

Annex 4 to Framework Agreement: Product sheet Payment Services and Spot Trades

The document contains information or refers to other documents. Its purpose is to specify in more detail the terms and conditions and method of performance of the agreement, the subject of which is the provision of services, in particular the documents entitled General Business Terms ("GBT") and Technical Information, both available at www.citfin.cz.

This document contains the information prescribed by law, about which Citfin is obliged to inform the Client when providing the Services pursuant to the Payment Systems Act. Upon request, Citfin shall provide the Client with the information under the Payment Systems Act in paper form.

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

Data on/about Citfin and	Citfin – Finanční trhy, a.s. , Bucharova 1423/6b, 158 00 Prague 13, Company ID: 25079069, incorporated in the Commercial Register maintained by the Prague City Court, Section B, Insert 4313 ("Citfin"). Citfin is a trading/commercial/business company licensed to provide payment services as a payment institution licence under the Payment Systems Act.
Method of communication and provision of information	Information is provided in the manner and within the time limits set out in the GBT. Important contacts: <u>Sales Department</u> Information on services provided by Citfin, concluding and amending of contracts Phone: + 420 234 092 011 Email: obchod@citfin.cz <u>Dealing Department</u> Concluding trades, quoting current exchange rates, forecasting anticipated trends in foreign exchange markets Phone: + 420 234 092 020 Email: dealing@citfin.cz <u>Payment Settlement Department</u> Executing outgoing and incoming payments Phone: + 420 234 092 322 Email: platby@citfin.cz <u>Call Centre</u> Submitting payment orders through Phonebanking, technical support for Internet banking, Citfin API and Client API services Phone: + 420 234 092 333 Email: info@citfin.cz Green Line: +420 800 311 010 Reception desk: +420 234 092 000 Citfin website: www.citfin.cz Citfin, FT data box: 7s2n782 Calls related to the provision of payment services are recorded and the records are kept for the period required by law, in particular Section 31 of the Payment Systems Act and Section 16 of the AML policy. Clients also use the BankServis application as a means of communication with Citfin, which serves as a Durable Medium. The Framework Agreement is concluded in the Czech language. Communication is also carried out in the Czech language.
Information on supervision	Citfin is regulated by the Czech National Bank, Na Příkopě 28, 110 00 Praha 1, as the supervisory authority.
Protection of Client Assets	Information on the protection of the Client assets is provided in the GBT.

Conflict of interest	Information on conflicts of interest and their prevention is provided in the GBT.
Client Compensation System	Citfin separate accounts are covered by deposit guarantee schemes operated according to rules set by individual EU countries. In the Czech Republic, this is the Financial Market Guarantee System. The limit for the insurance/guarantee scheme of funds is currently set at the equivalent of EUR 100,000 and is applied in relation to the sum of all funds of one Client at/with one financial institution and that he/she may also be a person who is not compensated for the insured/covered deposit claim under the law. More information is available at www.citfin.cz.
Provided payment services	Citfin provides the following payment services: a) making/execution of Spot Trades, i.e., purchase or sale of foreign currency against domestic currency, purchase or sale of foreign currency against other foreign currency; b) opening/establishment of the Client's Payment Account for the transfer and receipt of Client's funds in domestic or foreign currency from/to other bank accounts. c) provision of BankServis; d) provision of Phonebanking; e) provision of the Client API Service for the Client Payment Account; f) provision of the Citfin API Service. The Client Payment Account is used for the following activities: a) keeping records of funds entrusted by the Client to Citfin; b) execution and keeping records of Payment Transactions; c) execution and keeping records of Currency Exchange Trades; d) keeping records of Deposits for the execution of Futures if this option has been arranged for. Spot trades Clients may enter into the following with Citfin: a) Spot transaction/trade – buying and selling Foreign Currency to be settled within two business days. b) Order – Currency Exchange Trade that is concluded as a Spot Trade and is automatically executed when a pre-agreed exchange rate is reached. • TAKE PROFIT ORDER – an order to automatically purchase/sell currency on behalf of a Client at a desired exchange rate. For example, when buying foreign currency, the order will be placed at below the current market exchange rate. • STOP LOSS ORDER – an order to automatically purchase/sell currency on behalf of a Client at the worst exchange rate acceptable by the Client. For example, when buying foreign currency, the order will be placed at above the current market exchange rate. • Combination of TAKE PROFIT Order and STOP LOSS Order – both types of orders can be used in combination with each other. A Spot Trade is concluded through the Citfin's Dealing Department or the BankServis application according to the GBT and Technical Information.
Service-related costs and fees	Information on the fee for services is provided in the Framework Agreement and the Rate Schedule.
Requirements for the execution of payment services	The details for the execution of the payment services such as the form, the procedure for entering/submitting the Payment Order and the moment of its entry/submission are set out in the Technical Information.
Interest on funds	Funds maintained by Citfin for the execution of the Payment Transactions or Spot Trades shall not bear/generate any interest.
Time limits for the execution of payment services	See below.
Information on payment	Information on the issuance of a payment means/instrument, the terms and conditions of

means and liability for Unauthorised and Incorrectly Executed Payment Transactions	liability for loss from an Unauthorised or Incorrectly Executed Payment Transaction and the procedure for resolving them, as well as information on the terms and conditions of corrective settlement are set out in the GBT and Technical Information.
Technical Information	Information on the technical requirements for the Client's equipment is provided in the Technical Information.
Options to amend and terminate the Framework Agreement	Pursuant to the Framework Agreement and the GBT, Citfin is entitled to amend the Framework Agreement and the GBT in accordance with the procedure set out in the Framework Agreement and the GBT. The Framework Agreement is concluded for an indefinite period of time. The Client and Citfin are entitled to withdraw from the Framework Agreement in accordance with the procedure set out in the Framework Agreement and the GBT.
Applicable law and settlement of disputes	The applicable law and the method of dispute settlement as well as out-of-court dispute settlement are set out in the Framework Agreement.

Deadlines for settlement of domestic and foreign payments

The times listed in the tables indicate the settlement deadlines and cut-off times according to the GBT and Technical Information.

NORMAL PAYMENT SPEED Cutoff time for receiving a payment order and crediting funds to the Client Payment Account for settlement of a payment transaction	
Currency	Time
all currencies offered by Citfin	4:30 PM

URGENT PAYMENT SPEED Cutoff time for receiving a payment order and crediting funds to the Client Payment Account for settlement of a payment transaction	
Currency	Time
CZK inside Czechia	12:30 PM
CZK outside Czechia	11:30 AM
EUR inside EEA*	3:00 PM
EUR outside EEA*	3:00 PM
USD	2:00 PM
GBP	1:30 PM
CHF	8:30 AM
NOK	8:30 AM
SEK	8:30 AM
JPY	not possible
PLN	8:30 AM
CAD	2:00 PM
HUF	1:30 PM
DKK	8:30 AM
AUD	not possible
RON	not possible
CNY	not possible