

1. Introductory provisions

1.1 Československá obchodná banka, a.s. (the “Bank”) issues these General Business Conditions (the “GBC”) in accord with generally binding legal regulations that stipulate for possibility to agree a part of contract on Banking Transaction by reference to GBC. Where these GBC, any contract, arrangement, form, terms and conditions relating to any relevant Banking Transaction or any other document used in commerce with the Client or in correspondence (collectively the “document”) refers to any laws or any secondary legislation, standards, rules, regulations, directives, or guidelines, whether or not in force of law (collectively the “regulations”), then such reference will be interpreted to regulations as then in force and effect, including any regulations that amend, repeal or replace the regulations referred to in the document.

1.2 The GBC also apply to all contractual relations between the Bank and the Client with whom the Bank executes a Banking Transaction or to proceedings leading to conclusion of a Banking Transaction, whether or not the relevant Banking Transaction is regulated in these GBC. The GBC shall become part of any contract on the respective Banking Transaction concluded between the Bank and the Client and shall determine part of its content unless such contract on respective Banking Transaction provides otherwise. The GBC shall also be binding on persons acting on behalf of the Client or for the Client’s account when they use Bank services.

1.3 Unless the Bank and the Client agree otherwise, the relations between them shall be governed by the laws of the Slovak Republic. Where these GBC contain a reference to generally binding legal regulations, this shall be taken to mean their then valid and effective wording.

1.4 Certain Banking Transactions may be governed by separate terms and conditions of the Bank, which shall prevail where they differ from the conditions set out herein. The provisions of the contract on the respective Banking Transaction shall prevail over the provisions of the Bank’s separate terms and conditions and the GBC.

2. Definitions and terms

Accessibility of services for persons with disabilities

A set of measures and arrangements in contractual relations with a Client who is a consumer, which are specifically governed by Act No. 351/2022 Coll. on accessibility of products and services for persons with disabilities, and other generally binding legal regulations relating to accessibility of products and services for persons with disabilities.

Account

An account opened and kept in accordance with generally binding legal regulations under a contract on respective Banking Transaction.

Another Bank

A payment service provider, within the meaning of the Payment Services Act, other than the Bank.

Authorised Person

A person authorised to dispose of funds/assets on Client’s account to the extent set out in these GBC and the separate terms and conditions for relevant Banking Transaction and specified in Account Disposal Authorisations.

Bank

Československá obchodná banka, a. s., Žižkova 11, 811 02 Bratislava, corporate ID: 36 854 140, registered in the Commercial Register of the Municipal Court of Bratislava III, Section: Sa, File no. 4314/B, carrying on banking activities under NBS banking licence no. OPK-2298/2007-PLP dated 19 November 2007, and under other relevant permits issued by the NBS and the ECB.

Banking Transaction

The creation, change, or termination of obligations based on contractual relations between the Bank and the Client, and any operations related to banking activities, including handling of deposits, including any services provided by the Bank.



Client

A natural person – citizen (non-entrepreneur), natural person – entrepreneur, or legal entity:

(i) with whom the Bank has concluded a Banking Transaction; or

(ii) whose action aims at concluding a Banking Transaction; or

(iii) a third party acting under a power of attorney, authorisation, or Disposal Authorisations under these GBC on behalf of a person referred to in points 1 or 2 of this definition;

within the meaning of the provisions of Act No. 483/2001 Coll. on banks and on the amendment of certain acts (the “Banking Act”), wherein the specific meaning of this term in the individual provisions of terms and conditions is derived from the context of provisions in which it is used.

Consumer

Any natural person who, in concluding or performing a contract or any other Banking Transaction, acts for purposes that are outside their employment, profession, or business.

Contract

An agreement under which the Bank conducts business with the Client or provides banking services to the Client, including the framework agreement for the provision of payment services under Section 31 of Act No. 492/2009 Coll. on payment services and on the amendment of certain acts, as amended (the “Payment Services Act”).

Disposal Authorisations

Rights granted by the Client to the Authorised Person in the scope of and by means of applicable Bank’s form or in the relevant Contract on the respective Banking Transaction or in the manner specified in the separate terms and conditions for the relevant Banking Transaction.

Embargo rules

Rules set out in the [Embargo Policy of ČSOB Financial Group](#), published on the official website in the section [Legal Information - ČSOB \(ČSOB.sk\)](#) in the most recent version; the Bank may update these rules by

publishing their new version on its website; as well as rules resulting from Act No. 289/2016 Coll. on the implementation of international sanctions and on amendment of Act No. 566/2001 Coll. on securities and investment services and on amendment of certain acts (the “Securities Act”), as amended (the “International Sanctions Implementation Act”).

Exchange Rate Sheet

An overview of exchange rates of one currency for another currency compiled by the Bank, which the Bank uses to inform about the rate of the value of a foreign currency to the EUR currency in Banking Transactions.

Identity Document and Other Document

A document accepted by the Bank under these GBC and generally binding legal regulations, or requested by the Bank, according to which the Bank identifies and verifies a Client’s identity.

Legal Act

A legal act is any act of the Client or the Bank that meets the conditions set out in Act No. 40/1964 Coll., the Civil Code (the “Civil Code”), whether made in spoken, written, paper, or electronic form. For the avoidance of doubt, an oral and electronic legal act shall also be deemed to be a spoken manifestation of will expressed via a telephone device during a telephone conversation conducted between an authorised employee of the Bank and the Client on terms specifically agreed between the Client and the Bank in accordance with applicable legislation.

Non-Consumer

An entrepreneur within the meaning of the Commercial Code and other generally binding legal regulations in force in the Slovak Republic that define the term “entrepreneur” as a legal entity, in particular a natural person – entrepreneur who, in concluding and executing a Banking Transaction, acts within the scope of their commercial or other business activity, and a legal entity.

Non-Resident

A legal entity or natural person that is not a Resident; a Non-Resident may also be an organisational unit of a Non-Resident having its registered office in the Slovak Republic, with the exception of a branch of a

foreign bank, a branch of a foreign securities dealer, a branch of a foreign asset management company, a branch of a foreign insurance company, a branch of a foreign reinsurance company, and a branch of a foreign electronic money institution in the Slovak Republic in performing an activity resulting from the respective permit, when it has the status of a Resident.

Politically Exposed Person

A person defined as a politically exposed person in the Anti-Money Laundering Act. The Client must promptly notify the Bank if the Client is, becomes, or ceases to be a Politically Exposed Person.

Price List

Any document that contains details of the types and amounts of the Bank's fees, charges and commissions relating to the respective Banking Transaction and that contains, in its title, the term "Price List" or "Schedule of Fees"; the Bank's Price List forms a part of the GBC.

Reference Exchange Rate

The exchange rate used as the basis for conversion between currencies, taken from a publicly available source.

Reference Interest Rate

The interest rate used as the basis for calculating interest, taken from a publicly available source.

Resident

A legal entity with registered office in the Slovak Republic or natural person with permanent residence in the Slovak Republic; a resident may also be an organisational unit of a resident abroad.

Serious Objective Reason

A serious objective reason is a matter-of-fact and impartial reason that is independent of Bank and has an effect or impact on a Banking Transaction, and which results from:

a) regulatory requirements, binding rules, guidelines, recommendations, decisions of relevant government authorities, supervisory authorities, relevant courts, changes in legislation;

b) technical means, the development of new means in the technological field through which the Bank ensures communication or proper provision of services;

c) macroeconomic changes in the financial market, changes in market conditions such as a rise in consumer price index, a rise in interest rates, or any other reason independent of the Bank's will;

d) a circumstance that the Bank did not cause, could not have foreseen or avoided and that prevents the Bank from the agreed performance while maintaining the balance of contractual relationship.

Specimen Signature

The Client's handwritten signature(s) on the Bank's form written as form of address/title, name and surname, or surname, or surname only, in the order specified by the Client. The specimen signature may, at the Client's request, include other methods of security, e.g. the use of a password (a combination of numeric and alphabetic characters).

Trading Day

Business day on which the Bank, together with payment institutions, ensures that its normal business is carried out. Trading day does not include Saturdays, Sundays, public holidays in the Slovak Republic or days that the Bank declares, for special reason of operation and by way of publication of such information, to be non-trading.

Ultimate Beneficial Owner

A person defined as an ultimate beneficial owner in Act No. 297/2008 Coll. on the prevention of the legalisation of proceeds of crime and the financing of terrorism, and on amendment of certain acts (the "Anti-Money Laundering Act").

Website

The official website operated by the Bank through which the Bank provides information about its Services, terms and conditions and other information aimed at general public. The Website is accessible through www.csob.sk domain and administered in compliance with Slovak law and Bank's policies.

3. Identification and action of the Client

3.1 In all Banking Transactions, the Bank is obliged to identify and verify the identity of the Client or a person acting on their behalf or account, in accordance with generally binding legal regulations, to extent provided for therein and at the Bank's discretion. If the Client or a person acting on their behalf or account refuses to comply with the required scope of identification and verification of their identification (exercise of due diligence in relation to the Client), the Bank is obliged under generally binding legal regulations to refuse to carry out the Banking Transaction.

3.2 The Bank may, in accordance with generally binding legal regulations, require the Client to identify and state in writing the persons who control the Client, or the Client's founder as well as the Ultimate Beneficial Owner, and also require the Ultimate Beneficial Owner's Identity Documents. The Client is obliged to notify the Bank of any change concerning the Ultimate Beneficial Owner, including the submission of documentation related to this change, without undue delay after it has occurred. The Bank is entitled to request information from the Client about the Ultimate Beneficial Owner at any time during the term of the contractual relationship. The Bank is also entitled to require information from the Client on the purpose and intended nature of Banking Transactions, and the Client is obliged to provide the Bank with the requested information and documents in accordance with the Anti-Money Laundering Act.

3.3 In executing a Banking Transaction, the Bank shall require from the Client, for the purpose of identification and verification of identification, in particular the following Identity Documents and Other Documents:

a) natural person – citizen of the Slovak Republic (non-entrepreneur):

(i) adult: valid ID card. The Bank may accept a travel document for the purpose of identification and verification of the Client's identity. A person aged 16 to 18 years who has attained the age of majority by marriage is also required to produce a marriage certificate;

(ii) minor aged 15 to 18 years: a valid Identity Document of the minor and a valid Identity Document of the minor's legal representative, if the representative is appointed by a court order,

a written confirmation of the extent to which their legal representative is authorised to act on account of the minor (court order);

(iii) minor under 15 years of age: birth certificate (document corresponding to a birth certificate if the child was born outside the territory of the Slovak Republic) or an extract from the register of births, a valid Identity Document of the legal representative, where the minor's representative is appointed by court order, a written confirmation of the extent to which the legal representative is entitled to act on account of the minor (court order). The Bank shall assess actions on behalf and account of a minor (ordinary matter) on a case-by-case basis, taking into account the circumstances of the case.

b) natural person – entrepreneur with registered office in the Slovak Republic: a valid ID card or permanent residence permit together with a valid travel document, a business licence or concession document not older than 3 months, or a certificate issued by a competent authority or other document proving authorisation to pursue business, document on the business registration number, if assigned, or an up-to-date extract from the respective register where the natural person – entrepreneur is registered, not older than 3 months, if the natural person – entrepreneur is registered in such a register.

c) legal entity with registered office in the Slovak Republic that is subject to registration with Commercial Register in the Slovak Republic: a recent extract from the Commercial Register not older than 3 months or other document certifying the establishment of the legal entity and its line of business, with a document proving permit to pursue business and a document on the business registration number, if assigned, and the Bank may request documents evidencing details that may be used to carry out, in compliance with generally binding legal regulations, a unique identification and verification of persons who are ultimate beneficial owners, shareholders and statutory representatives of the legal entity or persons authorised to act on behalf of the legal entity unless such details are publicly available and legally authentic in the information system of the Commercial Register in the Slovak Republic.

d) legal entity with registered office in the Slovak Republic that is subject to registration with a register other than the Commercial Register in the Slovak

Republic: document on legal personality of the legal entity, articles of association with a confirmation of registration in the respective official register, memorandum of association or foundation deed or articles of incorporation or statute or minutes from the constituent meeting, document on the assignment of business registration number, if assigned.

e) Non-Resident:

(i) natural person – a national of a country other than the Slovak Republic (non-entrepreneur):

a) national of a Member State of the European Union, Switzerland, or Liechtenstein, other than the Slovak Republic: identification card (the “Identification Document”) or valid travel document;

b) non-EU third country national: valid travel document.

(ii) natural person and legal entity (enterprise or organizational unit of the enterprise of a Non-Resident), which is pursuing business in the territory of the Slovak Republic and is subject to registration with the Commercial Register in the Slovak Republic: a recent extract from the Commercial Register not older than 3 months or other document certifying the establishment of the legal entity and its line of business, with a document proving permit to pursue business and a document on the business registration number, if assigned, and the Bank may request documents evidencing details that may be used to carry out, in compliance with generally binding legal regulations, a unique identification and verification of persons who are ultimate beneficial owners, shareholders and statutory representatives of the legal entity or persons authorised to act on behalf of the legal entity unless such details are publicly available and legally authentic in the information system of the Commercial Register in the Slovak Republic.

(iii) a legal entity not pursuing business in the Slovak Republic that is not subject to registration in a Commercial Register or other relevant register in the Slovak Republic: a current extract from the respective register in the country of origin of the legal entity not older than 3 months or a document on the existence of the legal entity established under a law other than Slovak law not older than 3 months and

the articles of association or other documents of a similar nature with the name of the statutory body or representative authorised to act on behalf of the legal entity, as well as the manner of their action.

The Client must promptly report to the Bank the loss or theft of the Identity Document or Other Documents, as well as means of payment (e.g., payment card).

3.4 The Bank may, to conclude a Contract or execute a Banking Transaction, also require additional documents to check facts stated in the submitted Identity Documents (e.g., birth certificate, passport, driver’s license, health insurance card).

3.5 When performing a Banking Transaction via electronic or other technical equipment, the Client shall identify themselves and their identity shall be verified by means of specific identification features (in particular, a combination of numbers) assigned to the Client by the Bank.

3.6 The Bank is obliged to exercise due diligence in relation to the Client within the meaning of the Anti-Money Laundering Act. The Bank is also entitled to determine, in accordance with the Embargo Rules, whether the Client or the Client’s business transaction related to the Banking Transaction (including the relevant goods that are subject to delivery in the Client’s business transaction) are not subject to international sanctions under the Anti-Money Laundering Act, the International Sanctions Implementation Act, or other generally binding legislation, including legally binding norms of EU or international law. The Client is obliged to provide the Bank with the necessary cooperation and information and documents requested by the Bank for this purpose. If the Bank is unable to exercise due diligence in relation to the Client under the Anti-Money Laundering Act, or if the Client refuses to prove on whose behalf the Client acts, the Bank shall be entitled to immediately terminate the contractual relationship with the Client or to refuse to execute any Banking Transaction in relation to the Client, including any action requested by the Client, the Authorised Person or the Client’s representative; the Bank shall also be entitled to block the execution of Banking Transactions or any action temporarily or permanently in relation to the Client, the Authorised Person or the Client’s representative for this purpose. The Bank is also entitled to freeze all assets and economic resources within the meaning of the Embargo Rules as part of the enforcement of measures resulting from international sanctions.

- 3.7** A natural person is entitled to act vis-à-vis the Bank in the scope of legal capacity within the meaning of generally binding legal regulations. Natural persons who do not have full legal capacity shall be represented by their legal representative in relation to the Bank in accordance with generally binding legal regulations.
- 3.8** The statutory body of a legal entity shall act for it in the manner specified in the extract from the Commercial Register or other relevant register applicable to legal acts, or in the deed of incorporation of the legal entity or other corresponding documents (if the legal entity is not subject to registration in the Commercial Register in the Slovak Republic or abroad). In the event of a change in the composition of the statutory body of a legal entity, such change shall take effect on the Bank upon submission/delivery to the Bank of the original or an officially certified copy of a final decision of the body of the legal entity that is authorised to make such change, where such documents must include details of persons of statutory representatives / bodies enabling a unique identification and verification of such persons in compliance with generally binding legal regulations unless such details are publicly available and legally authentic in the information system of the Commercial Register in the Slovak Republic, but not before such change has taken effect in accordance with the submitted decision and generally binding legal regulations. If there is any doubt as to authenticity, accuracy or legal validity of such decision, or if details are not included of persons of statutory representatives /bodies enabling a unique identification and verification of such persons in compliance with generally binding legal regulations, the Bank is entitled to prevent the Client from taking any action in relation to Contracts and Banking Transactions – in particular, from dealing with the account or the funds therein – in order to comply with the duty of prudence and the general duty to prevent damage set in the Civil Code, until receiving a proof that the new statutory body is authorised to act on behalf of the Client by means of the Client's extract from the Commercial Register in the Slovak Republic or abroad or any other statutory register (if entered in such register) or in any other manner accepted by the Bank. Solely on the basis of a final and enforceable court order shall the Client be entitled to claim against the Bank the invalidity of an election or appointment of a person authorised to act on behalf of the Client, who is registered in the Commercial Register or other statutory register.
- 3.9** The Client is entitled to be represented in a legal act by a representative on the basis of a power of attorney or authorisation (the "power of attorney"). The power of attorney must be in writing and the scope of the power of attorney granted must be sufficiently specific. The Bank shall assess the certainty of the scope of the power of attorney. The Client may sign the power of attorney in front of an employee of the Bank or present the power of attorney with an officially certified signature or signed with a qualified electronic signature. If the Bank has any doubts as to the validity, certainty or duration of any power of attorney submitted to the Bank, the Bank shall be under no obligation to accept the submitted power of attorney, and may require the submission of a new power of attorney, or may require the Client to confirm in writing to the Bank that the Client has granted the submitted power of attorney to the attorney for the given legal act and that the power of attorney is valid. The Client shall notify the Bank of any change in or termination of the validity of the power of attorney issued by the Client that could be used in legal acts with or against the Bank. If the Client breaches this obligation, the Bank shall not be held liable for any unauthorised acts of third parties based on such power of attorney. Revocation of a power of attorney by the Client shall take effect on the Bank only if the Client has notified the Bank in writing of such revocation prior to action by the attorney. A power of attorney issued by the Client as principal shall not terminate upon the Client's death or upon the Client being declared deceased, but such power of attorney to represent the Client in a legal relationship with the Bank shall terminate only on the next business day following the day on which the Bank is notified in writing by a court, notary public or other person of the Client's death, or the Client's being declared deceased; if this fact is notified in writing to the Bank by a person other than a notary public or a court, this fact must at the same time be evidenced to the Bank by a death certificate, or other written document (as original copy or as officially certified copy). Otherwise, the Bank is not obliged to take such notification into account.
- 3.10** The Client's signature must also be officially certified in case the Client does not sign a Contract – or other documents such as declarations, notices, confirmations, or forms required by the Bank – in front of an employee of the Bank.

- 3.11** All documents required by the Bank as necessary for executing a Banking Transaction must be submitted as originals or as officially certified copies.
- 3.12** In the event that the documents are issued or the authenticity of signatures on them is officially certified outside the territory of the Slovak Republic, the Bank may require higher legalisation of such documents or authentication of signatures (superlegalisation) or certification (Apostille) and, at the same time, an official translation of these documents into Slovak (except for documents in Czech).
- 3.13** If the Client is an obliged person within the meaning of Act No. 211/2000 Coll. on free access to information and on the amendment of certain acts (Freedom of Information Act), as amended (the "Freedom of Information Act"), the Bank may require, to take effect of the relevant Contract on Banking Transaction, the submission of a document confirming the publication of the Banking Transaction Contract in the manner provided for by generally binding legal regulations.
- 3.14** As provided in the Banking Act, the Client shall execute with the Bank each contractual Banking Transaction with a value of EUR 15,000 or more only on Client's own behalf and on Client's own account, i.e. at the Client's own expense or for Client's own financial benefit, wherein the funds the Client uses to execute a Banking Transaction with a value of EUR 15,000 or more shall be the Client's sole property. At the same time, the Client undertakes that if the Client – to execute a Banking Transaction with a value of EUR 15,000 or more – uses funds in the ownership of another person or if such contractual Banking Transaction is to be executed on account, in favour, or at the expense of a person other than the Client, the Client shall submit to the Bank, prior to executing such a Banking Transaction, written personal data of the natural person or identification details of the legal entity that owns the funds or on whose account such Banking Transaction is executed, and shall also include a written consent of the person concerned to the use of such funds to execute the Banking Transaction or to execute such Banking Transaction on their account. The Client is obliged to provide information under this point also at the Bank's request if the Bank has doubts as to whether the Client acts on Client's own behalf and on Client's own account.
- 4. Contracts and Banking Transactions**
- 4.1** In the event that a given Contract on Banking Transaction or a security agreement in respect of the Banking Transaction or any of the documents submitted by the Client is governed by a law other than Slovak law or is signed by a Non-Resident, the Client must submit a legal opinion drawn up by an expert law firm about validity, effectiveness and enforceability of the Contract on Banking Transaction or a security agreement in respect of the Banking Transaction and on the legal status and capacity of the Client and the obliged persons or on any other legally disputed fact.
- 4.2** The Client is obliged to promptly notify the Bank of any facts related to Banking Transactions, and to submit documents requested and/or agreed by the Bank that may result in the Client's unjustified enrichment or in a harm done to the Bank, or that are necessary in relation to the Banking Transaction or Contract. Bank's receivables under the Contract / Banking Transaction from a Client – legal entity shall be due and payable no later than upon dissolution of such Client – legal entity without a legal successor unless such receivables have fallen due and payable earlier on a different legal ground.
- 4.3** For documents submitted in a language other than Slovak or Czech, the Bank may require from the Client an official translation of the submitted documents, with the cost of the official translation to be borne by the Client. The Bank shall not be liable for any delay in execution of a Banking Transaction due to requirement of official translation of a document.
- 4.4** The Client has the right to obtain information about a Banking Transaction under these GBC or the Bank's Price List prior to conduct of such Banking Transaction. The Client has the right to obtain information, also spoken, on Bank's premises open to the public and in electronic form on the Website.
- 4.5** If additional documents are required for the execution of the Banking Transaction and the Client agrees to procure them, the Bank shall be entitled to demand from the Client the reimbursement of the costs incurred for such procurement.
- 4.6** The rights and obligations arising from a Contract on Banking Transaction shall be exercised or performed by the Client who concluded the Contract / Banking Transaction with the Bank or by the Authorised Person

in accordance with the relevant provisions of these GBC or separate terms and conditions applicable to the relevant Contract / Banking Transaction. A person other than the Client or the Authorised Person may dispose of the Account only on the basis of a power of attorney (as defined in these GBC). Without the Bank's prior written consent, the Client is not entitled to assign to a third party any claim the Client has against the Bank (including a claim for payment or transfer of funds from the Account) or otherwise dispose of such claim. Without the Bank's written consent, the Client is not entitled to create a pledge over the rights arising from the Banking Transaction or the Contract (including a claim for payment or transfer of funds deposited in the Account). Where the Bank learns of such pledge that was created, the Bank is entitled to give a notice to the Client and Client's contractual partner – pledgee, or their legal successors, that such pledge is null, and such notice shall not be deemed to be in breach of banking secrecy.

4.7 The Client may make changes and amendments to a Contract, or a Banking Transaction on Bank's premises open to the public. The Bank shall accept only a written request that was presented on a form used by the Bank or on a form that meets all formal and substantive requirements of a Bank form, issued, and signed by the Client in accordance with the applicable Signature Specimen or by a person authorised under a power of attorney. The written request accepted by the Bank or a written amendment made to a Contract shall become an integral part of the Contract.

4.8 The Bank shall set and communicate to Clients the applicable interest rates and exchange rates for individual currencies of Banking Transactions and the interest rate rules by publishing them on Bank's premises open to the public and on the Website, and, as applicable, also via e-banking applications. The Bank and the Client agree that, if a change in the interest rate and exchange rate applied to individual Banking Transactions is based on a Reference Interest Rate and/or the Reference Exchange Rate, it will be applied immediately without prior notice to the Client, unless agreed otherwise. The Bank and the Client also agree that information about interest rate changes will be made available to the Client on bulletin boards located on Bank's business premises open to the public and on the Website. The Bank shall be entitled to determine the foreign currencies with which it carries out currency exchanges.

Unless otherwise agreed, the Client and the Bank shall be bound by the Exchange Rate Sheet published on Bank's premises open to the public and on the Website. In the event of a discrepancy between the Exchange Rate Sheet published on Bank's premises open to the public and that published on the Website, the Exchange Rate Sheet published on the Website shall prevail. The Exchange Rate Sheet is usually set and updated on the basis of current prices on the interbank market for each business day. The Bank shall reserve the right to change the exchange rates quoted in the Exchange Rate Sheet during the business day without prior notice to the Client. Unless agreed otherwise, the amount of a payment transaction shall be converted at the exchange rate set in the Exchange Rate Sheet valid at the time of processing such payment transaction and, if the countervalue in EUR exceeds the limit set by the Bank, the exchange rate set on the basis of the current exchange rate on the interbank foreign exchange market valid on the day of execution of the payment transaction shall be used.

4.9 The Client must promptly notify and deliver to the Bank in writing documents proving any changes in details and documents required and submitted when concluding a contractual relationship with the Bank, including documents proving a change of the country of tax residence (through a 'tax domicile', which is a confirmation of the relevant foreign financial administration) and to submit, at the Bank's request, the documents required by the Bank to check the facts stated by the Client. The Client must prove these changes together with a valid Identity Document or other official document which makes such change clear, in accordance with applicable generally binding legal regulations. Any failure to give notice of such change or submit the documents required and/or agreed by the Bank shall be deemed a breach of the contractual conditions and the Client shall be liable for any damage resulting therefrom. The foregoing shall not apply if the Bank obtains details of the Client in the manner specified in Clause 8.9 of these GBC.

4.10 The Client is responsible for submitting most recent, accurate, and complete information to the Bank in accordance with generally binding legal regulations, as well as for fulfilling obligations arising to the Client in connection with the Client's contractual and legal relations with the Bank, in particular arising from generally binding legal regulations. The Client shall confirm this by signing the personal data form in front

of a Bank employee, or on other documents certifying the facts stated by the Client. The foregoing shall not apply if the Bank obtains details of the Client in the manner specified in Clause 8.9 of these GBC.

- 4.11** The Bank may change the numbers of all Accounts kept for the Client, in particular due to a change in the Bank's information system. The Bank undertakes to notify the Client of any such change at least 30 days prior to such change taking effect.
- 4.12** The Client may set no more than 2 specimen signatures to use at the Bank to submit Client's identification details, change such details, or change specimen signatures at the Client's request. Specimen Signatures shall become effective no later than on the next business day after their delivery to the Bank, and their later effective date, at the Client's request, shall not be permitted.
- 4.13** The Bank and the Client are entitled to do legal acts in writing in accordance with the Civil Code and by electronic means, signed with an electronic seal or electronic signature in accordance with the Civil Code or Regulation (EU) No. 910/2014 on electronic identification and trust services for electronic transactions in the internal market and Act No. 272/2016 Coll. on trust services for electronic transactions, as well as legal acts by means of a telephone device during a telephone conversation with the Client. The Bank also concludes Contracts with the Client through electronic banking applications. The specific level of Client's electronic signature depends on then current technical solution determined by the Bank.
- 4.14** The Bank may not accept or may reject a legal act or document signed by the Client with a qualified electronic seal if, with the Client's qualified electronic seal, the Bank will not be able to meet the requirements for duly proving Client's identity and for identifying the Client and/or verifying the Client's identification for the respective Banking Transaction, as set in the Anti-Money Laundering Act and the Banking Act. If a Contract, an amendment to a Contract or any other legal act or manifestation of will made by electronic means mentions persons representing the Bank or signing for the Bank, such persons shall represent the Bank and sign for the Bank only if the Bank does not sign the legal act or manifestation of will with a qualified electronic seal.

If a legal act which has been done by electronic means is stamped with an electronic time stamp, the time (date) of doing such legal act shall be deemed to be the time (date) indicated by that time stamp, even if the date of the legal act indicated in the text of the legal act itself is different. Where a single electronic document, which is signed with an electronic signature or an electronic seal, contains several separate manifestations of will, one electronic signature or one electronic seal of the person signing the electronic document shall be deemed to simultaneously cover all manifestations of will of the person signing the electronic document (or all manifestations of will of each person represented by the person signing the electronic document) contained in that electronic document. The validity and legal effect of any such separate manifestation of will contained in an electronic document shall not be called into question by reason of the fact that it has been so signed together with other separate manifestations of will by only one electronic signature or by only one electronic seal.

5. Mutual communication

- 5.1** Documents relating to a Banking Transaction or service provided by the Bank shall be in Slovak. Slovak shall also be the language of communication between the Bank and the Client during the term of the contractual relationship unless the Bank and the Client agree otherwise.
- 5.2** The Bank shall deliver documents to the Client in person at a branch, by post, courier and by electronic banking and electronic mail (e.g., via e-mail). Documents delivered by post shall be sent by the Bank to the Client's address stated in the Contract on specific Banking Transaction, or to a different address agreed with the Client. The Bank sends documents by ordinary post, registered post, or registered post with a delivery advice slip.
- 5.3** If the Client, through their action or omission, has prevented the delivery of a physical document, and the postal service returns the physical document as undelivered, the delivery shall take effect on the day when the physical document/mail is returned to the Bank. The delivery shall take effect even when the Client refuses to take receipt of the document.
- 5.4** Letters of the Client addressed to the Bank shall be deemed delivered if delivered to the Bank's registered office or to any of the Bank's places of business open to the public.



5.5 The Bank may communicate with the Client by means of a telephone device in a telephone call between an authorised Bank employee and the Client on terms separately agreed between the Client and the Bank, and selected legal acts of the Client, expressed orally, may be accepted during such calls. When conducting telephone calls with the Client, the Bank may make audio recordings.

6. Fees

6.1 The Bank is entitled to charge for its services and for Banking Transactions provided by the Bank the fees, charges and commissions according to the Bank's Price List valid at the time of execution of the relevant Banking Transaction or provision of a service, unless the Contract for the respective Banking Transaction or provision of the service sets out otherwise. The Bank is entitled to make changes to the Price List; such changes shall become binding on their proposed effective date. In the case of Banking Transactions concluded for a fixed term with a Consumer, the Bank may make such change only for a Serious Objective Reason. For other Banking Transactions and services, a change may be made without stating a reason. The Bank shall give to the Client a notice of the change to the Bank's Price List and its effective date by publishing the Bank's Price List on Bank's operating premises open to the public and on the Website and in a separate written notice sent no later than one month prior to the proposed effective date of the relevant change, unless a generally binding legal regulation in force in the Slovak Republic sets a different period of time, whether shorter or longer. Information included in an account statement shall also constitute a written notice to the Client. In the case of Banking Transactions concluded with a Consumer, the separate written notice must contain advice that the Consumer may terminate the respective Banking Transaction / Contract free of charge and immediately and, in the case of Banking Transactions concluded by the Consumer for a fixed term, the notice must also specify the given Serious Objective Reason. The Consumer's right to terminate the Banking Transaction / Contract must be exercised prior to the proposed effective date of the changes. If the Consumer does not agree to the proposed changes but does not terminate the Banking Transaction / Contract in writing before the proposed effective date of the Bank's Price List, the new version of the Bank's Price List shall become binding for the formed contractual relationship as an amendment to its

originally agreed terms on the effective date of the new version. The Bank may make changes to the Bank's Price List for the benefit of the Client; no reason for such changes is required; the Bank shall inform the Client of such change, as a rule, in advance of such change, and such change shall not give rise to the Client's right to terminate the Banking Transaction / Contract.

7. Interest, taxes, deposit protection

7.1 The Bank shall charge interest on Banking Transactions using the interest rates and interest rules for the respective Banking Transactions, which are available on Bank's operating premises open to the public and on the Website.

7.2 The Client is the ultimate beneficial owner of income within the meaning of Act No. 595/2003 Coll. on income tax, as amended, where the ultimate beneficial owner is the person to whom the income accrues for their own benefit and who has the right to use this income without limitation and without contractual or other legal obligation to transfer this income to another person or to a permanent establishment of this person, if the activity related to this income is carried out by this permanent establishment or the property to which this income is related is functionally connected to this permanent establishment; a person who acts as an intermediary for another person is not considered to be the ultimate beneficial owner. In the event that the Client is not the ultimate beneficial owner of the income, the Client must promptly inform the Bank of this fact.

7.3 Income (interest, bonuses, winnings, etc.) is subject to taxation in the Slovak Republic under generally binding legal regulations, unless international treaties binding on the Slovak Republic provide otherwise. When claiming benefits arising from international treaties on the avoidance of double taxation, the Client shall be obliged to submit to the Bank a tax domicile certificate issued in the Client's country of tax residence no later than three business days prior to the next capitalisation (clearing) of interest on the Client's Account or prior to the payment, remittance or crediting of any other income paid out by the Bank on which the Bank is obliged to withhold tax. The Bank will only accept a valid tax residence certificate for such claim for benefits under international treaties on the avoidance of double taxation.

7.4 Funds and deposits in accounts and deposit products opened and maintained by the Bank are protected under and on terms laid down in Act No.118/1996 Coll. on deposit protection and on the amendment of certain acts, as amended.

7.5 In the case of interest on loans, if the Reference Interest Rate that is the basis for calculating the interest rate for interest on loans is negative, then, for the purposes of calculating the interest rate for interest on loans, the Reference Interest Rate current at the time of calculating the interest rate for interest on loans shall be replaced by an interest rate of 0%.

7.6 The provisions of this Clause of the GBC shall apply to Contracts that

a) are considered a financial contract within the meaning of Regulation (EU) 2016/1011 of the European Parliament and of the Council on indices used as benchmarks in financial instruments and financial contracts or to measure the performance of investment funds (the “**Benchmark Regulation**”) and, at the same time,

b) use a Reference Interest Rate that meets the definition of a benchmark as defined in the Benchmark Regulation; and

c) unless any specific provisions on determining a Replacement Reference Interest Rate are set out in the Contract or in separate terms and conditions to the Contract.

If there arises a situation where:

(i) the Reference Interest Rate becomes permanently unavailable (e.g., the Reference Interest Rate ceases to exist), or

(ii) use of the Reference Interest Rate becomes unlawful (e.g., the administrator of the Reference Interest Rate withdraws its application for a licence to use the Reference Interest Rate; or the Reference Interest Rate or its administrator is removed from the relevant register maintained by ESMA); or

(iii) the methodology for calculating the Reference Interest Rate fundamentally changes under the Benchmarks Regulation, in terms of its administrator’s perspective (e.g., the geographic, economic, or sectoral scope of the Reference Interest Rate changes significantly); or

(iv) if the competent supervisory authorities declare that the Reference Interest Rate no longer has indicative value,

the original Reference Interest Rate (the “**Original Reference Interest Rate**”) shall be replaced by another Reference Interest Rate (the “**Replacement Reference Interest Rate**”).

The Replacement Reference Interest Rate shall be a Reference Interest Rate that:

a) is recommended by the competent supervisory authority (including a working group established or approved by such authority) as a replacement for the Original Reference Interest Rate;

b) if it is not possible to proceed according to point (a) above, the Reference Interest Rate shall be that used in similar transactions in the same currency with equivalent or comparable terms and conditions in relation to the Original Reference Interest Rate, wherein the Bank shall determine the Replacement Reference Interest Rate in good faith, taking into account the evolving or prevailing market standard at the time;

c) if it is not possible to proceed according to point (b) above, the Bank shall determine the Replacement Benchmark Interest Rate in good faith so as to be most comparable to the Original Reference Interest Rate.

For the purpose of reducing or eliminating the Parties’ losses or gains as a result of the replacement of the Original Reference Interest Rate by the Replacement Reference Interest Rate, and to an extent reasonable, the Replacement Reference Interest Rate shall be adjusted by a preselected spread (the “**Adjustment Spread**”). The Adjustment Spread shall be determined in relation to the replacement of the Original Reference Interest Rate by the Replacement Reference Interest Rate:

a) as the Adjustment Spread recommended by the competent supervisory authority (including a working group established or approved by such authority);

b) if it is not possible to proceed under point (a) above, by the Bank that shall determine in good faith an Adjustment Spread that is considered to be the evolving or then prevailing market standard in similar transactions;

c) if it is not possible to proceed according to point (b) above, by the Bank that shall determine in good faith a reasonable Adjustment Spread.

The Bank shall promptly notify the Client of the replacement of the Original Reference Interest Rate by the Replacement Reference Interest Rate, including the Adjustment Spread, as well as the effective date of such changes in relation to the respective Contracts.

For the avoidance of doubt, and unless otherwise agreed in the Contract, where such Contract states a 1-, 2-, 3-, 4-, 5-, 6-, 7-, 8-, 9-, or 10-year interest rate swap, this shall be deemed to be the Reference Interest Rate in the following order 1Y, 2Y, 3Y, 4Y, 5Y, 6Y, 7Y, 8Y, 9Y or 10Y ICE Swap Rate EUR 1100 administered by ICE Benchmark Administration Limited, which is listed in the relevant register maintained by ESMA, or the Reference Interest Rate stated in the respective ESMA register. This refinement shall not constitute a change in interest accrual or a replacement of the interest rate.

7.7 If a Contract is not deemed a financial contract under the Benchmark Regulation and, at the same time, the Contract uses a Reference Interest Rate (including for the calculation of default interest, if any), and no provisions for determining the Replacement Reference Interest Rate are set out in the Contract or in the Special Terms and Conditions of the Contract, then for situations under sub-clauses (i) to (iv) of Clause 7.6 of these GBC above, the procedures subsequently set out in this Clause 7.6 of these GBC shall apply accordingly, and such change to the Contract shall be effective for the Client even without the Client's consent. In an exceptional case, where it is not possible to determine the Replacement Reference Interest Rate in the manner described above, the Bank shall be entitled to declare that all Bank's claims under the Contract shall become due and payable.

8. Banking secrecy and personal data protection

8.1 The Bank undertakes to maintain confidentiality of all matters to which banking secrecy applies in accordance with generally binding legal regulations. The Bank is obliged to maintain the confidentiality of such information also after the end of the contractual relationship with the Client in accordance with generally binding legal regulations.

8.2 The Bank shall be entitled to provide, with the Client's prior written consent, information and documents about matters concerning the Clients that are not publicly available (subject to banking secrecy) or information that is subject to the Client's business secret to entities that are controlled or controlling persons in relation to the Bank and its controlled or controlling persons in accordance with Section 66a of the Commercial Code and to persons controlled by a controlling person of the Bank (the "ČSOB Group Member") for the purpose of offering and using the products and services of the Bank or ČSOB Group Member, for the purposes of preparing, concluding and executing Banking Transactions between the Client and the Bank or the ČSOB Group Member, for the purposes of finding the creditworthiness, credibility and compliance with payment discipline and financial indicators of the Client, and the purposes of protecting and enforcing the rights of the creditor and fulfilling the obligations of the Bank or the ČSOB Group Member under generally binding legislation and, in relation to a Non-Consumer, also for the purposes of creating and sharing a database of Non-Consumers.

8.3 The Bank, as a controller, may, in accordance with Regulation (EU) No 2016/679 of the European Parliament and of the Council on the protection of natural persons with regard to the processing of personal data and on the free movement of such data and repealing Directive 95/46/EC (General Data Protection Regulation) (the "General Data Protection Regulation"), Act No. 18/2018 Coll. on the protection of personal data and on the amendment of certain acts, the Banking Act and other legal regulations, even without the consent of the Client (a "data subject" for the purposes of this clause), find, collect, record, store, use and otherwise process their personal data in the following scope: form of address/title, name, surname, permanent residence, temporary residence, national identification number, if assigned, date of birth, nationality, type and number of Identity Document, contact telephone or fax number and electronic mail address, in the scope provided for by specific legislation for the purpose of carrying out a Banking Transaction, in particular for:

- negotiating and preparing a Banking Transaction,
- concluding a Contract on a Banking Transaction,
- communication and fulfilling obligations arising under the Contract on the Banking Transaction,

- administering the Contract on a Banking Transaction,
 - other purposes of fulfilling obligations related to the Banking Transaction within the meaning of the Banking Act.
- 8.4** The Bank shall also process personal data of data subjects in the scope necessary for protecting Bank's rights and legally protected interests. The Bank informs the Client that the processing of their personal data for the purposes of finding, verifying and controlling the identification of payment service users under the Payment Services Act and their representatives, for the purposes of concluding and executing Banking Transactions with Clients, for the purposes of receiving and handling Client complaints, for the purposes of resolving disputes with Clients, for the purposes of protecting and enforcing rights against Clients, for the purposes of documenting the Bank's activities, for the purposes of carrying out supervision under the Payment Services Act or special regulations (e.g. the Anti-Money Laundering Act) is carried out on legal grounds set out in the [Privacy Memorandum](#) (the "Memorandum") available on the Website, including information on the use of automated and non-automated means of personal data processing. The Bank processes the personal data of data subjects for the entire duration of the contractual relationship and, after its termination, until the expiry of the relevant data retention period as determined by generally binding legal regulations. The Bank may collect personal data necessary to achieve the purpose of their processing by way of copying, scanning, or otherwise recording the Identity Documents and other official documents on data carriers.
- 8.5** More information about the processing by the Bank of personal data of the Client is provided by the Bank to the Client in the Memorandum document. In the Memorandum, the Client can learn about how the Bank handles their personal data, how they can contact the Bank in connection with the processing of personal data and other important information as required by legislation that governs personal data protection.
- 8.6** The Bank processes Client's personal data for the purposes as set in the Anti-Money Laundering Act in connection with preventing and detecting money laundering and financing of terrorism.
- 8.7** The Bank shall ensure that records are kept of all investment services, investment activities and ancillary services provided and transactions executed so that the National Bank of Slovakia may fulfil its supervisory tasks and, in particular, determine whether the Bank complies with all obligations, including obligations in relation to Clients or potential clients and market integrity, in accordance with Commission Deregulated Regulation (EU) 2017/565 of 25 April 2016 supplementing Directive 2014/65/EU of the European Parliament and of the Council as regards organisational requirements and operating conditions for investment firms and defined terms for the purposes of that Directive. For this reason, telephone calls between Bank employees and Clients or potential clients may be recorded.
- 8.8** Mandatory automatic exchange of tax information in the context of cross-border measures: In connection with Council Directive (EU) 2018/2022 amending Directive 2011/16/EU as regards mandatory automatic exchange of information in the field of taxation in relation to reportable cross-border arrangements (the "tax schemes") ("DAC6"), which has been transposed into Slovak law by Act No. 305/2019 Coll, amending Act No. 442/2012 Coll. on international assistance and cooperation in tax administration, as amended, the Bank declares that the financial group ČSOB, which includes Československá obchodná banka a.s. and ČSOB Poistovňa, a.s., is not considered an intermediary in relation to reporting of potential cross-border measures, as, by the nature of its business, it does not design, market, organise or make available for implementation or manage the implementation of a reportable cross-border arrangement (i.e., potentially aggressive tax planning measures) nor does give tax advice, assistance or support in connection with design, marketing and organisation of a reportable cross-border measure, making such measures available for implementation, or managing the implementation of a cross-border reportable measure.
- 8.9** For the purposes of Clause 8.3 above, the Bank also may collect and bring up to date the data about data subjects through the common banking register in the manner and to the extent set out in Section 93a(9) of the Banking Act.
- 8.10** Non-public information provided orally or in writing (including in electronic form) in connection with the Banking Transaction is deemed to be confidential. The Client must take all measures to prevent



the disclosure of the confidential information to unauthorised persons or its misuse and use appropriate means when providing it to the Bank, ensuring an adequate level of communication security (including the use of secure electronic channels or encryption of transmitted data and their attachments in the case of electronic communication). The Bank shall not be liable for the disclosure of confidential information, for its misuse or for any damage caused to the Client by its disclosure or misuse if the Client breaches the above obligations.

9. Dispute resolution and complaints handling

9.1 Any dispute between the Client and the Bank shall be resolved by the disputing parties in accordance with Act No. 160/2015 Coll., the Code of Civil Contentious Procedure through the courts system of the Slovak Republic.

9.2 The Client may submit a complaint to the Bank or a claim in accordance with the Bank's Complaints Procedure (published at <https://www.csob.sk/dolezite-dokumenty#obchodne-a-poistne-podmienky>, the "Complaints Procedure").

9.3 In accordance with Section 25(1) of Act No. 90/2016 Coll. on housing loans and on the amendment of certain acts, and under Act No. 129/2010 Coll. on consumer loans and other credits and loans to consumers and on the amendment of certain acts, the Bank advises that any disputes with consumers arising in connection with a housing loan or a consumer loan shall preferably be resolved through negotiation between the parties. The Consumer has the option to initiate a complaint procedure in accordance with the Complaints Procedure. The Bank shall inform and instruct the Consumer of their right to submit a request for redress to the Bank if the Consumer is not satisfied with the manner in which the complaint has been handled or if the Consumer believes that the Bank has violated the Consumer's rights. If the Bank rejects the Consumer's request for redress or fails to respond to it within 30 days from the date of its dispatch, the Consumer shall have the right to submit a proposal to an alternative dispute resolution entity to initiate alternative dispute resolution. The use of alternative dispute resolution shall be without prejudice to the right to apply to the courts. Alternative dispute resolution for consumer disputes is governed by Act No. 391/2015 Coll. on alternative dispute resolution of consumer disputes

and on the amendment of certain acts. The list of alternative dispute resolution entities is maintained by the Ministry of Economy of the Slovak Republic on its website [List of Alternative Dispute Resolution Entities | Alternative Dispute Resolution | Consumer Protection | Banking Transaction | SR MoE](#). The Bank draws attention to the alternative dispute resolution entity named the Alternative Dispute Resolution Institute of the Slovak Banking Association (Inštitút alternatívneho riešenia sporov Slovenskej bankovej asociácie) with its registered office at Mýtna 48 (Blumental Office I), 811 07 Bratislava – Staré Mesto, established by the Slovak Banking Association. More information about alternative dispute resolution through this entity can be found on the website www.institutars.sk.

Under Slovak law, disputes may be resolved in accordance with:

a) Act No. 160/2015 Coll., Code of Civil Contentious Procedure (disputes before courts having jurisdiction for both Consumers and Non-Consumers),

b) Act No. 391/2015 Coll. on alternative dispute resolution of consumer disputes and on the amendment of certain acts (for Consumers),

c) Act No. 420/2004 Coll. on mediation and on the amendment of certain acts (for both Consumers and Non-Consumers),

d) Act No. 335/2014 Coll. on consumer arbitration and on the amendment of certain acts (for Consumers),

e) Act No. 244/2002 Coll. on arbitration (for both Consumers and Non-Consumers).

9.4 Advice as required by Section 93b of the Banking Act and Sections 91 and 93 of the Payment Services Act:

- The Bank hereby advises Clients that disputes related to Banking Transactions under Section 5(i) of the Banking Act (the creation, modification, or termination of obligations between the Bank and its Client and any operations related to banking activities, including the handling of deposits) arising between the Consumer and the Bank also fall within the competence of an alternative dispute resolution entity established under separate legislation.

- The Bank also advises Clients who are Consumers about alternative dispute resolution for disputes related to banking transactions or the provision of payment services (this also applies to disputes related to transfer of a payment account under Section 44d of the Payment Services Act known as ‘account switching’) through alternative dispute resolution entities that are authorised to resolve disputes related to such transactions, and that this option of resolution may be used at the Consumer’s election, including the choice of relevant alternative dispute resolution entity. Such alternative dispute resolution entity is competent to resolve disputes relating to the provision of payment services arising between payment service users who are Consumers and payment service providers. The alternative dispute resolution entity may not refuse resolving disputes related to the provision of payment services if the Consumer who is a party to a payment services dispute chooses that entity to resolve the dispute. Alternative dispute resolution before alternative dispute resolution entities authorised to resolve disputes related to the provision of payment services is free of charge in the case of disputes between payment service users who are Consumers and payment service providers. The Client has the right to alternative dispute resolution before the alternative dispute resolution entity in the language in which they usually negotiated or communicated with the Bank.

The alternative dispute resolution entity authorised to resolve disputes related to the provision of payment services is obliged to give to the National Bank of Slovakia, at its request and within a time limit set by it, information received by or known to such entity about facts related to disputes in connection with the provision of payment services in disputes in connection with the provision of payment services. Alternative dispute resolution entities related to banking transactions or payment services within the meaning of Act No. 391/2015 Coll. on alternative dispute resolution for consumer disputes are legal entities registered by the Ministry of Economy of the Slovak Republic ([List of Alternative Dispute Resolution Entities | Alternative Dispute Resolution | Consumer Protection | Commerce | MoE SR](#)).

- The Bank advises Clients who are not Consumers that disputes related to banking transactions may be resolved in an arbitration and disputes related

to banking transactions or the provision of payment services may be resolved out-of-court – for example, by mediation. Separate legislation that governs arbitration or other out-of-court dispute resolution includes Act No. 244/2002 Coll. on arbitration and Act No. 420/2004 Coll. on mediation and on the amendment of certain acts. The current list of arbitration courts and mediators can be found on the website of the Ministry of Justice of the Slovak Republic (www.justice.gov.sk).

- 9.5** The Bank hereby advises, in accordance with Section 69(4) of Act No. 566/2001 Coll. on securities and investment services and on the amendment of certain acts (the Securities Act), that any disputes arising in connection with investment and ancillary services shall be resolved preferably through negotiation between the parties. Dispute resolution options are set out in Clause 9.3 of these GBC. The Client may also file a complaint through the Financial Consumer Protection Department of the National Bank of Slovakia.

10. Accessibility of services for persons with disabilities

The Bank publishes and continuously updates information on its Website in the section Accessibility of services www.csob.sk/pristupnost regarding the measures taken regarding the accessibility of financial services for persons with disabilities, including persons who are particularly vulnerable - e.g. the elderly, persons with temporary disabilities or sensory impairments. The Bank regularly reviews all its processes to ensure that they are as Clients-friendly as possible.

11. Final provisions

- 11.1** The Bank shall have no liability under generally binding legal regulations for damage caused by circumstances which arose independently of the Bank’s will, which the Bank cannot avert or overcome, and which prevent it from fulfilling its obligations. If any of the circumstances that exclude the Bank’s liability arise, the Bank shall take such measures to mitigate the adverse effects on the Client as may reasonably be expected of it.
- 11.2** Supervision over compliance with the provisions of the Payment Services Act, the Banking Act, the Personal Data Protection Act and other generally binding legal regulations applicable to Bank’s activities is conducted primarily by the National Bank of Slovakia, the Office

for Personal Data Protection, and other supervisory authorities in accordance with applicable legislation.

11.3 The Bank may amend these GBC. Changes to the GBC shall become binding on their proposed effective date. In the case of Banking Transactions concluded with the Consumer for a fixed term, the Bank may make such change only for a Serious Objective Reason. For other Banking Transactions, a change may be made without stating a reason. The Bank shall give notice to the Client about any change to these GBC and their effective date by publishing these documents on Bank's operating premises open to the public and on the Website and by a separate written notice sent no later than one month prior to the proposed effective date of the relevant change, unless a generally binding legal regulation in force in the Slovak Republic sets out a different period of time, whether shorter or longer. Information included in an account statement shall also constitute a written notice to the Client. In the case of Banking Transactions concluded with a Consumer, the separate written notice must contain advice that the Consumer may terminate the respective Banking Transaction / Contract free of charge and immediately and, in the case of Banking Transactions concluded by the Consumer for a fixed term, the notice must also specify the given Serious Objective Reason. The Consumer's right to terminate a specific amended Banking Transaction / Contract must be exercised prior to the proposed effective date of the changes. If the Consumer does not agree to the proposed changes but does not terminate the Banking Transaction / Contract in writing before the proposed effective date of the GBC, the new version of the GBC shall become binding for the formed contractual relationship as an amendment to its originally agreed terms on the effective date of the new version of the GBC. The Bank may make changes to the GBC for the benefit of the Client; no reason for such changes is required; the Bank shall inform the Client of such change, as a rule, in advance of such change, and such change shall not give rise to the Client's right to terminate the Banking Transaction / Contract.

11.4 The Bank shall be entitled, for a special reason of operation, to declare that a Trading Day is a non-trading day.

11.5 These GBC shall replace the General Business Conditions effective as of 1 July 2025 and shall become valid upon their publication on 1 June 2026 and effective as of 17 August 2026.