

Information on payment accounts and payment services in accordance with the Accessibility Act (Barrierefreiheitsgesetz; BaFG)

Version June 2025

In order to make this information easier to read, we have refrained from using both the masculine and feminine forms of language. All person-related language is intended to refer to all genders.

Bank Gutmann Aktiengesellschaft
Schwarzenbergplatz 16
1010 Vienna
Phone: +43 1 50220-0

In this information sheet, we describe the main services relating to payment accounts and payment services. We explain the most important features and functions of our services.

Where legally necessary, we occasionally use certain technical terms provided for by law. We then explain the terms.

The information sheet is for information purposes only. Legally, what is agreed with you in your contract applies. For more detailed information on our payment account and payment services, please refer to the contractual documents and customer information, which your customer advisor will go through with you in detail.

1. What is a payment account?

A payment account is a special bank account and is also called a current account. If you become a customer of our bank, you can open a payment account with us. With a payment account, you can pay and receive money without cash.

We offer the following services in connection with payment account, for example:

- Operating of the payment account and keeping the money in the payment account ("credit balance").
- Execution of money movements ("transactions"). These money movements are called transfers. They can be cash receipts and cash payments. Incoming funds are amounts

of money that are transferred to a payment account. They are credited to the account. Outgoing payments are amounts of money that are taken from the payment account.

All of these transactions are referred to as "payment services". Payment services are processed via the payment account.

2. What do you need to open a payment account?

You can open a payment account at a bank. The bank must first identify you. To do this, you will need an official photo ID, e.g. a valid identity card or passport. We will be happy to inform you about other official forms of identification and other methods of how to assess your identity. Once you have been successfully identified and all the necessary information has been obtained from you as well as all the required documents have been completed and signed by you, the bank will open the payment account. You will also receive customer information on how payment services work when the contract is concluded.

3. What is the IBAN?

IBAN is an abbreviation for four English words. These words mean: International Bank Account Number.

Each account has its own IBAN. Each IBAN only exists once. The IBAN consists of letters and numbers. An example of an IBAN is: AT11 1234 5012 3456 7890.

You need your IBAN to carry out transactions via your account.

4. What banking services can you use if you have a payment account?

a) Cash placed on the payment account, cash withdrawals

How does money get into your payment account?

You can place cash on your payment account at the cash desk at the headquarters of Bank Gutmann AG.

In addition, an amount of money can be credited to your payment account by bank transfer.

How do you get cash from your payment account?

During the respective opening hours at the cash desk at Bank Gutmann AG's head office:

You will need the following for the withdraw of the cash:

- a valid identity card or passport and
- the IBAN of your payment account.

You fill in the withdrawal request and sign it.

b) SEPA credit transfers, non-SEPA (payment transactions), standing orders, SEPA direct debits

Credit transfer:

With a payment instruction (= "credit transfer"), you issue an order to pay an amount of money from your payment account to the bank account of another person (payee).

The term SEPA credit transfer is very often used for EUR credit transfers. SEPA is the abbreviation for "Single European Payments Area". SEPA standardizes cashless payment transactions throughout Europe. The SEPA credit transfer is standardized throughout the EU. You can order a SEPA credit transfer in Austria and within Europe.

SEPA instant credit transfer:

You can receive SEPA credit transfers in euros in real time and also send them from October 9, 2025. Real time means that you can receive such SEPA real time transfers 24 hours a day, seven days a week, 365 days a year and the incoming payment amount will be credited to your account within a maximum of ten (10) seconds. A payment order issued by you will be processed immediately by the bank during business hours and credited to the payee's account within a maximum of ten (10) seconds of being entered into Bank Gutmann's internal systems.

A transfer order contains the following information: the payee, the IBAN, the amount of money and the date. For transfers outside the EU, the BIC must also be stated. BIC stands for "Bank Identifier Code". The BIC is a globally valid bank code and uniquely identifies a bank worldwide.

Standing order:

A standing order is a cashless transfer with a fixed amount that is made regularly (e.g. monthly) at a fixed time (e.g. every 5th of the month) to a specific payment account. For example, you issue a standing order to pay your rent by regularly transferring the same amount of money to the same payment account.

SEPA direct debit:

With a SEPA direct debit, you authorize the payee to debit an amount of money from your payment account. To do this, you fill out a form, the "SEPA Direct Debit Mandate". You issue a direct debit mandate if you allow an amount of money to be transferred regularly to the same payment account. The amount of money can always be different, e.g. the telephone bill.

5. What is a payment account statement?

The payment account statement is a list of the incoming and outgoing funds booked to your payment account. An account statement will be sent to you by post or kept in the bank.

6. How can you place orders with the bank?

You can place your orders as follows:

At the branch: in person with your customer advisor during business hours.

By telephone: call your customer advisor during business hours.

By Secure-Mail: electronically with your customer advisor during business hours.

7. What is an "overdraft"?

You may need more money than you have in your payment account and borrow money from your bank. This is an "overdraft". If you "overdraw" your account, you borrow money from the bank and take more money from the payment account than is in the payment account. This means you are in debt. You have to repay the borrowed money to the bank and also pay interest on the overdraft. Interest is the price you pay for borrowing the money.

Banks are not obliged to let you overdraw your account.

8. What charges may apply?

Various fees are charged for maintaining a payment account. We will agree the fees with you in the price display or in the fee terms.

9. How can an account agreement be terminated?

To cancel the agreement, you must terminate it. You can do this at any time. However, you must adhere to a notice period of one month.

We can also terminate the contract and have a notice period of two months.

If there is good cause, you as well as we can terminate the agreement at any time with immediate effect.

10. Account switching service in accordance with the VZKG

VZKG is an abbreviation for the Consumer Payment Account Act.

In the event that you wish to change banks, the VZKG sets out how the current bank and the new bank will help you.

To do this, you must allow the new bank to ask the current bank questions about your bank account.

You open a new payment account at the new bank and also give it the order for the account switching service. To do this, you fill out a form. You tell them exactly what the new bank should do, e.g. when the current payment account should be closed, which standing orders should be carried out on the new account, etc..