

CUSTOMER INFORMATION ON ACCOUNT EXCHANGE SERVICE FOR THE USER

in accordance with the Consumer Payment Account Act

The Consumer Payment Account Act obligates credit institutions to communicate to users legally established information on the account exchange service. These are presented in the following.

Thus, after a corresponding authorization from you, the receiving institute will carry out the account exchange. In case of two or more account owners, the permission of each account owner is necessary.

A) Course of the account exchange

Within two business days after you have authorized the account exchange service, the receiving institution will request that the transferring institution undertake the following steps - insofar as your permission allows for this:

- a) to transfer to the receiving institution and — if expressly requested by you — also to you a list of the existing standing orders and the available information on debit mandates that are to be transferred in the account exchange.
- b) to transfer to the receiving institution and — if expressly requested by you — also to you the available information about recurring incoming transfers and the debits initiated by the receiver of the payment to your payment account in the previous 13 months.
- c) No longer accepting debits and ongoing transfers effective from the date given in the authorization.
- d) To cancel standing orders effective from the date given in the authorization.
- e) To transfer each remaining positive balance to the payment account opened or led by the receiving institution on the date given by you and
- f) to close the payment account listed by the transferring institution on the date given by you.

After the receipt of the appropriate request from the receiving institution, the transferring institution undertakes the following steps - if your authorization provides for this:

1. **Within five business days** it sends the list of the existing standing orders and the available information on debit amounts that are being transferred in the account exchange as well as the available information about recurring incoming transfers and direct debits arranged by the receiver of the payment to your payment account in the previous 13 months to the receiving institution;
2. It accepts no more incoming transfers and direct debits to the payment account effective from the date given in the authorization.
3. It cancels standing orders effective from the date given in the authorization.
4. It transfers to the payment account opened and listed by the receiving institution the remaining positive balance of the payment account on the date given in the authorization.
5. It closes on the date given in the authorization, insofar as you have no more outstanding obligations to this payment account and the steps in letters a, b, and d of this paragraph have been completed. The surrendering institution will inform you if your payment account cannot be closed because of such still open obligations.

Within five business days after the receipt of the required information from the transferring institution, the receiving institution, how and insofar your authorization allows for this, and in the scope in which the information from the

transferring institution or communicated to you allows the receiving institution to do this, will undertake the following steps:

- a) It will establish the standing orders you want and will pay these effective as of the date named in the authorization.
- b) It will meet the necessary arrangements to accept direct debits and will accept these effective from the date named in the authorization.
- c) It will likewise inform you about incidental charges as well as your rights in accordance with Item 5 Paragraph 3 Letter b of regulation (EU) No. 260/2012 on the possibilities of mandate administration.
- d) It will communicate to the payers named in the authorization who effect the recurring incoming transfers to their payment account the information about their new payment account information with the receiving institution and will transmit to you a copy of your authorization. If the receiving institution does not have all the information which it needs to instruct the payer, you can request from the transferring institution that it transfers the missing information to you.
- e) It shares with the payment recipients named in the authorization who debit amounts of money from their payment account the information on their new payment account with the receiving institution as well as the date from which direct debits can be made from this payment account and transfers to them a copy of your authorization. If the receiving institution does not have all the information which it requires to instruct the payment recipients, it will ask the transferring institution to send it the missing information.
- f) If you decide to transfer to payers or recipients of payment the information from Subparagraph 1 Letters d and 3 of this paragraph personally instead of having to give the receiving institution your express consent regarding this, the receiving institution will make available to you a sample letter that contains the information on your new payment amount as well as the date given by you in the authorization.

B) Fees for the account change – Service

1. The transferring and the receiving payment providers must make available to the consumer free access to his or her personal data which is available to them through existing standing orders and debits.
2. The transferring payment provider must transfer the information required by the receiving payment provider in accordance with § 17 Paragraph 1 Line 1 free of charge without having to be requested to do this by them or by the consumer.
3. The transferring payment provider may assess a charge on the consumer of the payment account handled by them only if
 - the framework contract has been concluded for the length of no more than twelve months,
 - the fee is agreed upon in the framework contract in accordance with § 28 Paragraph 1 Line 3 letter a ZaDiG and it is proper and oriented to the actual costs of the payment provider, and
 - the termination takes place not before the coming into effect of a change to the framework contract in accordance with § 29 Paragraph 1 Line 1 letter b ZaDiG.
4. For all other services which the transferring or the receiving payment provider must provide after the determination of this principal part in an account change, the consumer may be assessed fees if these
 - were agreed upon in advance in accordance with § 28 Paragraph 1 Line 3 letter a ZaDiG and
 - are proper and oriented toward the actual costs of the concerned payment provider.

C) Information on the procedure for alternative dispute resolution

Kathrein is always engaged in serving customers regarding their concerns, their wishes, and needs in all banking transactions to the best of its ability. Should the customer nevertheless have reasons for a complaint, Kathrein will

comprehensively investigate this complaint. For this purpose, customers should either turn to their client advisor or – if no satisfactory resolution can be achieved in this way – to the management of Kathrein/the complaints board of Kathrein.

The customer can turn to the conciliation body of the Austrian Credit Industry, Wiedner Hauptstraße 63, 1045 Vienna under the phone number: +43 1 505 42 98 or to office@bankenschlichtung.at with their complaint. He or she can also address the Financial Market Authority, 1020 Vienna, Praterstraße 23.

For the resolution of disputes in connection with account management or payment services, the ordinary courts that implement Austrian law are responsible. The place of general jurisdiction of Kathrein is the Vienna commercial court.