

## PAYMENT ACCOUNT SWITCH SERVICE GUIDELINE

The Account Switch Service allows you to transfer the payment services from any payment service provider located in Romania ("previous PSP") to UniCredit Bank, within 13 business days.

This guideline contains the steps and procedures that you need to follow, as well as the roles of the two payment service providers involved in supplying the Account Switch Service.

### I. WHICH ARE THE TRANSFERABLE PAYMENT SERVICES?

The Account Switch Service enables you to transfer:

- ✓ your direct debit mandates for utility bill payments;
- ✓ your standing orders;
- ✓ your recurrent incoming payments (e.g. salary, rent, pension, social benefits);
- ✓ any positive balance left in your old account.

Also, apart from transferring services, you may require the closure of your old current account, without further formalities.

### II. TERMS USED

- a. **Authorization:** the "[Authorization for payment account switch](#)" form by which you request the transfer of the payment services owned at your previous PSP to an account opened at UniCredit Bank.
- b. **Previous payment account:** the payment account previously opened at previous PSP, specified in the Authorization, from which you wish to perform the transfer of the payment services referred to in the Authorization.
- c. **Execution Date:** is the date on which UniCredit Bank and the previous PSP must execute the transfer instructions that you indicate in the Authorization. This date is never under 13 business days or greater than 60 business days from the date the Authorization is received by UniCredit Bank.
- d. **Previous PSP:** the Payment Service Provider from Romania at which you have opened the previous payment account and that performs, following the Authorization, the transfer of the payment services and information concerning the account and the payment operations made through it.

### III. STEPS OF THE PROCESS

The Account Switch Service requires just a few simple steps. All you need to do is pay a quick visit to the bank and we will take care of everything.

Before choosing to transfer the bank account that you opened at another payment service provider located in Romania to UniCredit Bank, you must make sure that UniCredit Bank is able to offer you the products and services you wish to transfer.

If you receive confirmation that such products and services are available, then all you need to do is fill in the documentation necessary for opening the payment account and the [Authorization](#), the form by which you empower UniCredit Bank to proceed in following all the necessary steps for transferring the payment services from your previous PSP, at the execution date indicated by you in the Authorization.

The process steps, described in time cycles based on the banking days, are the following:

**Day A** – the date the Authorization is received by UniCredit Bank

Visit any UniCredit Bank office in order to fill out the Authorization. The only document that you need to present is the original

Identity card that has to be valid on the submission date.

The payment service transfer is made between same currency payment accounts, hence it is necessary to open a payment account at UniCredit in the currency of your previous payment account, in case you do not own one already.

Necessary information for filling out the Authorization:

- ✚ IBAN code and the currency of the previous payment account opened at the previous PSP;
- ✚ If you transfer direct debit mandates for utility bill payment, it is necessary to communicate the following: Payee name, Payee IBAN Code or Creditor Identifier (only for interbank DD) and its corresponding currency, Payee Identification Code (subscriber code, policy no., customer code, billing code, etc.), maximum amount, person on whose behalf the payment is made;
- ✚ If you transfer standing orders, it is necessary to communicate the following: Payee name, Payee Account/ IBAN Code, Bank at which the Payee opened its account, payment frequency (daily, weekly, monthly, half-yearly, quarterly, biannually, annually), Payment Day (1–31), payment amount and currency;
- ✚ If you wish UniCredit Bank to no longer accept collections via credit transfer (recurrent incoming payments – e.g. salary, rent, pension, social benefits) it is necessary to communicate the following: Payer name, Payer IBAN Account and account currency;
- ✚ In case you wish for UniCredit Bank to notify the payers with recurring payments or the direct debit payees indicated in the Authorization, it is important to provide their full contact details, needed for notification purposes. In case you opt for notifying yourself the payers with recurrent payments/ direct debit payees indicated in the Authorization, our standard letters will be made available for you, as to notify them about the details of your new payment account.

Upon signing the Authorization, we shall hand you a copy of it and contact your previous PSP in order to start the process.

**Day B (2 business days following Day A)** – the maximum deadline until which UniCredit asks the previous PSP to execute the provisions laid down in the Authorization

- ✓ UniCredit Bank asks the previous PSP to send them the following:
  - a list of the existing standing orders made for credit transfers, and the available information concerning the direct debit mandates being transferred;
  - available information about the recurrent incoming payments made by credit transfer and the direct debits initiated by the creditor, made to your payment account within the last 13 months;

Note: If you wish so, UniCredit Bank shall ask the previous PSP to send you as well the above-mentioned information.

- ✓ As of the Execution Date, UniCredit Bank shall ask the previous PSP:
  - to no longer accept direct debits and collections via credit transfer;
  - to cancel the standing orders;
  - to transfer in your UniCredit Bank payment account any positive balance left on your previous payment account;
  - to close the previous payment account;

All in line with the instructions you provide in the Authorization.

**Day C (5 business days following Day B)** – the maximum deadline until which your previous PSP replies to UniCredit Bank's request made on Day B

- ✓ Your previous PSP sends to UniCredit Bank:
  - A list of all the standing orders that you indicated in the Authorization;
  - The information available about the direct debit mandates you indicated in the Authorization;
  - The information available on recurrent incoming payments and the direct debit payments corresponding to the mandates indicated by you in the Authorization, executed within the last 13 months.

You will also receive such information in case you expressly request this into your Authorization.

This is the maximum deadline until which you can withdraw the Authorization. In case you decide to withdraw the Authorization, you may do so by filling in the "[Cancelation of the Authorization for payment account switch](#)" form, and submitting it to any UniCredit Bank office, as well as to your previous PSP head office.

**Day D (5 business days following Day C)** – the maximum deadline until which UniCredit Bank takes the following actions:

- ✓ Notifies the payers with recurrent payments/ direct debit payees indicated in the Authorization about the UniCredit Bank payment account details, and sends them a copy of the Authorization (Section 1), in case you have not chosen to personally inform them. If you have opted for the latter, it is important to provide us with their full contact details;
- ✓ Takes all the necessary steps to accept the direct debits as of the date you indicated in the Authorization;
- ✓ Sets the standing orders for the credit transfers requested in the Authorization.

**Day E (Execution Date – minimum 13 business days, maximum 60 business days following Day A)** – the Execution Date that you indicated in the Authorization

Is the date on which UniCredit Bank and your previous PSP carry out the following:

• **UniCredit Bank:**

- ✓ executes the standing orders, if indicated in the Authorization;
- ✓ sets in its own system the direct debit mandates you indicated in the Authorization. In case of interbank direct debit mandates, enlist the mandates also in RUM.

• **Previous PSP:**

- ✓ no longer accepts the recurrent incoming payments indicated by you in the Authorization;
- ✓ no longer accepts the direct debit instructions corresponding to the direct debit mandates indicated in the Authorization;
- ✓ if indicated in the Authorization, transfers any positive balance (available at the Execution Date, after all the obligations outstanding towards the Bank are discharged) from the previous payment account to the new one opened at UniCredit Bank. In order to ensure the operation continuity, the balance transfer shall be performed at the beginning of the day;
- ✓ if indicated in the Authorization, closes the payment account, except for the following circumstances:
  - you have outstanding obligations attached to that payment account;
  - the payment account is used for other services you contracted – e.g. credit, credit card, overdraft, deposits, investment products, including cheque payments, bills of exchange or promissory notes;
  - the payment account is seized or frozen, in accordance with the legal provisions, in order for you to fulfill the obligations undertaken towards the previous PSP/ third parties.

In case the previous payment account cannot be closed, your previous PSP shall notify you of this matter, indicating as well its reason.

Once the payment account is closed, all other agreements concluded for payment products and services terminate, including those for direct debit, standing orders, debit card, electronic communication services (i.e. Internet Banking, Mobile Banking).

#### IV. FEES CHARGED FOR THE ACCOUNT SWITCH SERVICE

The Account Switch Service is free of charge. The service costs for transferring the balance, activating and deactivating the standing orders and closing the payment account are the ones valid under the contractual terms concluded with UniCredit Bank/ your previous PSP.

In case you opt for UniCredit to notify the payment account switch by mail to the payers indicated in the Authorization, that make recurrent payments via credit transfer or to the payment payees specified in the Authorization that use the direct debit facility, the following fees shall be charged (the fees represent the actual mail costs):

- RON 6.3 + VAT/ written notification with acknowledgement of receipt sent in Romania
- RON 24.3 + VAT/ written notification with acknowledgement of receipt sent outside Romania

In order to avoid such charges, we recommend you to ask your payees/ payers to provide you with a valid correspondence e-mail address for notification purposes.

#### V. EXTRAJUDICIAL DISPUTE RESOLUTION PROCEDURES

In order to settle possible disputes with the Bank, you have the possibility to address this matter to the Centre for Alternative Dispute Resolution in Banking Sector, with its registered office in Bucharest, at 24, Sevastopol street, district 1, Phone: (021) 9414, website [www.csalb.ro](http://www.csalb.ro).

In addition, you may submit your complaints to the National Authority for Consumer Protection (ANPC) – Bucharest, Aviatorilor Boulevard 72, district 1 – Romania, Phone: 021/9551, e-mail: [cabinet@anpc.ro](mailto:cabinet@anpc.ro), [www.anpc.gov.ro](http://www.anpc.gov.ro) or at its territorial units.

Moreover, you are entitled to make use of the extrajudicial proceedings, including mediation.

For further clarifications and information on the Account Switch Service, please contact us at INFO Centre, by dialing - (021)2002020 (normal call costs for Telekom Romania landline network) or \*2020 (normal call costs in the mobile networks of Telekom Romania, Vodafone, Orange, RCS&RDS), service available 24/7.

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**UniCredit Bank S.A.** Member of the UniCredit Group, company with a two-tier management system, with its registered office in Romania, Bucharest, 1F, Expoziției Boulevard, district 1, registered with the Chamber of Commerce and Industry under no. J40/7706/1991, in the Bank Registry under no. RB-PJR-40-011/18.02.1999 and with The National Supervisory Authority For Personal Data Processing under notification no. 10964, tax reference number 361536, fiscal attribute RO, and a subscribed and paid-up share capital of RON 379,075,291.20 – SWIFT code: BACXROBU