

Information regarding payments to EU member states up to EUR 50,000

Pursuant to the Instructions on Implementation of the Decision on Conditions and Manner of Conducting Foreign Payment Operations Relating to Executing Orders in Favour of Accounts in EU Member States up to EUR 50,000 the Bank shall deliver to the applicant – client the detailed notification, regarding the following:

Payment orders accompanied by complete documentation and coverage for payment delivered to the Bank until 1.30 p.m. will be executed by the Bank on the same day by sending an order to a foreign correspondent bank. Payment orders received by the Bank afterwards will be executed on the following business day.

The account of beneficiary's bank will be credited not more than three days after the value date. The beneficiary's bank will credit the beneficiary's account on the following business day or according to its regulations (business policy).

The Bank calculates and collects fees for foreign payment operations in compliance with the applicable Tariff of Fees for Banking Services.

The Bank's client may provide the coverage for foreign payments from the following resources:

- from their own fx funds placed in the fx account
- from their own dinar funds by purchasing foreign currency from the Bank on the applicable fx rate
- from the conversion of funds in the event that foreign payment is made in the currency other than the currency owned in the fx account, on the applicable fx rate.

The Bank will deliver a copy of relevant SWIFT message and the evidence of executed payment as well as fx statement with appropriate documentation (order copies).

In the event of any complaint regarding the executed transactions, the client – applicant should deliver it in a written form to the Bank with explanation. The Bank will investigate the matter and inform the client on the actions taken to settle the complaint.