



YOUR DAY-TO-DAY SERVICES PAYMENT TRANSACTIONS

Payment Orders

Transmission of a Payment Order

If you are a Consumer

A Payment Order can only be issued on a medium that complies with POST Finance standards, sent to POST Finance in one of the following forms:

- at a Point of Sale;
- if you have subscribed to Digicash: by Digicash, in accordance with the provisions of the Accompanying Document where applicable, by means of a Card, in accordance with the provisions of the Accompanying Document;
- if you have subscribed to Online Banking services: via Online Banking, in accordance with the provisions of the Accompanying Document.

If you are a professional

A Payment Order may be considered to have been authorised even if it has been transmitted in a manner other than from that described in the preceding paragraph, at the discretion of POST Finance.

Provisions common to Consumers and Professionals

The simple transmission of a Payment Order to POST Finance in accordance with one of the previously described methods constitutes authorisation of this Payment Order.

Validation of a Payment Order by means of a Payment Instrument is equivalent to an original signature and has the same probative value as an original written document.

Unless the currency is expressly stated in the Payment Transaction, the transaction will automatically be processed in Euro.

Receipt of a Payment Order

Payment Orders shall be deemed to have been received by POST Finance:

- at a Point of Sale - upon confirmation from the POST Finance agent;
- if using a Card - as described in the Accompanying Document;
- in the event of transmission via the Online Banking services, as described in the Accompanying Document.

If the Payment Order is received on a non-Business Day or on a Business Day after the Deadline, the Payment Order will be deemed to have been received on the following Business Day.

Deadlines for the execution of Payment Orders as of their Receipt:

Currency	Receipt	Execution time
European currency to a Payee holding a payment account with a PSP in a SEPA country	Via Online Banking or by the staff at the Point of Sale	1 Business Day
	Paper Credit transfer	2 Business Days
Non-European currency to a Payee holding a payment account with a PSP in a SEPA country	Any form	4 Business Days
Any transaction to a Payee holding a payment account with a PSP in a non-SEPA country	Any form	> 4 Business Days, depending on the operating rules of international payment systems

Paper Payment Orders may indicate an execution date. By default, or if the Payment Order is received after this date, the execution date of the Payment Order will be the date of its Receipt.

For incoming SEPA Transfers, the maximum execution period is one Business Day if received by the deadline.

In the case of a Direct Debit, the agreed date will be the date of debiting the funds. If the agreed date does not fall on a Business Day, the date on which the funds will be debited will be the next Business Day.

Irrevocability of Payment Orders:

If you are a Consumer

You may not withdraw your Consent to a Payment Transaction after POST Finance has received your Payment Order.

Where the Payment Order is initiated by a PISP or via the Payee (Card-initiated Payment Transaction), you cannot revoke the Payment Order once you have agreed to initiate the Payment Transaction at a given time with the PISP or after having transmitted the Payment Order to the Payee of said Payment Order or having given your consent for execution of the Payment Order to the Payee of said Order.

When you cancel a series of Payment Transactions, any future Payment Orders will be deemed unauthorised. If a Standing Order is revoked, no other Payment Transaction will be executed under this Standing Order.

Notwithstanding the above stipulations and without prejudice to the right to reimbursement, in the case of a Direct Debit, you can only revoke the Payment Order at the latest before the Deadline preceding the agreed day of the debit. Similarly, if it has been agreed that execution of the Payment Order will begin on a particular day, at the end of a specified period or on the day that you made funds available to POST Finance, you will only be able to revoke said Payment Order before the Deadline on the Business Day preceding the agreed date.

If you are a professional

Payment Orders are irrevocable.

Provisions common to Consumers and Professionals

Notwithstanding the above provisions, POST Finance reserves the right - without any obligation - to accept an application for the revocation of a Payment Order, even after receipt of the Consent for said Payment Order, with the understanding that in certain cases, the Payee's consent will also be required. As this constitutes a discretionary right, POST Finance cannot be held responsible should such a request be refused. With respect to the receipt by POST Finance of a Payment Order revocation request, the rules set out above regarding the receipt of a Payment Order shall apply.

In any event, POST Finance will be entitled to charge you the costs resulting from this revocation, in accordance with the Price List.

Refusal to execute a Payment Order:

In the event of spending limits or insufficient funds

You have agreed spending limits with POST Finance for your Payment Transactions in certain situations. POST Finance reserves the right to refuse to execute one or more Payment Transactions when the applicable limits have been exceeded or when the balance of your Account is insufficient at the time of execution. In such a case, POST Finance will not be required to send you a notification of its refusal to execute a Payment Transaction, other than the notification or rejection message on the Terminal, the ATM or via Online Banking.

If a Payment Transaction is executed despite an insufficient balance, you undertake to regularise your Account in accordance with Article 4.4. of the General Terms and Conditions.

In other cases

POST Finance may refuse to execute a Payment Order if:

- the Payment Order is presented on a medium that does not comply with POST Finance standards or whose wording is incomplete, altered or inaccurate or does not comply with regulatory or market standards;
- the Payment Order contains any factual error, in particular when a Unique Identifier is incomplete or inaccurate;
- you have failed to meet any of your obligations to POST Finance in accordance with the General Terms and Conditions, the Special Conditions, the Accompanying Documents or, more generally, any other agreement between you and POST Finance;
- it appears that the Payment Order originates from a person who does not have the power to operate the Account;
- changes to your financial situation or that of a person who has a financial connection with you could call into question the fast and complete execution of your commitments in accordance with the General Conditions, the Special Conditions, the Accompanying Documents or, more generally, any other agreement between you and POST Finance;
- POST Finance is required, by law or contract or by court order, not to execute the Payment Order or to block your Account or a Payment Instrument;
- the payee's country appears on a list of international sanctions limiting or prohibiting any transfer, or is subject to such limitations or prohibitions within the framework of an internal policy of POST Finance and/or its correspondence banks.

If POST Finance receives a Payment Order that contains incomplete, inconsistent or inaccurate information, it may - but is not required to: (i) correct this information in the event of an obvious error or (ii) refuse the Payment Order. In such cases, POST Finance may under no circumstances be held liable for any consequences resulting from incorrect execution or non-execution of a Payment Order and you will assume full responsibility for it.

Unless the law or other regulations applicable to POST Finance prohibit this, POST Finance will inform you of the refusal as soon as possible, by the means of communication agreed and within the execution period that would have applied if the Payment Order had been executed. POST Finance will specify in this notification, if possible, the reasons for its refusal and the procedure to follow to correct any factual error that led to the refusal. POST Finance shall be deemed to have fulfilled this obligation if it has sent this notification within the aforementioned period, regardless of the effective date of receipt of this notification by you. Reasonable fees may be charged to you for such a notification, in accordance

with the POST Finance Price List. If, for whatever reason, POST Finance is unable to contact you, it assumes no responsibility for the non-execution of the Payment Order and has no obligation of proof towards you.

If you would like to make a Payment Order that has previously been refused by POST Finance, you will need to send POST Finance a new Payment Order containing all the necessary information and not simply correct the original Payment Order.

Procedure for the notification and correction of unauthorised, non-executed, poorly executed or late Payment Transactions:

If you claim that a Payment Order has not been authorised by you or has not been executed correctly, you must inform POST Finance in accordance with the terms and conditions set out below (regardless of whether the Payment Transaction could have been initiated by a PISP). In the absence of any complaint within the deadlines indicated below, you will be deemed to have authorised the Payment Transactions included in the corresponding Account Statement, which will then be considered as having been definitively accepted by you, and POST Finance will no longer have any responsibility for any consequences arising from the Payment Transactions in question. In this context, if you have not received an Account Statement and/or Visa Statement within twenty (20) Business Days of execution of the Payment Transaction, you should inform POST Finance immediately. Otherwise, you will be deemed to have received and effectively verified the Account Statement and/or the Visa Statement within this period.

If you are a Consumer

As soon as you notice that a Payment Order has not been authorised, has not been executed, has been incorrectly executed or executed late, you must inform POST Finance without undue delay. Such claims shall be filed no later than 13 months after the debit date of the relevant Payment Transaction/from the date on which the relevant Payment Transaction should have been debited from the Account, (unless POST Finance has omitted to provide or make available the Account Statement relating to the relevant Payment Transaction).

If you are a professional

As soon as you notice that a Payment Order has not been authorised, has not been executed, has been incorrectly executed or executed late, you must inform POST Finance without undue delay. Such claims shall be filed no later than 60 days after the debit date of the relevant Payment Transaction/from the date on which the relevant Payment Transaction should have been debited from the Account, (unless POST Finance has omitted to provide or make available the Account Statement relating to the relevant Payment Transaction).

Liability in the event of unauthorised Payment Transactions*

POST Finance	
Principles	<p>1) If the Payment Transaction has been directly initiated by you and it cannot be deemed to have been authorised by you, POST Finance will reimburse you the amount of the Payment Transaction immediately upon becoming aware of it or being notified of it, and in any event no later than the end of the following Business Day. Where applicable, POST Finance will restore the debited Account to the state it would be in if the unauthorised Payment Transaction had not taken place. The value date on which your Account is credited may not be later than the date on which it was debited.</p> <p>2) If the Payment Transaction was initiated through a Payment Initiation Service Provider (PISP - see section on TPPs below), POST Finance will refund immediately, and in any case no later than the end of the following Business Day, the amount of the unauthorised Payment Transaction and, where applicable, restore the debited Account to the state in which it would have been had the unauthorised Payment Transaction not taken place.</p>
Unless	In the case of a Payment Transaction directly initiated by you, POST Finance is authorised not to refund you immediately if it has good reason to suspect fraud and if it communicates its reasons in writing to the CSSF.
You	
Principle: Max. 50 EUR	You will bear the losses associated with any unauthorised Payment Transaction arising from the use of a lost, stolen or misused Payment Instrument.
0 EUR,	<p>You will not bear any losses associated with any unauthorised Payment Transaction arising from the use of a lost, stolen or misused Payment Instrument, if:</p> <ul style="list-style-type: none"> • you were unable to detect the loss, theft or misuse of a Payment Instrument prior to the payment; • the loss is due to the actions or failings of an employee, agent or branch of POST Finance or any entity to which its activities have been outsourced; • POST Finance does not require strong authentication; or • following notification of the loss, theft or misuse of a Payment Instrument in accordance with the Contract.
All losses,	You will bear all the losses associated with any unauthorised Payment Transaction arising from the use of a lost, stolen or misused Payment Instrument, if:

- | | |
|--|---|
| | <ul style="list-style-type: none"> • you acted fraudulently; or • you failed, either intentionally or owing to gross negligence, to meet one or more obligations regarding the use and security of the Payment Instrument in accordance with the clauses of the Contract. |
|--|---|

** This information is provided for indicative purposes only. Only the provisions of the Law of 10 November 2009 relating to payment services may be invoked in the event of any dispute on this subject.*

Liability of POST Finance in the event of non-execution, poor execution or late execution of Payment Transactions (not applicable if you are not a consumer)**

If you directly initiated the Payment Order

Without prejudice to the rules on the notification and rectification of unauthorised or incorrectly executed Payment Transactions above, the provision by you of an incorrect Unique Identifier and in the absence of liability due to force majeure as defined by Law, POST Finance will be liable for the correct execution of the Payment Transaction except where POST Finance proves to you and, where appropriate, to the Payee's Payment Service Provider, that the Payee's Payment Service Provider has received the agreed amount. In this case, it will be the Payee's PSP that is liable to the Payee for the correct execution of the Payment Transaction.

If POST Finance is deemed liable, it will immediately restore the amount of the non-executed or incorrectly executed Payment Transaction and, if necessary, restore the debited Account to the state in which it would have been had the defective Payment Transaction not taken place. The value date on which your Account is credited may not be later than the date on which it was debited.

By virtue of the Law, where the Payee's PSP is liable, it shall immediately place the amount of the Payment Transaction at the Payee's disposal and, where applicable, credit the corresponding amount to the Payee's payment account. The value date on which the Payee's payment account was credited shall be no later than the date on which the amount would have been value dated, had the transaction been correctly executed. Where a Payment Transaction is executed late, the Payee's PSP shall ensure, on the request of POST Finance acting on your behalf, that the credit value date for the Payee's payment account is no later than the value date that would have been allocated had the transaction been correctly executed.

In the case of a non-executed or incorrectly executed Payment Transaction for which you initiated a Payment Order, including through the use of a PISP, POST Finance shall on request and regardless of liability, make immediate efforts to trace the Payment Transaction and notify you of the outcome, at no cost to you.

A Payment Order executed in accordance with the Unique Identifier shall be deemed to have been duly executed with respect to the Payee indicated by the Unique Identifier. Should you provide an incorrect Unique Identifier, POST Finance shall not be held responsible for the non-execution or poor execution of the Payment Transaction. POST Finance will nevertheless strive to make all reasonable efforts to recover the funds committed to the Payment Transaction and, if it is not possible to recover the funds, will upon request provide you with all the information it has that may be of interest to you, so that you can bring proceedings before the courts to recover the funds.

In the event that it appears that a PISP is responsible for the non-execution or incorrect execution of a Payment Order, the PISP must immediately compensate POST Finance for the losses incurred or the sums paid as a result of the reimbursement made to your benefit. For the purpose of this compensation, you hereby subrogate POST Finance in all rights that you may claim to exercise against PISP in this context.

If the Payee initiated the Payment Order

Without prejudice to the rules on the notification and rectification of unauthorised or incorrectly executed Payment Transactions, the provision by you of an incorrect Unique Identifier and in the absence of liability due to force majeure as defined by Law, when a Payment Order is initiated by or via the Payee, the Payee's PSP shall be liable to the Payee for the correct transmission of the Payment Order to POST Finance, in accordance with the Law. Where the Payee's PSP is liable, in accordance with this paragraph, it shall immediately re-transmit the Payment Order in question to POST Finance.

In the case of late transmission of the Payment Order, the amount shall be value dated on the Payee's payment account no later than the value date that would have been allocated had the transaction been correctly executed.

In addition, without prejudice to the above rules on the notification and rectification of unauthorised or incorrectly executed Payment Transactions, the provision by you of an incorrect Unique Identifier and in the absence of liability due to force majeure as defined by Law, the Payee's PSP shall be liable to the Payee for processing the Payment Transaction, in accordance with its obligations under the Law. Where the Payee's PSP is liable by virtue of this paragraph, it shall ensure that the amount of the Payment Transaction is at the Payee's disposal immediately after that amount is credited to the account of the Payee's PSP. The amount of this transaction shall be value dated on the Payee's payment account no later than the value date that would have been allocated had the transaction been correctly executed.

In the event that the Payee's PSP is not liable in accordance with the Law and the above paragraphs, POST Finance will be liable to you. In this case, POST Finance will, where applicable and without any unjustified delay, reimburse you the amount of the Payment Transaction that was non-executed or incorrectly executed and restore your Account to the state it would have been in if the Payment Transaction had not taken place. The value date on which your Account is credited may not be later than the date on which it was debited. However, this obligation does not apply if POST Finance can prove that the Payee's PSP did receive the amount of the Payment Transaction, even if execution of the Payment Transaction was simply delayed. In this case, the Payee's PSP shall allocate a value date to the amount of this transaction

on the Payee's payment account no later than the value date that would have been allocated had it been executed correctly.

In the case of a non-executed or incorrectly executed Payment Transaction where the Payment Order is initiated by or through the Payee, the Payee's PSP shall, on request and regardless of liability determined by Law or by this section, make immediate efforts to trace the Payment Transaction and notify the Payee of the outcome, at no charge to the Payee.

Furthermore, POST Finance shall be responsible for paying you the costs for which it is liable and any interest paid by you owing to the non-execution or incorrect execution (including late execution) of the Payment Transaction.

*** This information is provided for indicative purposes only. Only the provisions of the amended Law of 10 November 2009 relating to payment services may be invoked in the event of any dispute on this subject. For all information relating to the Payee's appeal channels and the liability of the Payee institution, please refer to the provisions of the amended Law of 10 November 2009 on payment services.*

Refunds for Payment Transactions initiated by or through the Payee other than SEPA Direct Debits (not applicable if you are not a Consumer):

You are entitled to a refund of an authorised Payment Transaction initiated by or through the Payee and which has already been executed, provided that:

- (a) the authorisation did not specify the exact amount of the Payment Transaction when the authorisation was made, and
- (b) the amount of the Payment Transaction exceeded the amount you could reasonably have expected taking into account your previous spending patterns, the conditions laid down by the Contract and the relevant circumstances of the case. You may not however invoke reasons associated with a currency exchange transaction if the reference exchange rate agreed with POST Finance was applied.

It is for you to demonstrate that these conditions have been met, upon request from POST Finance. If they have, the refund shall consist of the full amount of the executed Payment Transaction. The value date on which your Account is credited may not be later than the date on which it was debited.

You have no right to a refund if you gave POST Finance your direct consent to execute the Payment Transaction in accordance with the General Terms and Conditions and the Accompanying Documents and, where applicable, if information on the future Payment Transaction was provided or made available in an agreed manner to you at least 4 (four) weeks before the due date by POST Finance or by the Payee.

You have the right to request the refund of such an authorised Payment Transaction initiated by or through the Payee for a period of 8 (eight) weeks from the date on which the funds were debited.

Within ten business days of receipt of the refund request, POST Finance will refund you the full amount of the Payment Transaction or justify its refusal to refund it, indicating that it is possible for you to take your case to the CSSF in accordance with Article 106 of the amended Law of 10 November 2009 on payment services if you do not accept the justification provided. In any event, POST Finance cannot refuse to refund you if the conditions referred to in points (a) and (b) above have been met.

TPP

Only in the event that you have previously subscribed to Online Banking services (in accordance with the terms set out in the Online Banking Accompanying Document), you may authorise the initiation of a Payment Transaction from your Account by a PISP or access to and use of your Account information by an AISP and/or CBPII.

An AISP may under no circumstances be allowed to issue POST Finance Payment Orders.

You may grant a CBPII the right to receive, immediately and upon request, confirmation from us as to the availability of sufficient funds in your Account for the execution of a Payment Transaction. This confirmation by us will be a simple "yes" or "no" and will not imply the transmission of Account balance information or allow us to block funds in your Account. We will only grant such a request to a CBPII that has been identified by name by you via Online Banking or any other means of sending consent offered by the Bank.

POST Finance does not maintain any separate contractual relationship with a TPP that you have mandated: it is your sole responsibility to (i) appoint only duly authorised TPPs, (ii) enter into appropriate contract(s) with each TPP concerned in order to define the conditions under which they will provide you with their services and (iii) ensure that the TPPs comply with these General Terms and Conditions and, more generally, with the Contract, especially with regard to the rules for Authentication and secure communication with POST Finance.

Any TPP that you mandate will be treated as a Proxy for the purposes and within the limits of the contract concluded with this TPP. You access your Account via a TPP using your Security Credentials.

Notwithstanding the above, POST Finance reserves the right, particularly for security and fraud management reasons, to verify that a TPP is duly authorised/registered to provide its services. To do this, you acknowledge and agree that POST Finance may validly rely exclusively on the public registers of the CSSF or the European Banking Authority and cannot be held liable (except under the conditions set out in Article 13 of the General Terms and Conditions) if the information made available in these public registers is not accurate or is no longer correct.

POST Finance will receive and execute the Payment Orders issued by a PISP and/or forward the required information concerning your Account to an AISP if:

- the technical link has been satisfactorily established between POST Finance and the said AISP or PISP;
- the Payment Order has been transmitted in accordance with the requirements of POST Finance and with your Consent in the form agreed between you and the AISP or PISP;
- you have authorised said PISP to transmit the Payment Orders to POST Finance or said AISP to request information regarding your Account.

You agree that POST Finance may rely on all authorisations and consents provided by the TPP and that these will remain valid until you terminate your contractual relationship with the TPP directly with the latter. Thus, notwithstanding any notification of withdrawal of authorisation or consent to a TPP that you may send to POST Finance, but which it is unable to process, it is your responsibility to terminate the contract concluded with a TPP directly with the latter, in accordance with the terms of this contract (to which POST Finance is not a party).

In accordance with the Law, POST Finance reserves the right to refuse any request for access and/or any Payment Transaction initiated by you that uses account information services offered by an AISP or payment initiation services offered by a PISP, for objectively motivated and documented reasons relating to unauthorised or fraudulent access to your Accounts by said TPP, including the unauthorised or fraudulent initiation of a Payment Transaction.

In the event of unauthorised or fraudulent access to the Account by said TPP, including in the event of unauthorised or fraudulent initiation of a Payment Transaction, POST Finance will inform you, in the manner agreed between you and POST Finance, of the refusal of access and the reasons for this refusal. If possible, this information will be given to you before access is refused and at the latest immediately after said refusal, unless providing such information would be unacceptable for security reasons or prohibited under the relevant European Union or national law. Access to the Account will be unblocked as soon as the reasons for refusing access no longer exist.

You agree that when a TPP initiates Payment Transactions or accesses your Account, POST Finance will send it or make available to it all of information pertaining to initiation of the Payment Transaction and all relevant information to which POST Finance has access, as well as any other Account data that you have made available to the TPP. You further agree that upon transmission of the data to the TPP, the latter will be solely responsible for ensuring adequate protection under the laws on professional secrecy and Personal Data protection, whose levels of protection may differ depending on the country of establishment of the PSP.

Payment Transactions initiated for your Account by a TPP are subject to the provisions of the General Terms and Conditions and the Accompanying Documents, particularly in terms of deadlines and fees.

In the event that a Payment Transaction is not executed, incorrectly executed or executed late by a PISP, the provisions of the above sections relating to the notification procedure and the correction of such Payment Transactions and to the liability of POST Finance shall apply.

Standing Orders

A Standing order is a regular Credit Transfer of a fixed amount from your Account to another account, carried out by POST Finance in accordance with your instructions.

Specific forms are available at Points of Sale and on the Website for setting up, cancelling or modifying a Standing Order. Without prejudice to the shorter deadlines provided by the Law, POST Finance will set up the Standing Order as soon as possible and at the latest within 3 (three) Business Days of receipt. A Standing Order can also be set up, modified and cancelled via Online Banking.

In the event that there are insufficient funds in your Account, payment will be held back for 4 (four) Business Days, during which time POST Finance will check the balance of your Account and process the payment if the balance becomes sufficient. In the event that the payment cannot be executed on the fifth Business Day, it will be cancelled and you will be notified of its non-execution.

In the event of failure to process a Standing Order owing to insufficient funds, POST Finance will send you a non-execution notice as quickly as possible. If, on the next payment due date, sufficient funds are once again unavailable, POST Finance may terminate the Standing Order in full, thereby cancelling any future execution of the order, and apply processing fees without further communication.

The Payment Order is executed on the Business Day that you have chosen or the following Business Day (when the day chosen is not a Business Day). If the next Business Day falls in the following month, the Order will be processed on the previous Business Day.

SEPA Direct Debit(s)

If you are a Consumer

A SEPA Direct Debit is an act initiated by the Payee, consisting in debiting a variable or non-variable amount from your Account, by means of a Direct Debit order, knowing that you and the Payee may be established in two different countries within the SEPA area.

You must immediately notify POST Finance of any new Direct Debit order, providing either a copy of the Direct Debit order or the information contained therein.

Unless otherwise stated in any written communication to POST Finance, in accordance with the provisions of the General Terms and Conditions, you authorise POST Finance to perform any SEPA Direct Debit presented for payment by a Payee or a Payee bank, from your Account(s).

POST Finance executes the SEPA Direct Debit on the basis of instructions received from the Payee or his/her/its bank. These instructions must include the following information:

- the Account Holder's name;
- the Account Holder's Account number;
- the amount payable, denominated in euros;
- the execution date;
- the direct Debit order identification number;
- the date and signature of the Direct Debit order;
- the Payee's bank details in BIC and IBAN format.

You should immediately notify POST Finance of any cancellation or amendment of a Direct Debit order.

If you fail to report an amendment or the cancellation of a Direct Debit order to POST Finance and the Payee presents a payment request based on the old Direct Debit order, POST Finance, which cannot be aware of this amendment, will process this request. The Payment Order may be revoked at the latest by the Deadline on the Business Day preceding the day agreed for debiting the funds.

POST Finance is not required to verify the terms and amounts agreed between you and the Payee.

Within 8 weeks of the SEPA Direct Debit transaction on your Account, you have the unconditional right to reimbursement of the amount thus debited. To assert your right to reimbursement, you should send a written claim to POST Finance.

If you are a professional

Upon receipt of the first payment request based on a SEPA Direct Debit order, POST Finance will check whether the Direct Debit order information provided by the Payee or the Payee's bank corresponds to the copy or to the related information that you have given to POST Finance.

You are required to inform POST Finance as soon as you cease your commercial or professional activity.

Amounts debited on the basis of a SEPA Direct Debit order, or Payment Transactions initiated by or through the Payee other than SEPA Direct Debits, cannot be the subject of the right to a refund.

Credit Transfers

A Credit Transfer consists of any sum of money transferred by POST Finance on your instructions, from your Account to another account (POST Finance or other, national or international, inside or outside the EU). A Credit Transfer request can be made:

- Using a paper form in ABBL standard;
- Via Online Banking (including through a PISP under the conditions detailed above);
- Using Digicash;
- At the service window of a POST Point of Sale (only in euros to a SEPA account) or a Raiffeisen Point of Sale.

The tariff applicable to the above transactions is different and may be consulted in the Price List.

Requests for Credit Transfer Forms should be sent to POST Finance either using the order form or by post or email.

Credit Transfer Forms remain the property of POST Finance, which may demand their return by simple request.

Foreign Credit Transfer forms that do not meet Luxembourg standards, as defined by the ABBL, or POST Finance specifications, will not be accepted.

Paper Credit Transfer forms must be signed and dated by the Holder or the Proxy.

Paper Credit Transfer Forms may be submitted to POST Finance for execution by post, addressed to POST Finance, or at a POST Point of Sale service window.

In the case of Account closure, any unused Forms should be destroyed by the Holder.

A Credit Transfer can be of any amount, but only within the limits of the account balance and any Overdraft authorised for the Account.

The amount of a Credit Transfer may also be subject to certain limits in mobile applications and through Online Banking.

In the event that there are insufficient funds in your Account, the Payment Order will be held back for 4 (four) Business Days, during which time POST Finance will check the balance of your Account and process the payment if the balance becomes sufficient. In the event that the payment cannot be executed on the fifth Business Day, the Payment Order will be cancelled and you will be notified of its non-execution.

In the case of foreign currency Credit Transfers, POST Finance will apply the exchange rate specified in the Price List.

In the case of Credit Transfers executed at a POST Point of Sale service window on the order of the Holder or the Proxy alone, you will receive a receipt showing the details of the transaction.

Exchange rates

For outgoing payments in an EEA Currency destined for a country subject to the European Payment Services Directive and for incoming payments if both currencies are EEA Currencies, POST Finance will inform you of the exchange rate to be applied by telephone (8002 8004).

Changes in exchange rates will apply immediately and without notice, provided that these changes are based on the reference exchange rates set in accordance with the Price List. You will be informed of the exchange rates that will apply to you, in accordance with reference rates, based on the agreed terms for the provision of information in 4.5 and 14 of the General Terms and Conditions. You will be informed of any exchange rate changes that are not based on a reference rate in accordance with the terms agreed in Article 10.1 of the General Terms and Conditions. However, changes in exchange rates that are in your favour will be applied without notice.

You understand and agree that in the context of providing the Services, the exchange rates applicable to Payment Transactions may fluctuate and that, as a consequence, the exchange rate for a Payment Transaction will be based on the rates in force at the time of execution of this Payment Transaction and may therefore differ from the rates communicated to you prior to the execution of the Payment Transaction.

If the currency of the Account differs from the currency of a Payment Order, POST Finance will perform the conversion at the market exchange rate for incoming funds or, for outgoing funds, at the market sale exchange rate, available by calling 8002 8004.

For your outgoing Payment Orders involving conversion between the Euro and an EEA Currency other than the Euro and as soon as the conversion is to be effected in the State where the EEA Currency is the official currency, POST Finance will ensure that the amount of the Payment Transaction is credited to the Payee's PSP account no later than the end of the fourth Business Day following your Order.

Fees

POST Finance applies its current rates. You remain liable for the fees due, even if their payment is only required after the Account has been closed.

If you are a Consumer

The fees are defined in the Price List, which is available free of charge at Points of Sale and may be consulted on the Website. Moreover, the Price List was given to you before the Contract entered into force.

Before each Individual Payment Transaction, you undertake to inform yourself about the rates specifically applicable to said Payment Transaction.

When you act as a Payee in the context of a Payment Transaction, you authorise POST Finance to debit from the amount to be credited to your Account any fees owed to POST Finance, before crediting your Account, as soon as these fees are identifiable in the information provided by POST Finance.

More generally, you authorise POST Finance to automatically debit the fees due to POST Finance from your Account.

Furthermore, you agree that you will be charged additional fees, in particular if you are notified of POST Finance's refusal to execute a Payment Transaction, in the event of an approved revocation of a Payment Transaction or in the event of recovery of a Payment Transaction following the provision of an incorrect Unique Identifier by you, in accordance with the above provisions.

If you are a professional

You agree that you will be invoiced for all costs incurred in fulfilling the information obligations and the corrective and preventive actions incumbent upon POST Finance under the Agreement.

Notification in the event of fraud or security threats

In the event of suspected or actual fraud or security threats, POST Finance must inform you of the fact by any means of communication agreed under Article 14 of the General Terms and Conditions.