

## TIME OF RECEIPT AND EXECUTION OF PAYMENT ORDERS (CUT OFF TIME)

### A/ NATIONAL PAYMENT SYSTEM

#### A/1. NATIONAL PAYMENT SYSTEM IN EURO (CASHLESS PAYMENTS)

Order	Order receipt	Order execution
<b>Electronic payment orders external</b>	by 16:15	Same day
<b>Urgent orders</b>	by 16:00	Same day
<b>SCT Instant payment orders**</b>	by 23:59	Same day
<b>Electronic payment orders internal</b>	by 23:59	Same day
<b>EUR orders with cover in foreign currency*</b>	by 16:15	Same day
<b>Orders on paper received in Bank's branch offices</b>	As per Timetable applied in retail payment transactions	
<b>Orders on paper received at FINA</b>	As per FINA's Timetable	

\* In foreign currency applying the Bank's exchange rate list, execution within the set term presumes accuracy of received order, which, among other, implies sufficient cover in payer's account with the Bank.

\*\* SCT Instant payment orders are executed the same day, on working and non-working days, the crediting of the payee's account is expected within 10 seconds as of the receipt of order from the payer's payment system service provider. The mentioned 10 seconds start running after the Bank exerts all required controls of accuracy in line with the General Operating Terms of Privredna banka Zagreb d.d. for transaction accounts and performance of payment and other services for non-consumers, and confirms the receipt of order with a Time Stamp. The time indicated on the Time Stamp counts as the time of order receipt and the expected time of execution starts running as of that moment.

#### A/1.1 NATIONAL PAYMENT SYSTEM IN EURO (CASHLESS PAYMENTS)– SEPA DIRECT DEBIT (separate Agreement with the Bank) – valid for files up to 20.000 orders\*

Order	Time of receipt	Date of execution
<b>Direct debit order</b>	from D-14 to D-1 by 12:00	D**
<b>Direct debit order revocation</b>	Up to D-1 by 12:00	Same day
<b>Direct debit order reversal</b>	from D to D+5 by 12:00	Same day
<b>Direct debit order – cross-border</b>	from D-14 to D-1 by 9:00	D**
<b>Direct debit order revocation – cross-border</b>	Up to D-1 by 12:00	Same day
<b>Direct debit order reversal – cross-border</b>	from D+1 to D+5 by 9:00	Same day

\*The bank guarantees processing of orders in accordance with the final time of receipt for files of up to 20,000 orders. For files with over 20,000 orders, the final time of receipt is D-2.

\*\*In the process of SEPA direct debits in euro, the day 'D' is always Target 2 a working day. Date of execution ('D' day) is the date when the payee requests that the funds collected from the payer be credited to them.

## A/2. NATIONAL PAYMENT SYSTEM IN FOREIGN CURRENCY, CROSS-BORDER AND INTERNATIONAL PAYMENT SYSTEM

Order	Order placement	Internal – to the account with the Bank			External – to third banks			
		Time of receipt	Date of execution	Value date	Time of receipt	Date of execution	Value date	Value date for JPY & AUD
<b>SEPA credit transfers</b>	Paper order				by 11:00	Same day	D+0	
	Electronic				by 12:00	Same day	D+0	
	Paper order				11:00 - 14:30	Same day	D+1	
	Electronic				12:00 - 15:30	Same day	D+1	
<b>Credit transfers in national payment system</b>	Paper order	by 14:30	Same day	Same day	by 12:00	Same day	D+1	D+2
	Electronic	by 15:30	Same day	Same day	by 14:00	Same day	D+1	D+2
<b>Non SEPA credit transfers</b> (cross-border and international)	Paper order				by 12:00	Same day	At the latest D+1	D+2
	Electronic				by 14:00	Same day	At the latest D+1	D+2
<b>EUR URGENT credit transfers - cross-border</b>					by 15:30	Same day	D+0	
<b>URGENT orders</b> (international for EUR & USD; Cross-border for USD & national for USD)*					by 12:30	Same day	D+0	

\* Applied only for amounts up to EUR 7,000,000.00 or in corresponding countervalue in USD

\*\* D+0, and D+1 at the latest, depending on accessibility of the payee's bank in the payment system in which SEPA transactions are effected

### Notes:

- Time of receipt shall be the final time limit for receiving orders to be executed on current business day („D“) and with specified currency, whereas D+1 shall mean the next business day following the order execution date.
- Date of execution of a payment order (“D“) shall be the day on which the Bank debits the payer's account and on which the payment order is executed to the payee's payment service provider with respect to the time and day of the payment order receipt.

- Value date shall be the date calculated as of the date of execution of the payment order („D“). On that day credited shall be the account of the payee’s payment service provider.
- With international and cross-border payments where several payment service providers are involved, the Bank guarantees that the value date shall be the date on which the account of only the first payment service provider shall be credited.
- Business days for the execution of external payment orders (crediting payee’s out-of-Bank account outside the Bank) imply business days from Monday till Friday.
- Business days for the execution of internal payment orders in euro (crediting payee’s account with the Bank) imply all days from Monday till Sunday, including public holidays in the Republic of Croatia.
- **“Target2 business day”** means a business day according to the calendar of business days of the TARGET2 payment system. Non-business days of the TARGET2 system include: Saturdays, Sundays, 1 January, Good Friday, Easter Monday, 1 May, 25 December and 26 December;
- Business days for the execution of SCT Instant payment orders in euro imply all business days from Monday till Sunday, including public holidays in the Republic of Croatia.
- **On a business day preceding a public holiday, the Bank shall execute payment orders listed under A/2. on the same day, which are received by 12:00 h.**
- The Bank shall guarantee the execution of payment within the above stated time limits only for accurate payment orders.
- An accurate payment order shall be the order for which there is sufficient cover in payer’s account with PBZ for the execution of payment order and for fees, and which shall meet all other requirements specified in General Operating Terms of Privredna banka Zagreb d.d. for transaction accounts and performance of payment and other services for non-consumers.
- The Bank shall refuse the execution of an incorrect order. If the execution thereof is refused, the order shall be deemed not received.
- As regards the orders received after the deadline for receiving orders to be executed on the same day, all time limits shall start running from the next business day. The next business day shall be the date of order execution and the date with respect to which determined shall be the value date of order execution in favour of payee’s payment service provider.
- For bulk orders based on which client’s transaction account is debited in aggregate amount (batch booking), the time of receipt of the orders from the batch having the earliest time of receipt shall be taken as relevant.
- Payment services user may revoke a payment order by the final time limit for receipt of orders in a business day preceding the business day on which the order should be executed.
- The Bank reserves the right to disregard the mentioned time limits in emergencies. An emergency implies any force major or other unforeseen circumstances due to which the Bank lacks technical ability to execute the delivered accurate order. In case of delayed execution of a correct order due to occurred emergency, the Bank shall not be liable for the damage incurred.
- The Bank shall not be responsible for the extension of order execution term or failed execution thereof caused by measures taken pursuant to Money Laundering and Terrorism Financing Prevention Act and by regulations imposing international restriction and embargo measures, as well as internationally accepted obligations concerning prevention of money laundering and terrorism financing.

## B/other transactions of residents in foreign currency

Order	Time of receipt	Date of execution
<b>Purchase of foreign currency on paper forms</b>		
- disbursement to account with PBZ	by 15:00	Same day
- disbursement to account with another payment service provider in the country	by 13:00	Same day
<b>Electronic purchase/sale and conversion of foreign currency</b>	8:00 - 15:30	Same day
<b>Bulk specifications (e-mail) – more users</b>	by 12:00	Same day

## C/ CASH TRANSACTIONS

### Cash handling in the Bank's vaults/DNTs

Order	Time of receipt	Date of execution
<b>Cash deposit of daily earnings to Bank's vaults</b>	by 10:00	Same day, no later than the next business day
<b>Cash deposit of daily earnings to Bank's DNT boxes</b>	by 8:00	Same day
<b>Order for cash disbursements in Bank's vaults</b>	by 12:00	1 business day before requested delivery day

### Cash handling in the Bank's branch offices

Order	Currency	Time of receipt	Date of execution	Datum valute
<b>Cash deposit</b>	euro / foreign currency	by 20:00	Same business day (D)	Same business day (D)
<b>Cash disbursement</b>	euro / foreign currency	by 20:00	Same business day (D)	Same business day (D)
<b>Order for cash disbursement</b>	euro / foreign currency	by 17:00	Same business day (D)	Next business day (D+1) or as agreed
<b>Order for cash disbursement</b>	euro / foreign currency	after 17:00	Next business day (D+1)	Second business day (D+2) or as agreed

In Zagreb, July 7th 2024..