

# GE Artesia Bank

## Domestic Payment Orders – Order for Domestic Payment Traffic

### General Conditions for Payment Services

This product sheet gives a brief description of the main features of the payment product "Domestic Payment Order". As such, it forms a supplement to the General Conditions for Payment Services which apply in full to the relationship between the Client and the Bank in respect of this payment product, unless otherwise stated in this product sheet. For a full representation of the applicable Terms and Conditions we refer to the General Conditions for Payment Services. Terms Capitalized in this product sheet have the same meaning as the terms defined in the General Conditions for Payment Services.

### Features

Domestic payments are payments in euro, in favour of a (bank or giro) account held in the Netherlands, and debited to your euro account with us.

This form of domestic payment is based on a standard 'electronic' template "Order for Domestic Payment" which you can 'digitally' complete, print and use for your payment orders. On it, you can indicate whether the payment should be executed as a standard or as an urgent payment. Extra charges will apply for the latter.

### Applying for standard payment forms

Please contact your GE Artesia branch for standard payment forms: they will arrange to have a template e-mailed to you, which you can use to record and print your Payment Orders.

### Method for giving Orders, Consent and Time of Receipt

The 'digitally' completed Payment Orders should be printed, dated and signed by an authorised signatory(ies). It should contain the following elements:

- Payer's name
- Payer's account number
- Payee's name
- City where the payee is based
- Payee's account number
- Amount and currency (EUR)
- Date of signing
- Valid signature(s)

### Method for giving Orders, Consent and Time of Receipt

You can print and sign the fully completed form and send it by post to GE Artesia Bank, Postbus 274, 1000 AG Amsterdam.

If previously agreed, you can also fax the duly completed form directly to our Approvals department, fax number +31 (0)20 5204483. Delivery of the completed form by other electronic means such as e-mail is not possible.

By signing the form, you give us your consent to execute the Payment Order. The Time of Receipt of the Payment Order by the Bank will be deemed to be the time at which you have given the payment order.

If you have concluded an Artesia Internet Banking agreement with us, you may also submit your Payment Orders through Multiversa IFF, GE Artesia's online banking system. Please refer to the relevant product sheet for further details.

### Fax agreement

Payment Orders by fax will only be accepted if you use the standard Bank form "Domestic and International Payment Order" and on condition that you have signed a Fax Agreement with the Bank. The Bank hereby warns you of the high fraud risk involved in delivery of Payment Orders by fax and accepts no liability for any consequences arising there from.

### Cut-Off Time

The "Overview of Latest Delivery Times" shows the Cut-Off times, i.e. the time on a Business Day by which a Payment Order must have been Received by the Bank to ensure it is processed that same Business day.

### Execution term

Payment orders which have been submitted in the manner prescribed by the Bank and for which there is no ground for refusal, will be credited to the account of the payee's bank at latest within 4 Business Days after the Time of Receipt.

Payment orders that are not received on a Business Day, or which are received after the Cut-Off Time on a Business Day will be deemed to have a Time of Receipt at the start of the next Business Day.

Urgent payments which the Bank Receives before the specified Cut-Off Time will be executed the same Business Day.

### Revocation of Payment Orders

A Payment Order cannot be revoked after its Receipt by the Bank.

To revoke a Payment Order prior to its Receipt by the Bank, please contact the approvals department, on 'phone +31 (0)20 5204481 / 4482.

### Refusal of Payment Order

In the event of refusal of a Payment Order by the Bank, it is deemed not to have been received. The Bank will inform you about this electronically, in writing or in some other way determined by the Bank.

In addition, the Bank will explain the procedure a Client should follow in order to correct any factual inaccuracies that led to refusal of the Payment Order.

### Fees

The GE Artesia branch where your account is held can provide you with full details of fees for payment services.



# General Information Sheet

This section briefly explains a number of general matters that apply to all Payment Products, in addition to those contained in the individual Product Sheets. Please see the General Conditions for Payment Services for a full description of the Terms and Conditions applicable to the relationship between the Client and the Bank in the area of Payment Services. Terms Capitalized in this product sheet have the same meaning as the terms defined in the General Conditions for Payment Services.

## Information on GE Artesia Bank

GE Artesia Bank is the trade name for Banque Artesia Nederland N.V., having its registered office in Amsterdam, with offices in Amsterdam, Rotterdam, The Hague, Breda (for Brabant & Zeeland), Zeist (for Middle & East Netherlands) and Maastricht.

The Bank is licensed to operate as a credit institution subject to the supervision of the Netherlands Authority for the Financial Markets and De Nederlandsche Bank (Dutch Central Bank), both based in Amsterdam, and is registered as such in the registers with these supervisory bodies. More information is available on their respective websites [www.afm.nl/registers](http://www.afm.nl/registers) and [www.registers.dnb.nl/dnb](http://www.registers.dnb.nl/dnb).

## Complaints

GE Artesia Bank has a formal Complaints Procedure. Below is a brief explanation of how you should proceed with a complaint; for a full description please see our website, [www.artesiabank.nl](http://www.artesiabank.nl).

If you have a complaint concerning a service provided to you by the Bank, you should first contact the GE Artesia branch where your account is held. If, in your opinion, the complaint has not been satisfactorily resolved, you can lodge your complaint in writing, by sending it to: GE Artesia Bank, afdeling Kwaliteitsbeheer, Postbus 274, 1000 AG Amsterdam.

Should your complaint still not have been dealt with satisfactorily you can, as a Private client, present it to the independent complaints committee (Klachteninstituut Financiële Dienstverlening, Kifid). Complaints can be submitted to them via the Internet ([www.kifid.nl](http://www.kifid.nl)), by phone (0900-3552248) or by mail: Kifid, Postbus 93527, 2509 AG Den Haag.

## Provision of Information and communication

If a product or service of the Bank is jointly provided to several persons, the Bank shall only send documents and/or other information, of whatever nature, to the address provided to the Bank. If there is no (longer) an agreement between the persons concerned, the Bank may itself determine to which address it will send the documents and/or other information. Documents and/or information sent by the Bank to one address will be deemed to have been received by all persons concerned.

## Countries within the EU and EEA

The following countries are members of the EEA (includes EU + 3 others), and have implemented the Payment Services Directive, or will do so shortly: Austria, Belgium, Bulgaria, Cyprus, the Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Iceland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, the Netherlands, Norway, Poland, Portugal, Rumania, Slovakia, Slovenia, Spain, Sweden and the United Kingdom.

## Business Day

Every day (excluding Saturday and Sunday) with the exception of New Year's Day, Good Friday, Easter Sunday, Easter Monday, Dutch

National Holiday (30 April), 1 May and 5 May (once every 5 years), Ascension Day, Whit Sunday and Whit Monday, Christmas Day and Boxing Day (25 and 26 December).

## Cut-off Time

The "Overview of Latest Delivery Times" - available from your GE Artesia branch or on our website - shows the Cut-Off times, i.e. the time by which a payment order must have been Received by the Bank to ensure it is processed the same Business day. Payment Orders that are not received on a Business Day, or which are received after the Cut-Off Time on a Business Day will be deemed to have a Time of Receipt at the start of the next Business Day.

## Execution of Payment Order

We execute your Payment Order on the basis of the Unique Identifier of the payee (account number or IBAN) that you have specified in your Payment Order. We do not verify that the Unique Identifier provided by you is valid, and we do not check that it is correct in relation to the name of the payee. We are not liable for the consequences if a Payment Order has been executed on the basis of an incorrect Unique Identifier given by you, so you should carefully check the accuracy of these details before submitting your Payment Order to the Bank. The Bank is not obliged to execute the Payment Order on the basis of other details presented by you.

## Methods to give Payment Orders

The specific Product Sheets describe how you should prepare and submit the various forms of Payment Order to the Bank. Payment Orders that do not meet these requirements will not be handled by the Bank and will be deemed not to have been Received.

## Refusal of Payment Order

In the event of refusal of a Payment Order by the Bank, it is deemed not to have been Received. The Bank will inform you about this electronically, in writing or in some other way determined by the Bank.

In addition, the Bank will explain the procedure a Client must follow to correct any (factual) inaccuracies which led the Bank to refuse the Payment Order.

The grounds on which the Bank can refuse a Payment Order include:

- Inaccurate, unclear or incomplete Payment Orders
- Account balance Insufficient
- Direct Debit is blocked
- Legal or Statutory reasons
- Suspected fraud

For a complete overview of the grounds for refusal please see the General Conditions for Payment Services which apply to the Bank's payment products.

## Inspection of the execution of presented Payment Orders

The correct execution of Payment Orders can be verified on the account statements sent to you by the Bank on a regular basis. If you have access to Multiversa IFP, GE Artesia's Online Banking system, you can check the processing of your Payment Orders on an intra-day basis.

## Applicable conditions and changes

The Bank may change the information set out in the Product Sheets from time to time in the manner indicated in the General Conditions for Payment Services.