Raiffeisen Bank International
Member of RBI Group

Useful Information on Payment Services

1. Introduction

Raiffeisen Bank International AG (hereinafter called "RBI") would like to thank its valued customer and partner (hereinafter called "Client") for the confidence in RBI's services in terms of correspondent banking and is looking forward to a fruitful business relationship. This information includes key points that shall give a brief overview on RBI's processing and handling manners of payment orders coming from or in favor of the Client and the internal procedures related therewith.

According to RBI's standard procedure, opened accounts are active on the next business day after the official account opening notification has been sent by RBI's CIB Client Management department. In order to use this account, either SWIFT connectivity or online banking access has to be set up (please note the additional information in point 6. Online Banking).

This paper is for information purposes only and sets out the procedures as of the date hereof. RBI may change its procedures described herein at any time in accordance with technical, legal or other requirements deemed relevant for a due performance of services. An update hereof can be requested anytime from your Cash Management Sales Manager.

2. Delivery and Processing of Payments

2.1 Clearing systems, channels and formats

RBI is a direct member of the following national and international clearing systems: PSA (Payment Service Austria), TARGET2, TIPS, EBA EURO1/STEP1, STEP2 & RT1 as well as the Swiss Interbank Clearing System (SIC). RBI supports the following channels for receiving and sending payments in XML format according to ISO20022 and SWIFT MT format: SWIFT FIN, SWIFT FileAct, Direct Data Connection and Online Banking. Payments are either processed through the above-mentioned clearing systems or nostro and loro (vostro) correspondent relationships. Whenever possible, payments are executed efficiently within RBI's Inhouse Clearing.
RBI processes all payments according to the "first in-first out" principle with the value date instructed by the Client, provided the cut-off time is met. Payments that adhere to RBI's STP standards are processed automatically without any delay or manual intervention. RBI guarantees execution according to the cut-off times and value dating rules as outlined in the agreed Cash Management Terms & Conditions.
Payments received until cut-off time will be processed on the same day, if there are sufficient funds on the Client's account and the account is fully functional (e.g. account is not blocked). The automated verification of sufficient funds will be performed based on the account balance of the respective booking day and not on the actual value date.
Payments received after the agreed cut-off time, will only be executed on the next business day.

2.2 Banking holidays

RBI obeys "A" and "B" banking holidays, which affect the payment processing accordingly. A complete list of RBI's banking holidays can be found on RBI's website (section Institutions/Our Solutions/Cash Management).

2.3 Format Requirements for STP Processing

The formatting requirements for commercial payments and bank transfers are defined in RBI's "STP Quality Rules", which can be found on RBI's website (section Institutions/Our Solutions/Cash Management).

3. Handling of Investigations and Requests

3.1 Amendments and Cancellations

Payment investigations, amendments and cancellations have to be instructed by SWIFT (e.g. as MT195, camt.056 or alternatively as MT199). Escalations or urgent cases can be addressed to the Payment Investigations Support (Payserv) during our working hours from Monday to Friday from 8:00 a.m. to 5:00 p.m. CET. The Client will be automatically advised of any status updates by SWIFT or E-mail (depending on the initial delivery method) and also informed when an inquiry is resolved. If the affected payment has already been processed by RBI, RBI will contact the respective correspondent bank with the request accordingly. Each investigation is automatically assigned with a unique Investigation Reference Number PTI-1. The references IPC-1 and FTR-1 are used for Compliance requests. To ensure efficient handling and recording, the Client is kindly requested to mention RBI's Investigation Reference Number in each correspondence. For each inquiry RBI will apply investigation charges that are stated in the agreed Terms & Conditions. In line with standard market practice, any further third-party charges incurred during the investigation will be passed on to the Client.

3.2 Returned Payments/Rejections

In case of rejections or returns by the beneficiary or correspondent bank, RBI will return the payment less the investigation charges stated in the Terms & Conditions. There is no established timeframe for processing return items.

3.3 Back Valuations

RBI is able to process back valuation requests. The costs for a value correction have to be evaluated individually for each request, as they depend on the payment channel and the parties involved in the payment processing.

4. Charges and Billing

4.1 Charges by Charging Options

In case of charging option OUR, RBI will only charge the agreed OUR fee per transaction to the Client. The so-called double charging principle is not allowed. Hence, RBI will not deduct any charges from the principal amount of the payment, nor will RBI pass on any other third-party claims to the Client. In case of charging option BEN or SHA (outside the PSD scope), RBI will deduct the agreed fee directly from the principal amount, without charging the Client. RBI usually sends BEN or SHA payments as directly as possible to the beneficiary bank, in order to avoid further deductions from third parties. RBI has no influence on individual agreements between the final beneficiary and the beneficiary bank. Thus, further fee deductions may apply, e.g. by the beneficiary bank.

4.2 Billing/Invoices

As a standardized charging method, RBI will claim transaction charges and related account service fees by means of a monthly invoice. The total monthly invoice amount will be debited from the respective account around the 15th of the following month. The invoice will be available to the Client via RBI's free of charge online tool Cash Management Billing Solution ("CMBS") as a download. Access to CMBS can be requested from the Cash Management Sales Manager. CMBS enables access to the monthly account analyses, interest statements and NON-STP quality reports. In the event of any deficient invoicing the Client may contact the respective Cash Management Sales Manager or the back office (azv3spezial.rscnotes@rsc.co.at) directly. Other charging methods such as MT191/camt.106 single fee requests or inclusion of the OUR charges in field 71G of the payment instructions can be discussed and agreed with the Cash Management Sales Manager individually and may lead to additional service fees.

5. Reporting Services

5.1 Credit and Debit Advices

Automated SWIFT credit and debit advices MT900 and MT910 (camt.054) are provided for internal postings such as interest statements, charges or payments with conversion. Upon request and against a service fee, the dispatch of MT900 and MT910 (camt.054) can be implemented for each incoming and outgoing MT103/pacs.008 and MT202/pacs.009.

5.2 End-of-day Account Statements

MT950/camt.053 account statements are provided automatically for a business day upon movement on the account by default. The dispatch is free of charge and the statement will be received by the Client prior to 6:00 a.m. CET the next day.
SWIFT account statements can be provided by RBI in accordance with the Client's requirements. Upon agreement a MT950 or if preferred a MT940 (camt.053) can be generated and dispatched also for days without movements.

5.3 Intraday Account Statement

An intraday account statement MT942/camt.052 can be additionally provided to the Client at predefined times. Usually the statement is dispatched at 11:30 a.m. CET, 1:30 p.m. CET and 3:30 p.m. CET, however, the time of dispatch can be adjusted as per the Client's requirements. A monthly service fee is charged according to the agreed Terms and Conditions.

6. Online Banking

6.1 Online Banking Services offered by RBI

RBI offers CMIplus online banking to its institutional clients to send payments, receive payment status notifications as well as account statements and intraday account information, depending on the Client's setup.
Especially for bank clients, it may serve as a back-up in case of SWIFT connectivity issues.

6.2 Setup of Online Banking

To set up your online banking access, please contact your responsible Cash Management Sales Manager (general contact on last page of this document) to receive all product info and agreements necessary. Please note that setting up access may take up to a few weeks depending on the circumstances and the online banking features requested.

7. Compliance

RBI strictly follows applicable legislation and international standards fighting money laundering and terrorist financing as well as all applicable sanctions legislation. RBI is expecting the same from its valued customers and partners. Transactions may be rejected if they threaten to trigger sanction laws seeking extraterritorial application. RBI expects that the Client's payment orders will include full information on payor and payee required pursuant to Funds Transfer Regulation 2015/847/EU. In this regards we are also expecting that the initial originator and the final beneficiary of the payments are stated in the payment details. This also applies for payments involving MSBs/PSPs, full transparency of the involved parties is expected.

In the course of RBI's AML/CFT/Financial Sanctions and Compliance program, RBI may have to contact the Client to provide further meaningful information related to payments within a given deadline. In case RBI does not receive a meaningful response within the given deadline, RBI may not process/reject the respective payment and/or inform the Client that RBI is not accepting any payments in the future anymore.

RBI will only accept payments initiated by direct retail and corporate clients of the Client. Payments initiated by other clients, e.g. third party financial institutions (incl. MSBs and PSPs) and their clients (downstream payments), are not within the scope of the intended business relationship. Otherwise RBI expects a general pre-alignment which enables RBI to understand the business rationale and potential impact on RBI.

As per RBI's internal policy the following countries will be considered as "offshore" as of the date hereof:

Andorra	Liechtenstein
Anguilla	Labuan
Netherlands Antilles	Monaco
American Samoa	Saint Martin
Aruba	Macau
Bermudas	Montserrat
Bonaire, St. Eustatius and Saba	New Hebrides (now: Vanuatu)
Bahamas	Oman
Belize	Panama
Cook Islands	Palau
Curacao	Russian Federation
Cyprus	Seychelles
Fiji	Sint Maarten
Guernsey	Turks and Caicos
Gibraltar	Trinidad and Tobago
Guam	British Virgin Islands
Isle of Man	U.S. Virgin Islands
Jersey	Vanuatu
Cayman Islands	Samoa

With regards to RBI's correspondent banking services, no transactions related to Donetsk, Kherson, Luhansk, Zaporizhzhia, Crimea, Iran, North Korea, Afghanistan, Syria and Venezuela can be processed through the accounts maintained with RBI unless the Blocking Regulation 1996/2271/EC requires processing.
Furthermore, RBI maintains a restrictive and cautious approach towards Crypto-Assets. In particular, RBI does not permit Crypto-related payments to be processed via our correspondent banking services and monitors those actively. Should such activity be identified, RBI will take immediate action to ensure it ceases, in line with our compliance standards.
Due to comprehensive legal requirements related to payments involving countries listed in the Commission Delegated Regulation (EU) 2016/1675, RBI is asking not to send payments related to those countries. Otherwise RBI expects a general pre-alignment which enables RBI to understand the business rationale and potential impact on RBI. The up-to-date list of affected countries is available on the European Commission website (https://finance.ec.europa.eu/financial-crime/high-risk-third-countries-and-international-context-content-anti-money-laundering-and-countering_en).

RBI is aware of sensitive business fields, and handles the same with special care. Our contractual agreements and defined processes require that payments with a defense nexus should not be routed via RBI. We reserve the right to take necessary action for any non-compliance. Please refer to the official statement regarding the respective sensitive business fields on RBI's website (section "Who we are"/"Code of Conduct"), along with RBI's Group Code of Conduct. RBI trusts that the Client will assist RBI to follow such approach.

In addition, RBI wants to make sure that the accounts we maintain are not used for the following:

- Payments that appear to relate to any form of illegal activity
- Payments that do not appear to have a legitimate purpose
- Payments related to gambling and defense products
- Payments involving shell banks
- Payments for parties we explicitly mentioned as undesirable in transactions involving RBI

As a general remark please bear in mind that not following the above outlined policies can result in specific activity restrictions and go as far as termination of the account relationship.

8. Contacts

Cash Management Sales Manager – account related questions:
Cash Management Financial Institution Sales
E-Mail: cm.fi.sales@rbinternational.com

Payment Investigations Support (Payserv) – Customer service for payment investigations and requests:
Tel.: +43 1 33701 – 4460
E-Mail: payserv.rscnotes@rsc.co.at
Monday – Friday 08:00 a.m. – 05:00 p.m. CET

Cash Management Support – Technical support for CMIplus:
Tel.: +43 1 33701 – 4499
E-Mail: cashmanagementsupport@rsc.co.at
Monday – Friday 08:00 a.m. – 06:00 p.m. CET