beyond this time shall be deemed to have been received on the following business day.

Business days of the Bank for processing payment orders in international payment operations are days of the week, Monday to Friday.

On business days that precede a religious/state holiday, the Bank may shorten the order receipt time, and it shall inform the Bank's clients in the branches thereof.

The value date when funds are posted to an account in the correspondent bank. The date and time the funds are available for use by the recipient depends on policy and procedure of the foreign correspondent banks and applicable laws in their home countries.

Amendment and cancellation of payment orders

The payer may request an amendment or cancellation of the payment order by written request at any branch of the Bank or by direct communication with the International Payment Operations Department.

The payment order shall be amended or cancelled without delay, if the order has not been processed by the Bank. The payment order can be amended or cancelled even after it has been received by the recipient's bank, if the recipient and the recipient's bank agree to such amendment or cancellation.

The amendment or cancellation fee shall be paid in accordance with the Tariff of the Bank and foreign correspondent banks.

Notes

The payment order shall be processed under full accountability and risk of the payer.

The Bank shall assume no liability for the authenticity, validity and content of the document filed by the payer in order to confirm the basis of the payment transaction.

The Bank shall report transactions to the competent authority, in accordance with the provisions of the applicable law governing the prevention of money laundering and terrorist financing.

The Bank shall assume no liability for the actions of foreign correspondent banks.

The Bank reserves the right to refuse to process the order if it is not in accordance with the Bank's internal procedures and policies and applicable regulations. In fulfilling the contractual obligations towards the user of payment services, the Bank shall be liable for the failure of its employees and other persons it hires to fulfil those obligations. The Bank shall assume no liability for damage caused by act or omission of order processing in the events caused by force majeure (armed conflicts, measures taken by domestic, foreign or international authorities, boycotts, strikes or other forms of labour disputes caused by trade union conflict, power outages or interruptions in means of communication or equipment or software of the Bank or third parties), that the Bank could not foresee or prevent.

Prepared by

Chairman of the Management Board
