

INFORMATION ABOUT PAYMENT ORDER PROCESSING DEADLINES AND BRANCH OPENING HOURS DURING THE 2023/2024 HOLIDAY PERIOD

I. PAYMENT SERVICES

Deadlines for submitting payment orders to the Bank on 29. 12. 2023:

FORM OF SUBMISSION	TYPE OF ORDERS	PAYMENT WITHIN THE BANK	SEPA PAYMENTS TO OTHER BANKS	CROSS-BORDER PAYMENTS
Branch / Mail / Fax (Payments without conversion)	Urgent payments	to 3:00 pm	to 2:30 pm	to 1:00 pm
	Standard payments	to 4:00 pm		to 3:00 pm
	Standing orders Direct Debit Author Deposit / Withdrawal	by the end of branch opening hours*		
Electronic banking (Payments without conversion)	Urgent payments	---	to 4:00 pm	to 1:00 pm
	Standard payments	to 9:30 pm		to 3:00 pm
	Standing orders Direct Debit Author			to 9:30 pm
Branch / Mail / Fax Electronic banking (Payments with conversion)	Urgent payments	to 3:00 pm	to 2:30 pm	to 1:00 pm
	Standard payments	to 3:00 pm		to 3:00 pm

* Except for deposits and withdrawals at branches in the malls, which can be made no later than two hours before the end of the opening hours of these branches.

Note:

Standard SEPA payments debited from the accounts of payers on 29. 12. 2023 will be credited to the accounts of other banks at the beginning of the year, 2024.

Payments sent via electronic banking on 29. 12. 2023 after 9:30 pm will be debited from the accounts of payers at the beginning of the year, 2024.

II. BRANCH OPENING HOURS

The Bank's branch opening hours during the 2023/2024 holiday period:

DATE	BRANCHES	OPENING HOURS
24. 12. 2023	all branches	closed
25. 12. 2023	all branches	closed
26. 12. 2023	all branches	closed
31. 12. 2023	all branches	closed with the exception of branches in the malls, which are open until 1:00 pm
1. 1. 2024	all branches	closed
6. 1. 2024	all branches	closed

On all other days, the Bank's branches will provide services during standard opening hours.

Call Centre (Infoline: +421 2 6920 2090) is available every day from 7:00 am to 10:00 pm, except on 24. 12. 2023 when it will only be available from 7:00 am to 6:00 pm.