

INFORMATION ON THE REGIME OF PROCESSING PAYMENT ORDERS AND THE OPERATION OF THE BANK'S BRANCHES AT THE TURN OF YEARS 2020/2021

I. PAYMENT SERVICES

Deadlines for submitting payment orders to the Bank on 31.12. 2020

FORM OF SUBMISSION	TYPE OF ORDERS	PAYM. WITHIN THE BANK	SEPA PAYMENTS TO OTHER BANK	CROSS-BORDER PAYMENTS
Branch /Mail/ Fax (Payments with/without conversion)	Urgent payments	---	to 1:00 pm	to 1:00 pm
	Standard payments		to 1:00 pm	to 1:00 pm
	Standing orders Direct Debit Author. Deposit/Withdrawal		to 1:00 pm	
Electronic banking (Payments without conversion)	Urgent payments	---	to 4:00 pm	to 1:00 pm
	Standard payments		to 9:30 pm	to 3:00 pm
	Standing orders Direct Debit Author.			to 9:30 pm
Electronic banking (Payments with conversion)	Urgent payments	---	to 2:30 pm	to 1:00 pm
	Standard payments		to 3:00 pm	to 3:00 pm

Note:

Standard SEPA payments debited from the accounts of payers on 31.12. 2020 will be credited to accounts of other banks at the beginning of the year 2021.

Payments sent via electronic banking on 31.12. 2020 after 9:30 pm, will be debited from the accounts of payers at the beginning of the year 2021.

II. OPENING HOURS OF BRANCHES

Opening hours of the Bank branches during the holidays:

DATE	BRANCHES	OPENING HOURS
24.12. 2020	all branches	closed
25.12. 2020	all branches	closed
26.12. 2020	all branches	closed
31.12. 2020	all branches	open to 1:00 pm
1.1. 2021	all branches	closed
6.1. 2021	all branches	closed

On other days the Bank's branches provide services under the standard opening hours.

Infoline +421 2 6920 2090 is available every day from 7:00 am to 10:00 pm except for 24.12. 2020, when it is available in shortened time from 7:00 am to 6:00 pm.