

## Annex 3 of the GBT – Technical Information

### 1 Introduction

#### 1.1

This Technical Information details Authentication and Authorisation, administration of Payment Transactions, rules for settlement of Unauthorised and Incorrect Payment Transactions, rules for the use of Phonebanking, rules for the use of the Client API Service, Citfin API Service, and BankServis.

Unless otherwise specified, consult the GBT for the definition of capitalized terms.

### 2 Authentication and Authorisation Process

#### 2.1 Authentication

Authentication requires a two-factor check. Within the BankServis application, a knowledge factor (Client number and PIN sent to the Client) and a possession factor (Authorisation Device) are used.

Authentication by a Citfin employee is done by Client Authorisation followed by sending the Authorisation Code to the Authorisation Device.

#### 2.2 Authorisation

When Payment Transaction Authorisation is done within the BankServis login, the knowledge factor (Client Number and PIN) can be reused within one session, i.e., the Client, after logging into the BankServis application using the knowledge factor and the possession factor, confirms the Payment Transaction using one factor, i.e., the possession factor.

Authorisation by a Citfin employee is done by Client Authorisation followed by sending the Authorisation Code to the Authorisation Device.

#### 2.3 Authorisation Code

An Authorisation Code can be obtained through an Authorisation Device. The Authorisation Device is:

- a) A telephone with a registered mobile number as specified in the Framework Agreement to which the Authorisation Code is sent upon the Client's instruction in the context of logging into the BankServis application, or at Citfin's instruction in the context of Phonebanking, or when negotiating Exchange Transactions through the Dealing Department, or when providing information about the Client Payment Account and the Client;
- b) A Token provided by Citfin that generates an Authorisation Code upon the Client's instruction.

If the Authorisation Code is not shared as part of Authentication or Authorisation or is shared incorrectly, Citfin will not provide the requested Service to the Client.

#### 2.4 Substitute/Alternative Authentication

In the event that the Client is unable to use the Authorisation Code as part of the provision of a Service that requires Authorisation / Authentication due to technical reasons on Citfin's part, Citfin is entitled to require Alternative Authentication. Alternative Authentication consists of verifying the Client's identity using the Client's birth number or Client number and additional questions.

#### 2.5

Depending on the combination of Services selected, Citfin will provide the Client with the PIN and/or Token upon signing the Framework Agreement or upon delivery of the

signed version back to Citfin by registered mail with delivery note. Citfin will email the Client the Client Number after activation of the BankServis in encrypted form.

### 3 Administration of Outgoing Payment Transactions

#### 3.1

Outgoing Payment Transactions are executed on the basis of a Payment Order that:

- a) contains the essentials pursuant to Article 3.3;
- b) is received via BankServis, Phonebanking or as an indirect Payment Order via Citfin API;
- c) and which will be verified in accordance with the procedure specified in the GBT.

#### 3.2

Citfin will execute an Outgoing Payment Transaction at the Client's request if:

- a) The Client has sufficient funds in the Client Payment Account to settle the Outgoing Payment Transaction;
- b) The "cut off time" published on [www.citfin.cz](http://www.citfin.cz) for submitting the Payment Order and covering the funds on the Client's Payment Account is met no later than when the transaction matures, the date of which is indicated on the Payment Order.

#### 3.3

**The Outgoing Payment Transaction Order must contain the following information**

Mandatory essentials of the Payment Order	Domestic Payment Order	Foreign Payment Order
Name and address of the Payer (legal entity or natural person)	✓	✓
Name and address of the Beneficiary (legal entity or natural person), including the country designation		✓
Beneficiary's bank details		✓
Beneficiary's account number and its bank identification code	✓	✓ in IBAN form – countries for which IBAN is required are available at <a href="http://www.citfin.cz">www.citfin.cz</a>
Exact name and full address of the Beneficiary's financial institution and its SWIFT (BIC) or national code (BIC of the transferring Beneficiary's bank institution should be indicated for transfers directed to EEA countries) if BIC (swift address) is not consistent with the name of the Principal/Beneficiary's Cash Account, the payment is directed to the Originator/Beneficiary's bank institution according to the listed BIC (swift address)		✓
Amount of the transfer stated numerically, including decimal places	✓	✓

Currency to be transferred (ISO currency code in the CNB codebook)	✓	✓
Purpose of the payment (information for the Beneficiary)	✓	✓
Maturity date, which is the date when the payment should be made	✓	✓
Speed of the Payment Transaction pursuant to Article 0;	✓	✓
Client's signature	✓	✓
Payment instructions pursuant to Article 3.6		✓

Before submitting a Payment Order in a foreign currency, it is necessary to check any specifics according to the current Citfin, FT Payment Instructions, available at [www.citfin.cz](http://www.citfin.cz).

### 3.4

The speed of a Payment Transaction refers to:

- a) Normal – if the Client specified NORMAL in the Payment Order and the Order has been received before 4:30 pm at latest, the payment will be executed on the same day at NORMAL speed, unless otherwise agreed.

Funds in domestic currency will be received by the Beneficiary's bank at latest by the end of the next business day.

Funds will be received by the Beneficiary's bank within four business days at latest. Payment Orders in euro submitted by 1:00 pm on a business day with a maturity date identical to the current calendar date will be credited to the Beneficiary's account at latest by the following business day.

Funds in domestic currency will be received by the foreign Beneficiary's bank within four business days at latest.

- b) Urgent – if the Client specified URGENT in the Payment Order and the Order has been received by Citfin by the cutoff time indicated at [www.citfin.cz](http://www.citfin.cz).

Funds in domestic currency will be received by the Beneficiary's bank at latest by the end of the next business day.

Funds in foreign currency will be received by the Beneficiary's bank at latest by the next business day.

Funds will be received by the foreign Beneficiary's bank at latest by the next business day.

### 3.5

Payment execution deadlines may be extended if Citfin is obliged to follow the AML policy. For foreign payments, national holidays celebrated in the countries of both the transaction currency and the beneficiary bank will affect when the funds will be credited to the beneficiary's bank account. For transactions outside EEA, the time it takes for the Beneficiary's bank account to be credited depends on how the transaction is processed by the Correspondent Banks.

### 3.6

Charging method refers to:

- a) OUR (all fees are paid by the Originator);  
b) SHA (the fees of the Originator's bank institution are borne by the Originator and the fees of the

Beneficiary's bank institution are borne by the Beneficiary, who also bears any fees of the Correspondent Banks);

- c) BEN (all fees are borne by the Beneficiary; the Beneficiary receives the amount reduced by the expenses and fees of the Correspondent Banks).

### 3.7

According to the legislation, in the case of a transfer within the European Economic Area (EEA) countries in the currencies of EEA Member States which does not involve currency exchange, the type of bank fee that applies is SHA. If a different type of fee is specified on/in the Payment Order within the above currencies and countries, Citfin is entitled to change the bank fee type to a SHA bank fee. For transfers outside EEA Member States or in currencies other than EEA Member States, the Client has the right to enter any type of bank fees. The Client acknowledges that for transactions outside EEA, the OUR fee type may be changed by the Correspondent Foreign Bank to the SHA or BEN fee type, in which case the Beneficiary may receive a reduced amount according to the fee type.

### 3.8

A Payment Order is deemed to have been accepted at the moment when Citfin receives it either directly from a Client or at the Client's initiative. An indirect Payment Order is deemed to have been accepted at the moment when Citfin receives it from a Third Party.

Should the client initiating the Payment Transaction and Citfin agree to start executing it at a certain moment when specific conditions have been fulfilled or after a certain period of time has elapsed ("deferred maturity"), then the payment order will be considered as having been accepted at the time so determined.

### 3.9

In case Citfin notifies the Client of discrepancies in the Payment Order, the Client can correct the Payment Order by 4.30 pm on the next business day from the moment of notification. Citfin sends the notification either by phone or by message to the BankServis application. Citfin also notifies the Client of the consequences of any execution of the Payment Order. If the Payment Order is not corrected by the Client, Citfin will not process the Payment Order:

- a) Citfin does not execute the payment due to the fact that it is an inexecutable payment (invalid IBAN, SWIFT code) and informs the Client of this fact in any form, or  
b) Citfin executes the Payment Order according to the original parameters specified therein if it is an executable payment. However, the Client acknowledges that in such case Citfin is not liable for any damage that may be caused to the Client by the execution of such Payment Order.

## 4 Execution of Incoming Payment Transaction

### 4.1

The Client shall duly and timely instruct the Originator, i.e. the person executing the Incoming Payment Transaction from abroad, of the account number, the name of the Beneficiary, the Beneficiary's bank and the description of the expected incoming payment as follows:

- a) Account number, which must match one of the account numbers listed on/at [www.citfin.cz](http://www.citfin.cz);  
b) Beneficiary's name — the designation of Citfin as identified in the header of the Framework Agreement;

- c) Beneficiary's bank name — the designation of the bank as listed in Citfin's Separate Accounts List at [www.citfin.cz](http://www.citfin.cz), including the SWIFT code and including the designation of the Correspondent Bank;
- d) Description of the incoming payment in favour of the Client's Payment Account:
  - Client details to enable proper identification of the payment by Citfin;
  - Payment details (e.g., invoice number) enabling proper identification of the payment by the Client.

#### 4.2

Citfin shall exercise due diligence in identifying the payment received as part of an Incoming Payment Transaction to the Client Payment Account. Citfin shall not be held liable for whether or not an Incoming Payment Transaction in favour of the Client's Payment Account takes place or whether it takes place in a proper and timely manner.

The Client acknowledges that this payment service is provided by Citfin only from the moment the amount in question is received by Citfin in the Separate Account. Citfin shall not be held liable for any documents relating to an Incoming Payment Transaction originating from a third party, including another credit institution. Citfin is solely governed by the Incoming Payment Transaction letter of notification of Incoming Payment Transaction. Citfin shall promptly inform the Client upon receipt of a duly identified Incoming Payment Transaction in favour of the Client's Payment Account or upon crediting of the Payment Transaction to Citfin's Separate Account, as well as of any differences between the Client's letter of notification and the actual Incoming Payment Transaction in favour of the Client's Payment Account.

#### 4.3

Were it not possible to properly identify an Incoming Payment Transaction credited to a Citfin Separate Account, due diligence will be exercised by Citfin to provide additional identification thereof. If the payment cannot be successfully identified, Citfin will ask the client to provide a written representation of the unambiguous identification of the Incoming Payment Transaction, at the very least in respect to the payer originating the payment, the reason why the client accepted it and the expected amount. It is at Citfin's discretion to determine whether the Client's representation has clearly identified the Incoming Payment Transaction.

#### 4.4

Should neither Citfin nor the Client's representation be able to identify the Incoming Payment Transaction, then Citfin will wait 15 calendar days from crediting the payment to the Separate Account and, upon expiry of this period, will verify the Incoming Payment Transaction through the banks and invite the payer to identify the received incoming payment. If Citfin fails to identify the Incoming Payment Transaction within 45 days from when it has been credited to the Separate Account, the funds will be returned to the payer's account.

### 5 Unauthorised Payment Transaction:

#### 5.1

It is the Client's responsibility to bear the loss from an unauthorised Outgoing Payment Transaction:

- a) up to an amount equivalent to EUR 50 if such loss was caused by the use or misuse of a lost or stolen Authorisation Device or BankServis application or Phonebanking;

- b) to the full extent if the loss was caused by the Client's fraudulent conduct or by intentional or grossly negligent breach of any of the Client's obligations:

- use the Authorisation Device, BankServis application and Phonebanking in accordance with the GBT, in particular, immediately upon receipt of the Authorisation Device and access to the BankServis and Phonebanking, take all reasonable measures to protect the security features thereof,
- notify Citfin without undue delay upon discovery of any loss, theft, misuse or unauthorised use of the Authorisation Device, BankServis application and Phonebanking.

#### 5.2

The Client shall not be held liable for any loss from an unauthorised Outgoing Payment Transaction unless the Client has acted fraudulently and:

- a) the loss occurred after the Client reported the loss, theft or misuse of the Authorisation Device, BankServis application or Phonebanking;
- b) Citfin has failed to ensure that appropriate means are available to the Client to report the loss, theft, misuse or unauthorised use of the Authorisation Device, BankServis application or Phonebanking at any time; or
- c) Citfin has breached its obligation to require strong authentication of the Client.

#### 5.3

The limit of EUR 50 for the Client's liability in case of loss, theft or misuse of the Authorisation Device does not apply if:

- a) the loss, theft, or misuse of the Authorisation Device, the BankServis application, or Phonebanking could not have been detected by Citfin prior to the execution of unauthorised Outgoing Payment Transaction; or
- b) the loss, theft or misuse of the Authorisation Device, BankServis application or Phonebanking was caused by Citfin's conduct.

#### 5.4

If Citfin is liable for the loss from the unauthorised Outgoing Payment Transaction, Citfin shall promptly, but no later than by the end of the next business day after the unauthorised Outgoing Payment Transaction is discovered or reported to Citfin by the Client:

- a) restore the Client Payment Account from which the Outgoing Payment Transaction has been debited to the state it would have been in had the debit not been made; or
- b) return the amount of the Outgoing Payment Transaction, the fee paid and the lost interest to the Client if the procedure under point a) is not an option.

#### 5.5

The time limit for rectification of an unauthorised Outgoing Payment Transaction shall not begin to run while Citfin has reason to believe that the Client has acted fraudulently, provided that Citfin notifies a supervisory authority in writing supplemented with justification.

## 6 Incorrectly Executed Payment Transaction by Citfin

### 6.1

If the Client notifies Citfin that it does not insist on the execution of an incorrectly executed Outgoing Payment Transaction, Citfin shall promptly:

- a) restore the Client Payment Account from which the Outgoing Payment Transaction has been debited to the state it would have been in had the debit not been made; or
- b) return the amount of the Outgoing Payment Transaction, the fee paid and the lost interest to the Client if the procedure under point a) is not an option.

### 6.2

This procedure shall only apply in relation to the amount of the incorrectly executed Outgoing Payment Transaction which has not been credited to the account of the Beneficiary's provider prior to the Client notifying Citfin that it does not insist on the execution of the Outgoing Payment Transaction, provided that Citfin provides evidence of such credit to the Client and, where applicable, to the Beneficiary's provider.

### 6.3

If the Client does not notify Citfin that it does not insist on the execution of the incorrectly executed Outgoing Payment Transaction, Citfin shall immediately arrange for the amount of the incorrectly executed Outgoing Payment Transaction to be credited to the account of the Beneficiary's provider and:

- a) restore the Client's Payment Account to the state it would have been in had Citfin executed the Outgoing Payment Transaction correctly; or
- b) return an incorrectly paid fee and lost interest to the Client if the procedure under point a) is not an option.

If the Client has provided an incorrect unique identifier of the Beneficiary, it is considered a correctly executed Outgoing Payment Transaction on Citfin's part, however Citfin will make every effort to return the funds from this Outgoing Payment Transaction to the Client.

### 6.4

If a Payment Order to execute a Payment Transaction has been given indirectly, a Payment Transaction that has been executed in conflict with a Payment Order that the Client has submitted to the provider of the indirect Payment Order service shall also be deemed to have been incorrectly executed, even if it has been executed in accordance with the received Payment Order. Citfin shall be obliged to correct the incorrectly executed Payment Transaction to satisfy the Client in this case.

## 7 Arrangement and Settlement of Exchange Trades

### 7.1

Exchange transactions can be arranged on business days between 8:00 am and 5:30 pm.

### 7.2 Arrangement of Spot and Futures Trades

The instruction to arrange a Spot and Futures Trade must contain the following essentials:

Required information	Spot trades	Futures
The currency ISO code purchased by the Client	✓	✓
The currency ISO code sold by the Client	✓	✓
Currency amount	✓	✓
Exchange rate	✓	see Section 7.3
Type of trade	✓	✓
Trade settlement date	✓	✓
Settlement method	✓	✓

### 7.3 Arranged rate

The Arranged rate for Futures is based on the current Spot Rate at the time the Futures Trade is concluded, adjusted for Forward Points and including Citfin's profit margin, which shall not exceed three percent of the value of the exchange rate of the trade.

### 7.4 Arrangement of the Order

An instruction to arrange an Order may only be done through the Dealing Department and must include the following essentials.

Required information	Orders
The currency ISO code purchased by the Client	✓
The currency ISO code sold by the Client	✓
Currency amount	✓
Spot rate at which the Order is to be executed (the rate requested by the client)	✓
Type of trade	✓
Order type selected according to Citfin's current offer at <a href="http://www.citfin.cz">www.citfin.cz</a>	✓
The Order validity (i.e., the period in which the exchange transaction will take place when the agreed exchange rate is reached) with the maximum validity period for an Order 12 months from the arrangement date; if the exchange is not executed, the Order expires at 23:59:59 CET on the last day of the Order's validity (if this day is not a business day, then at 23:59:59 CET on the last business day before the expiry of the Order), unless a specific time for the expiry of the Order is agreed	✓

## 7.5 Currencies and Method of Trade Arrangement

The Client may arrange Spot and Futures trades with Citfin in the following currencies and in the following ways

Currency	Online Exchange using BankServis	Spot Trades Arranged through Dealing Department	Futures through Dealing Department
CZK	✓	✓	✓
EUR	✓	✓	✓
USD	✓	✓	✓
GBP	✓	✓	✓
CHF	✓	✓	✓
NOK		✓	✓
SEK		✓	✓
JPY		✓	✓
PLN	✓	✓	✓
CAD		✓	✓
HUF	✓	✓	✓
DKK		✓	✓
AUD		✓	✓
RON	✓	✓	✓
CNY		✓	✓

## 7.6 Trade Limits

An order to execute an Exchange Trade must meet the limits listed in Articles 7.7 and 7.8.

### 7.7 Maximum Limits

The limit for a Spot Trade concluded through the BankServis application is set as follows:

- the maximum volume of an Online Exchange transaction is CZK 2,000,000, or its equivalent in another currency, unless otherwise specified;
- the maximum daily limit, i.e., the sum of all exchange transactions concluded through an Online Exchange is CZK 5,000,000, or equivalent in another currency, unless otherwise specified.

In the event that the Client exceeds the maximum daily limit, Citfin has the right to cancel Spot Trades arranged through BankServis exceeding the daily limit, and execute mirror transactions to the original Spot Trade, under the same terms and conditions of the originally arranged and executed Spot Trade. The Confirmation is sent to the Client immediately.

The maximum limit of the Client's Futures is determined by Citfin at the beginning of the contractual relationship. Citfin shall periodically evaluate the limit amount at least once a year and adjust it if necessary. In the event that the limit for Futures is reduced during the term of the Futures Trade, new Futures may only be arranged up to this amount. In the event that the limit is exceeded, Citfin shall be entitled to unilaterally increase the Initial Deposit and the Coverage Limit value for the Client in accordance with the process set out in 9.3 of the General Business Terms

## 7.8 Currencies and Minimum Limits for Orders and Futures

In the case of Orders for:

- EUR/CZK currency pair, the minimum value of the Exchange Trade is EUR 10,000;
- USD/CZK currency pair, the minimum value of the Exchange Trade is EUR 10,000;
- other currency pairs, the minimum values are set upon the Client's enquiry.

For Futures in EUR and USD currencies, the minimum limits of Exchange Trades are: EUR 10,000, or USD 10,000. For Futures in other currencies, the minimum limit is the equivalent of USD 10,000.

## 8 BankServis

### 8.1

If the parties agree on this option in the Framework Agreement, the mutual communication between the Client and Citfin may be done electronically through the BankServis application. The Client may designate any number of Authorised Persons. Each of these Authorised Persons may be assigned specific rights of disposal and payment limits, namely:

- Active right — an Authorised Person may order transactions related to transfers of funds from the specific Client's Payment Account,
- Active right with limitation of 2 signatures Option 1 — an Authorised Person may order transactions related to transfers of funds from the Client's Payment Account provided that the transaction must be verified by the Client (natural person) or the Client's statutory body (legal entity);
- Active right with limitation of 2 signatures Option 2 — an Authorised Person may order transactions related to transfers of funds from the Client's Payment Account provided that the transaction must be verified by another Authorised Person with an active right,
- Passive right — an Authorised Person has access to information relating to the balance and transactions on the Client's Payment Account.

### 8.2

In addition, the BankServis application is secured by the Globesign certificate issued for the server [www.bankservis.cz](http://www.bankservis.cz) encrypting communication between the Client and Citfin. The Client is not authorised to perform operations on the [www.bankservis.cz](http://www.bankservis.cz) server that are not encrypted by this certificate. Citfin is entitled to refuse to carry out an action, payment and/or to provide information if the action is not authenticated in accordance with the GBT.

### 8.3

The use of the BankServis application is subject to the Client's compliance with the following conditions:

- access to a computer connected to the Internet, with the login address into the BankServis application being [www.bankservis.cz](http://www.bankservis.cz);
- a registered mobile number activated in the network of any mobile phone operator in the Czech Republic (the use of the BankServis application with a mobile number registered abroad must always be individually authenticated), or

- c) a Token device provided by Citfin to receive Authorisation Codes.

#### 8.4

The Client is allowed to use the BankServis application 24 hours a day. However, Citfin shall be entitled to limit or interrupt the operation of the BankServis application for the time required for its maintenance. Citfin shall be entitled to deliver any notifications to the Client using the BankServis application, as well as to provide the Client with information on the status of the Payment Transactions made in accordance with the Law on Financial Collateral.

### 9 Trading in the BankServis Application / Online Trading

The Online Trading service in the BankServis application includes a conclusion of a Spot Trade with an individually offered exchange rate via the BankServis application. Online Trading is available to the Client or an Authorised Person with the rights of disposal defined in the Article 8.1, if arranged.

Online trading is available on weekdays 8:00 am - 5:30 pm. Citfin reserves the right not to provide Online Trading for a certain period of time in exceptional cases, in particular in case of unavailability of the service, e.g., due to data service failure or ongoing breakdown or accident.

#### 9.1

The procedure for arranging a Spot Trade within the Online Trading service, which is implemented in the BankServis application:

- a) The Client selects the trade parameters in the Online Trading tab, i.e.:
  - Client-sold currency;
  - Client-purchased currency;
  - Trade volume in the currency being purchased or sold;
  - Settlement date:
    - i. T+0 – settlement of the trade on the current business day (to settle the trade on the current business day, it is required to enter an Exchange Trade into the cut off time published at [www.citfin.cz](http://www.citfin.cz));
    - ii. T+1 – settlement of the trade on the next business day;
    - iii. T+2 – settlement of the trade on the second following business day.
- b) After filling in the above trade parameters, the Client will ask for the price, i.e., the currently offered Spot Rate at the entered parameters.
- c) The Client will then be shown the value of the offered rate. The Client has a 5-second time limit to confirm the Spot Exchange Trade. If the Spot Trade is not confirmed within the given time limit, the Spot Trade is not concluded.

If the offered rate is accepted by the Client, i.e., if the Client selects the "Confirm Trade" button, the trade is bindingly concluded with the parameters given by the Client when requesting the rate and with the rate offered by Citfin about which a Confirmation is sent to the Client in accordance with the GBT.

### 10 Phonebanking

#### 10.1

The two-way communication between the Client and Citfin may be done electronically through Phonebanking. The Client may designate any number of Authorised Persons.

#### 10.2

As a condition of using Phonebanking, the Client must meet the following conditions:

- a) a mobile phone activated in the network of any mobile phone operator in the Czech Republic (the use of Phonebanking Service with a mobile number registered abroad must always be individually authenticated); or
- b) a Token device provided by Citfin to receive Authorisation Codes.

#### 10.3

Phonebanking is available on selected Citfin's phone lines, the current version of which is always listed on [www.citfin.cz](http://www.citfin.cz). The Client shall deliver all the essentials of the Payment Order pursuant to the GBT to Citfin by communicating the essentials to Citfin. In a telephone call, the Client shall identify himself/herself/itself by the Client number received after the Framework Agreement has been concluded and by the Authorisation Code received in accordance with the GBT.

By providing the code, the Client will allow Citfin to log into the BankServis application as a shadow account holder's agent and execute the Client's order. Furthermore, during the telephone call, the Client shall provide the details for the execution of the Payment Transaction, or the Payment Order for entry into the system. Immediately thereafter, the Client shall be sent an Authorisation Code in accordance with the GBT, which the Client provides in turn to Citfin to enable it to execute the planned Payment Transaction.

#### 10.4

In the event that the Client requests to make a Payment Transaction in favour of a person whose details have not yet been entered into the system, i.e., it is the first Payment Transaction in favour of such person, the Client is obliged to deliver the payment title, i.e. the relevant invoice, to Citfin in advance as a scanned copy attached to an email. By providing the Authorisation Code to a Citfin employee, the Client agrees to the parameters of the Payment Order, i.e., agrees to its correctness.

The Client may use Phonebanking services on business days from 8:00 am to 5:30 pm. Citfin reserves the right not to provide Phonebanking services in exceptional cases, in particular in cases of external circumstances or force majeure, for a certain strictly necessary period of time.

### 11 Citfin API

#### 11.1

Citfin API lets clients access their Client Payment Account through an automated online interface with a data channel that is designed to connect the Citfin system with Third-party applications.

#### 11.2

A signed addendum to the Framework Agreement authorising the use of Citfin API is a prerequisite for gaining access to Citfin API. Access to API may be obtained by a person pursuant to Article 8.1 of this document/hereto.

## **12 All acts of authentication and authorisation in Citfin API is carried out by the user through the Token.**

### 12.1

An authorisation order for the use of individual API Services and determination of their scope is authorised in Citfin API via a code generated by the Mobile Token and is valid for 90 days from the date of its granting. The Client is entitled to refuse to authorise an order to use a Citfin API Service in Citfin API or subsequently cancel the authorisation to use any Citfin API Service via an authorised order.

### 12.2

An indirectly submitted Payment Order may be executed by Citfin:

- a) only on the basis of a duly authorised order;
- b) if all conditions and essentials for the execution of the requested Payment Transaction are met.

In such case, Citfin is obliged to accept the indirect Payment Order and execute the requested Payment Transaction. Citfin shall promptly notify a Third Party that it has accepted the indirect Payment Order and shall execute the Payment Transaction in accordance with the relevant indirect Payment Order. An indirect Payment Order cannot be revoked once Citfin has sent information of its acceptance to a Third Party.

### 12.3

Citfin is authorised to refuse an order to implement the API Service:

- a) if it suspects an unauthorised or fraudulent use of the Authorisation Device or the Client's personal security components;
- b) if the order to execute the Citfin API Service was given through a person who is not an Authorised Third Party;
- c) if the Third Party has not authenticated its identity; or
- d) if it is entitled or obliged to refuse it in accordance with applicable law.

### 12.4

In the event that Citfin intends to refuse the implementation of the Citfin API Service, Citfin shall inform the Client of the reasons for the refusal via a message sent to the BankServis application; if this is not possible, it shall inform the Client without undue delay after the refusal. This does not apply if this would jeopardize the security of the payment. Citfin shall also inform the Czech National Bank of the reasons for the refusal without undue delay. Citfin shall also inform the Client in the above manner in the event of permanent blocking of the Citfin API Service if the Client repeatedly incorrectly authorises an order to execute the Citfin API Service.

## **13 Client API**

### 13.1

The Client API service is an application interface for processing payment transactions and providing information on all activities on the Client Payment Account made by the Client through Citfin. It is a one-way flow of information towards the Client.

### 13.2

Access to the Client API Service can be obtained by any Authorised Person with both active and passive rights of disposal for the BankServis application. Upon request and Authentication of the Authorised Person via an Authorisation SMS, access to the Client API Service will be enabled.

### 13.3

To access the Client API Service, a Token will be generated for the Authorised Person, which will be emailed to the Authorised Person in a zipped file.

### 13.4

All authentication and authorisation within the Client API Service is performed through the Token issued to the Authorised Person.

## **14 Technical Information Validity**

### 14.1

This Technical Information is valid as of 1 June 2023.