

Annex 3 of the GBT – Technical Information

1 Introduction

1.1

This Technical Information specifies information for Authentication and Authorization, administration of Payment Transactions, rules for settling Unauthorized and Incorrectly Executed Payment Transactions, for negotiating and settling Foreign Exchange Trades, and rules for Phonebanking, 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 authentication. BankServis uses a knowledge factor (Client Number and PIN communicated to the Client) and a possession factor (Authentication Device).

A Citfin staff member authenticates the Client and then sends the Authentication Code to the Authentication Device.

2.2 Authorisation

When a Payment Transaction is authorised by logging into BankServis, the knowledge factor (Client Number and PIN) can be overridden in one session. Clients logging into BankServis with both the knowledge factor and the possession factor can confirm the Payment Transaction with just the possession factor.

A Citfin staff member authenticates the Client and then sends the Authentication Code to the Authentication Device.

2.3 Authorisation Code

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

- a) A telephone with the registered mobile number specified in the Contract for receiving the Authorisation Code at the request of the Client when logging in to BankServis, or when Citfin asks for it in Phonebanking, or when Foreign Exchange Trades are arranged through the Dealing Department, or when information about the Account is provided;
- b) A Token provided by Citfin, which the Client instructs to generate an Authentication Code.

Citfin will not provide the Client with the requested Service unless the Authentication Code is communicated during Authentication or Authorisation and it is the correct Authentication Code.

2.4 Backup Authentication

Should the Client be unable for technical reasons on the side of Citfin to use the Authentication Code for a Service that requires Authorisation/Authentication, Citfin is entitled to ask for Backup Authentication. Backup Authentication consists of a verification of the Client's identity from a recorded phone call to the Client at the Client's registered mobile number, during which the Client identifies himself or herself by providing Client Number.

On the Client's side, Backup Authentication can be used by the Client to request the blocking of communication and Authentication Devices.

2.5

Depending on the combination of Services selected, Citfin will provide the Client with the PIN and/or Token once a Contract has been signed by the Client in person or via the web interface for online Client onboarding, or upon receipt of the signed Contract by Citfin through Registered Email with acknowledgement of receipt. Citfin will send the Client Number encrypted to the Client at his or her Registered Email after BankServis has been activated.

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

An Outgoing Payment Transaction will be executed by Citfin:

- a) if there are sufficient funds in the Account to settle it;
- b) if the cut-off time published at www.citfin.cz for sending the Payment Order and covering the funds in the Account is not later than the Payment Transaction's maturity date indicated on the Payment Order. Otherwise, the Payment Order will be deemed as accepted at the beginning of the next business day.

3.3

An Outgoing Payment Transaction Order is required to 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	✓	P in IBAN form – countries for which IBAN is required are available at www.citfin.cz
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 the entered BIC (or SWIFT) does not correspond with either the Payer's or Beneficiary's cash account, the payment will be redirected to the Payer's or Beneficiary's financial institution according to its stated BIC (or SWIFT)		✓

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 3.4;	✓	✓
Client's signature	✓	✓
Payment instructions pursuant to Article 3.6		✓

Before entering a Payment Order in a foreign currency, check the current Citfin Payment Instructions, which can be found at www.citfin.cz, for any specifics.

3.4

The speed of a Payment Transaction refers to:

- a) **NORMAL** - if the Client specifies **NORMAL** in the Payment Order and it is delivered to Citfin no later than 5:00 p.m., the Payment Transaction will be executed on the same day at the **NORMAL** payment rate, 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 specifies **URGENT** in the Payment Order and it is delivered to Citfin within the cut off time specified at www.citfin.cz.

Only payments in EUR, USD, GBP, and CAD can be made in an **URGENT** payment order. **URGENT** payment orders in EUR currency can be placed via BankServis until 3:00 pm on a workday. **URGENT** payment orders in other currencies can be placed via BankServis until 1:00 pm on a workday.

Funds in domestic currency will be received by the Beneficiary's bank on the same business day.

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

Funds in local currency will be delivered at latest to the Beneficiary's foreign bank by the next workday.

3.5

Payment deadlines may be extended if Citfin is required to comply with the Anti-Money Laundering Act. In foreign Payment Transactions, the time required to credit funds to the Beneficiary's bank account will be affected by national holidays in both the country of the Payment Transaction's currency and in the country of the Beneficiary's bank. For Payment Transactions outside the EEA, the time required for them to be credited to the Beneficiary's bank account

depends on how Correspondent Banks process the Payment Transaction.

3.6

Charging method refers to:

- a) **OUR** (all charges - fees charged by the Payer's and Beneficiary's financial institutions, and also the fees charged by Correspondent Banks, if any - are covered by the Payer);
- b) **SHA** (fees charged by the Payer's financial institution are covered by the Payer, while fees charged by the Beneficiary's financial institution and Correspondent Banks, if any, are covered by the Beneficiary);
- 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 entered on the Payment Order for payment in the above currencies and countries, Citfin is entitled to change the type of bank charges to **SHA**. 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 the Foreign Correspondent Bank for Payment Transactions outside the EEA may change **OUR** to **SHA** or **BEN**. If so, the Beneficiary may receive less than what has been sent depending on the fee type.

3.8

The moment of receipt of a Payment Order is when Citfin receives it directly from the Client or at the Client's initiative. The moment of acceptance of an Indirect Payment Order is the moment when Citfin receives it from a Third Party.

If the Client initiating the Payment Transaction and Citfin agree to execute the Payment Transaction at a certain time when certain conditions are met or at the end of a certain period ("deferred maturity of a Payment Order"), the moment of acceptance will be considered the moment so determined.

3.9

Should Citfin notifies the Client of discrepancies in the Payment Order, the Client can opt from the moment of notification to revoke the Payment Order by 5:00 p.m. of the next workday. The notification will be either phoned or messaged through BankServis. Citfin will also warn the Client of any consequences from an executed Payment Order. Unless the Payment Order is revoked by the Client:

- 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. Nonetheless, the Client acknowledges that, in either case, Citfin will not be held liable for any loss that may be caused to the Client from having executed the Payment Order.

4 Unauthorised Payment Transaction:

4.1

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

- a) up to the equivalent to EUR 50 should the loss have been caused by use or misuse of a lost or stolen Authorisation Device or by compromise, breach, or abuse of either BankServis 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:
 - Failure to take all reasonable measures to protect the security features of the Authentication Device, BankServis and Phonebanking in compliance with General Business Terms when using them and, in particular, immediately upon receipt of the Authentication Device and access to BankServis and Phonebanking;
 - Failure to notify Citfin without undue delay of the discovery of any loss, theft, misuse or unauthorised use of the Authorisation Device, or compromise, breach or abuse of BankServis or Phonebanking.

4.2

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

4.3

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

4.4

Should Citfin be held liable for the loss caused by an unauthorised Outgoing Payment Transaction, Citfin shall promptly, although no later than by the end of the next workday subsequent to the Client discovering or reporting to Citfin the unauthorised Outgoing Payment Transaction:

- a) restore the Account from which the debit of the Outgoing Payment Transaction took place to its state had it not been debited; 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.

4.5

The time limit for rectifying an unauthorised Outgoing Payment Transaction does not commence until Citfin has cause to believe that the Client has acted fraudulently, provided it communicates to the Supervisory Authority in a written notification the reasons for believing it.

5 Incorrectly Payment Transaction Processed by Citfin

5.1

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

- a) restore the Account from which the debit of the Outgoing Payment Transaction took place to its state had it not been debited; 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.

5.2

This only applies to an incorrectly processed Outgoing Payment Transaction not credited to the account of the Beneficiary's provider prior to the Client notifying Citfin that he or she will not be insisting on the execution of the Outgoing Payment Transaction, where Citfin can provide evidence of a credit to the Client's account and, where applicable, to the Beneficiary's provider.

5.3

Unless the Client notifies Citfin that it will not be insisting on the execution of the incorrectly processed Outgoing Payment Transaction, Citfin will forthwith arrange for the amount of the incorrectly processed Outgoing Payment Transaction to be credited to the account of the Beneficiary's provider and:

- a) restore the Client's 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 for the Beneficiary, the Outgoing Payment Transaction will be considered correctly executed by Citfin. Nevertheless, Citfin will make every effort to return the funds from this Outgoing Payment Transaction to the Client.

5.4

Any indirectly given Payment Order to execute a Payment Transaction that contradicts a Payment Order submitted by the Client to the provider of the Indirect Payment Order will be deemed incorrectly executed, even if it has been executed in accordance with the received Payment Order. Citfin will be obligated in such cases to correct the incorrectly processed Payment Transaction for the Client.

6 Executed and Settlement of Foreign Exchange Trades

6.1

Exchange transactions can be arranged on business days between 8:00 am and 5:30 pm from Monday to Thursday. Foreign Exchange Trades can be arranged from 8:00 am to 5:00 pm on Friday.

6.2 Arranging a Spot Trade

Instructions for arranging a Spot Trade must contain the following data:

Required information	Spot trades
ISO code of the currency being purchased by the Client	✓
ISO code of the currency being sold by the Client	✓
Currency amount	✓
Exchange rate	✓
Type of Foreign Exchange Trade	✓
Dates Foreign Exchange Trade arranged and settled	✓

6.3 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
ISO code of the currency being purchased by the Client	✓
ISO code of the currency being sold by the Client	✓
Currency amount	✓
Spot rate at which the Order is to be executed (the rate requested by the client)	✓
Order type selected according to Citfin's current offer at www.citfin.cz	✓
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	✓

6.4 Currencies and Arrangement of Foreign Exchange Trades

The Client may arrange Foreign Exchange Transactions with Citfin in the following currencies and in the following ways:

Currency	Online Foreign Exchange using BankServis	Spot Trades Arranged through Dealing Department	Exchange with a BankServis Exchange Rate List
CZK	✓	✓	✓
EUR	✓	✓	✓
USD	✓	✓	✓
GBP	✓	✓	✓
CHF	✓	✓	✓

NOK		✓	✓
SEK		✓	✓
JPY		✓	✓
PLN	✓	✓	✓
CAD		✓	✓
HUF	✓	✓	✓
DKK		✓	✓
AUD		✓	✓
RON	✓	✓	✓
CNY		✓	✓
AED		✓	✓
BGN		✓	✓
HKD		✓	✓
ILS		✓	✓
MXN		✓	✓
NZD		✓	✓
SAR		✓	✓
SGD		✓	✓
THB		✓	✓
TRY		✓	✓
ZAR		✓	✓

6.5 Foreign Exchange Trade Limits

An order to execute a Foreign Exchange Trade must meet the limits listed in Articles 6.6.

Citfin sets no minimum limits for Foreign Exchange Trades except for an Order, see Art. 6.7.

6.6 Maximum Limits

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

- The maximum online Exchange Volume 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 Foreign Exchange is CZK 5,000,000, or equivalent in another currency, unless otherwise specified.

Citfin is entitled to cancel Spot Trades arranged through BankServis that exceed the daily limit, if the Client exceeds the maximum daily limit, and carry out opposite or mirror transactions to the original Spot Trade under the same

conditions as the originally agreed and executed Spot Trade. The Confirmation is sent to the Client immediately.

6.7 Currencies and Minimum Limits for Orders

In the case of Orders for:

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

7 BankServis

7.1

If the Client and Citfin contract for this option, they will use BankServis to communicate between each other. The Client may designate any number of Authorized Account Holders. Each of them may be assigned specific rights and payment limits, namely those listed below:

- a) Administrator / Active – Authorized Account Holder may enter Payment Transactions for the transfer of funds from the Account;
- b) Active 2 signoffs required Option 1 - Authorized Account Holder may enter Payment Transactions from the Account provided the Client - an individual from a legal entity or the legal entity's statutory body - verifies the Payment Transaction;
- c) Active 2 signoffs required Option 2 - Authorized Account Holder may enter Payment Transactions from the Account provided the Payment Transaction is verified by another Authorized Account Holder with active rights;
- d) Passive - Authorized Account Holder has access to information relating to the balance and Payment Transactions in the Account.

7.2

BankServis is secured with a digital certificate issued by "Globalsign" for the server www.bankservis.cz and encrypting the communication between the Client and Citfin. The Client is not authorised to perform operations on the www.bankservis.cz server that are not encrypted by this certificate. Citfin is entitled to refuse to carry out any action and/or to provide information unless it has been verified in accordance with the General Business Terms.

7.3

Fulfilment of the following conditions by the Client is required for use of BankServis:

- a) Access to a computer connected to the internet, where the address for logging in to BankServis is www.bankservis.cz;
- b) A registered mobile number activated in the network of any mobile operator in the Czech Republic (individual verification is always required for the use of BankServis with a mobile number registered outside of the Czech Republic); or
- c) Token provided by Citfin to receive Authentication Codes; or
- d) Registered email address for activating or renewing access to BankServis.

7.4

The Client is allowed to use BankServis 24 hours a day. However, Citfin is entitled to limit or interrupt operation of BankServis for the amount of time required to maintain it.

Citfin is entitled to deliver any notifications to the Client using BankServis, and to provide the Client with information on the status of Payment Transactions handled in accordance with the Payment Systems Act.

Should there be an outage of BankServis and any other means of communication specified in these General Business Terms and the Corporate Account Agreement, Citfin and the Client will communicate with each other via www.citfin.cz.

8 Trading in BankServis - Online Trading in BankServis

8.1

Online Trading service in BankServis covers Spot Trades with a Spot Rate offered individually by BankServis.

Rights assigned to Authorized Account Holder for Online Trading:

- a) Administrator;
- b) Active;
- c) Active 2 signoffs required (Client);
- d) Active 2 signoffs required (any Authorized Account Holder).

7.1. provides a detailed description of rights.

Online trading is available on weekdays 8:00 am - 5:30 pm from Monday to Thursday. Online Trading can be arranged from 8:00 am to 5:00 pm on Friday. Citfin reserves the right in exceptional cases to not provide Online Trading for a certain period of time, in particular were a service unavailable, for example due to a data service failure or an ongoing outage or downtime.

8.2

Spot Trades are arranged through Online Trading, a service available in BankServis:

- a) Here, the Client selects the parameters below for a Foreign Exchange Trade in the Online Trading tab:
 - Client-sold currency;
 - Client-purchased currency;
 - Volume in the Foreign Exchange Trade to be purchased or sold;
 - Settlement date:
 - i. T+0 - Foreign Exchange Trade settled on the current workday (to settle a Foreign Exchange Trade on the same workday, it has to be entered by the cut-off time displayed on www.citfin.cz);
 - ii. T+1 - Foreign Exchange Trade settled on the following workday;
 - iii. T+2 - Foreign Exchange Trade settled on the second following workday.
- b) After the Foreign Exchange Trade parameters above have been filled, the Client will ask for the price, which is the currently offered Spot Rate for 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 Trade. If the Spot Trade is not confirmed within the given time limit, the Spot Trade is not concluded.

If the Client accepts the exchange rate offered, by selecting "Confirm Trade", the Foreign Exchange Trade becomes

binding with the parameters the Client gave when requesting the rate and at the rate offered by Citfin. The Confirmation is then sent to the Client as set out in the General Business Terms.

Foreign Exchange Trades may also be concluded with an Exchange Rate List, at the exchange rate set by Citfin's therein at the time the Foreign Exchange Trade is negotiated. The Exchange Rate List can be found in BankServis and at www.citfin.cz.

The Client acknowledges and agrees that Citfin is entitled to cancel unilaterally any Foreign Exchange Trade concluded by Online Trading or with the Foreign Exchange Rate List from BankServis with immediate effect in the following cases:

- a) Should the agreed exchange rate differ significantly from the current market exchange rate provided by an information source at Citfin that is valid when the Foreign Exchange Trade is concluded;
- b) If the Foreign Exchange Trade has been concluded at the wrong exchange rate (for example, the exchange rate for the purchase of currency was used for the sale of currency or the exchange rate was set incorrectly because of technical problems at of Citfin);

In either case, Citfin is entitled to execute a new Foreign Exchange Trade either by reversing the original Foreign Exchange Trade or in a mirrored transaction under the same terms and conditions as the originally agreed and executed Foreign Exchange Trade, with the Client subsequently receiving a Confirmation.

9 Phonebanking

9.1

Mutual communication between the Client and Citfin may take place via Phonebanking.

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) Token provided by Citfin to receive Authentication Codes.

9.2

Phonebanking is available at selected Citfin phone lines, where the current version is always listed at www.citfin.cz. The Client delivers all details of the Payment Order to Citfin in accordance with the General Business Terms when it provides them to Citfin. When the Client phones, he or she will identify himself or herself with the Client Number received when the Contract is concluded and with the Authentication Code received in accordance with the General Business Terms.

Providing the code lets Citfin log in to BankServis as a shadow account holder and execute the Client's Payment 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 will be sent the Authentication Code in accordance with the General Business Terms and the Client will communicate it to Citfin in order for the Client to execute the Payment Transaction.

9.3

Should the Client request a Payment Transaction on behalf of somebody else whose details have not been entered into the system yet, in other words the person's first ever Payment Transaction, the Client will be obliged to provide Citfin in advance with a reference, such as the relevant invoice, as a scanned copy attached to the email message. By communicating the Authentication Code to a Citfin staff member, the Client agrees with the Payment Order's parameters, agreeing that it is correct.

The Client may use Phonebanking services on business days from 8:00 am to 5:30 pm from Monday to Thursday. Phonebanking Services can be used from 8:00 am to 5:00 pm on Friday. Citfin reserves the right not to provide Phonebanking services for a certain period of time in exceptional cases, especially due to external circumstances or force majeure.

10 Citfin API

10.1

Citfin API is a service that allows the Account to be accessed through an automated online interface. It calls up a data channel designed to connect the Citfin system with applications operated by Third Parties.

10.2

A condition for gaining access to Citfin API is a signed amendment to a contract authorizing the use of Citfin API. Any person can obtain access to Citfin API pursuant to Art. 7.1 of this document/hereto.

10.3

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

10.4

A code generated by the Token (a mobile token) is entered to authorise use of individual services in Citfin API and it determines the scope of these Services. The instruction generating the code is valid for 90 days from when the right to access Citfin API is granted. 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.

10.5

An Indirect Payment Order can 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 a case, Citfin is obliged to accept the Indirect Payment Order and execute the requested Payment Transaction. Citfin will promptly notify the Third Party that it has accepted the Indirect Payment Order and execute the Payment Transaction in accordance therewith. An Indirect Payment Order cannot be revoked once Citfin has sent the acceptance thereof to the Third Party.

10.6

Citfin is entitled to refuse an instruction to implement the Citfin 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 legislation entitles or obligates Citfin to refuse the instruction.

10.7

Should Citfin intend to refuse execution of a Service in Citfin API, it shall communicate to the Client the reasons for the refusal in a message sent to BankServis. If this option is not available, Citfin will inform the Client without undue delay after the refusal. This does not apply if this would jeopardize the security of the payment. Citfin will furthermore explain to the ČNB without undue delay the reasons for the refusal. Citfin will also communicate to the Client in the above manner should a Service in Citfin API be permanently blocked because the Client repeatedly authorised an instruction incorrectly to execute the Service in Citfin API.

10.8

Detailed information on how Citfin API works is available in the Citfin API Manual at the Citfin website.

11 Client API

11.1

Client API is an application interface for processing Payment Transactions and providing information on all activities the Client makes on the Account through Citfin. It is a one-way flow of information towards the Client.

11.2

Any Authorized Account Holder can obtain access to the Client API Service with both active and passive BankServis rights. Access to the Client API Service will be enabled upon request and after SMS authentication of the Authorized Account Holder.

11.3

A Token will be generated for the Authorized Account Holder to access the Client API Service, which will be emailed to the Authorized Account Holder in a zipped file.

11.4

Within the Client API Service, only the Token issued to the Authorized Account Holder will authenticate and authorise him or her.

12 Technical Information Validity

12.1

This Technical Information is valid as of February 12, 2025.