

Comparison of the currently valid version and the version from February 2026, which will be valid from 1 July 2026.

VERSION APRIL 2024, EFFECTIVE FROM 1 JULY 2024:

III GIRO TRANSACTIONS

A TRANSFER INSTRUCTIONS

Section 27 (...)

(3) The payee's IBAN and the payment service provider's Bank Identifier Code (BIC) specified by the customer pursuant to Para. (2) are the unique identifier of the payee on the basis of which the transfer instruction is executed. If the customer specifies details of the payee in addition to the IBAN and BIC, such as the payee's name, such details are not part of the unique identifier; they serve only documentation purposes and will be disregarded by the Bank when it executes the transfer instruction.

(...)

(8) If the Bank refuses to execute a transfer instruction, it shall inform the customer as soon as possible, but in any case, within the periods specified in Section 28 (3), of such refusal and of how the transfer instruction can be corrected in order to enable the Bank to execute it in the future. A reason for such refusal shall only be stated if this does not constitute an infringement of Austrian or Community law or an infringement of a court order or an order issued by an administrative authority. Transfer instructions which are legitimately refused by the Bank shall not trigger the periods agreed for execution in Section 28 of these Terms and Conditions.

(9) Information on executed transfer instructions (reference, amount, currency, charges, interest rate, exchange rate, value date of the debit entry) and other payments debited to the customer's basic account, especially under a direct debit procedure, shall be provided to the customer in the statement of account when the respective transaction takes place. The customer may require the statement of account to be made available by the bank once a month, free of charge, in a manner which has been agreed in the framework contract for making information available (i.e. access via self-service devices of the bank or via internet banking) which allows the customer to store and reproduce the statement of account unchanged. The customer may further require the statement of account to be provided once a month against an appropriate compensation of costs by mail.

VERSION FEBRUARY 2026, EFFECTIVE FROM 1 JULY 2026:

III GIRO TRANSACTIONS

A TRANSFER INSTRUCTIONS

Section 27 (...)

(3) The payee's IBAN and the payment service provider's Bank Identifier Code (BIC) specified by the customer pursuant to Para. (2) are the unique identifier of the payee on the basis of which the transfer instruction is executed. If the customer specifies details of the payee in addition to the IBAN and BIC, such as the payee's name, such details are not part of the unique identifier; they serve only documentation purposes and will be disregarded by the Bank when it executes the transfer instruction.

For credit transfers and instant credit transfers pursuant to Article 1 in conjunction with Article 2 no. 1 and 1a of SEPA Regulation (EU) 2012/260 (SEPA transfers), the bank uses the name of the payee as indicated by the customer starting on 5 October 2025 for the purposes of checking that the payee matches the provided IBAN pursuant to Article 5c of SEPA Regulation (EU) 2012/260.
(...)

(8) If the Bank refuses to execute a transfer instruction, it shall inform the customer as soon as possible, but in any case, within the periods specified in Section 28 (5) and (6), of such refusal and of how the transfer instruction can be corrected in order to enable the Bank to execute it in the future. A reason for such refusal shall only be stated if this does not constitute an infringement of Austrian or Community law or an infringement of a court order or an order issued by an administrative authority. Transfer instructions which are legitimately refused by the Bank shall not trigger the periods agreed for execution in Section 28 of these Terms and Conditions.

(9) Information on executed transfer instructions (reference, amount, currency, charges, interest rate, exchange rate, value date of the debit entry) and other payments debited to the customer's basic account, especially under a direct debit procedure, shall be provided to the customer in the statement of account when the respective transaction takes place. The customer may require the statement of account to be made available by the bank once a month, free of charge, in a manner which has been agreed in the framework contract for making information available (i.e. access via self-service devices of the bank or via internet banking) which allows the customer to store and reproduce the statement of account unchanged. The customer may further require the statement of account to be provided once a month against an appropriate compensation of costs by mail.

In addition to the information in the statement of account, in the case of instant credit transfers, the bank shall inform the customer, starting on 5 October 2025, of the execution of the instant credit transfer within 10 seconds of the receipt of the instant credit transfer instruction (see Section 28 Para. 2).

Execution time

Section 28 (1) Payment instructions received by the Bank after the time near the end of the business day specified by the Bank and to be notified to the customer for the respective type of payment, or on a day which is not a business day, shall be deemed to have been received on the subsequent business day. In addition, the Bank shall publish these times in the “Information provided by UniCredit Bank Austria AG on Payment Services for Consumers”, which is made available electronically on its website. A business day is every day on which the Bank maintains the business operations required for carrying out payments with a specific payment instrument.

(2) If the customer who gives a payment instruction and the Bank agree that the execution of a payment instruction should start on a specified date or at the end of a specified period or on the day on which the customer makes the funds available to the Bank, the agreed date shall be deemed to be the time of receipt. If the agreed date is not a business day of the Bank, the payment instruction shall be deemed to have been received on the subsequent business day.

(3) The Bank shall ensure that, after the time of receipt, the amount of the payment transaction will be credited to the payee’s payment service provider’s account not later than by the end of the following business day (in the case of payment transactions submitted in paper form, not later than by the end of the day after the following business day). This paragraph shall only apply to payment transactions in euro as well as to payment transactions whose amounts are transferred in euro to an EEA member state outside the euro area in which the currency conversion is carried out.

(4) For payment transactions within the European Economic Area (EEA) not mentioned in Paragraph 3 the execution time mentioned in Paragraph 3 shall not exceed 4 business days.

Execution time

Section 28 (1) Payment instructions received by the Bank after the time near the end of the business day specified by the Bank and to be notified to the customer for the respective type of payment, or on a day which is not a business day, shall be deemed to have been received on the subsequent business day. In addition, the Bank shall publish these times in the “Information provided by UniCredit Bank Austria AG on Payment Services for Consumers”, which is made available electronically on its website. A business day is every day on which the Bank maintains the business operations required for carrying out payments with a specific payment instrument.

(2) By way of derogation from Paragraph 1, instant credit transfers in euro are possible 24 hours a day on every day of the year. Payment instructions for an instant credit transfer shall be considered as received by the bank at the time of receipt, regardless of the time of day or day of the year.

For payment instructions issued in non-electronic form (e.g. for instructions issued on paper or by telephone), the time of receipt shall be the point in time at which the bank has entered the customer payment instruction submitted on paper in its internal transaction processing system. After the payment instructions are issued, the internal transaction processing system will be completed as soon as possible.

(3) If the customer who gives a payment instruction and the Bank agree that the execution of a payment instruction should start on a specified date or at the end of a specified period or on the day on which the customer makes the funds available to the Bank, the agreed date shall be deemed to be the time of receipt. If the agreed date is not a business day of the Bank, the payment instruction shall be deemed to have been received on the subsequent business day.

(4) In derogation from the provisions in Paragraph 3, the customer can also specify any time of day on any date of the year as the time of execution for an instant credit transfer.

(5) The Bank shall ensure that, after the time of receipt, the amount of the payment transaction will be credited to the payee’s payment service provider’s account not later than by the end of the following business day (in the case of payment transactions submitted in paper form, not later than by the end of the day after the following business day). This paragraph shall only apply to payment transactions in euro as well as to payment transactions whose amounts are transferred in euro to an EEA member state outside the euro area in which the currency conversion is carried out.

(6) Paragraph 5 shall not apply to instant credit transfers starting on 5 October 2025. After receipt of instant credit transfer instructions, the bank shall inform the customer of the execution of the instant credit transfer within 10 seconds of the receipt of the instant credit transfer instruction (see Section 28 Para. 2).

(7) For payment transactions within the European Economic Area (EEA) not mentioned in Paragraph 5 (with the exception of instant credit transfers), the execution time mentioned in Paragraph 5 shall not exceed 4 business days.

(8) The account holder shall specify a limit for amounts that can be transferred by way of instant credit transfer. The account holder can specify this limit per day or per payment transaction.

B CREDIT ENTRIES AND RIGHT TO CANCEL

Section 29 (...)

(2) The Bank shall convert into euros any funds denominated in foreign currency which are received in the basic account which is maintained in euros, and it shall credit such funds to the basic account. The funds shall be converted at the exchange rate prevailing on the day on which the funds which are denominated in foreign currency are made available to the Bank and can be used by it.

(...)

B CREDIT ENTRIES AND RIGHT TO CANCEL

Section 29 (...)

(2) The Bank shall convert into euros any funds denominated in foreign currency which are received in the basic account which is maintained in euros, and it shall credit such funds to the basic account. The funds shall be converted at the exchange rate prevailing on the day on which the funds which are denominated in foreign currency are made available to the Bank and can be used by it. **If a different conversion rate is expressly agreed with the customer for a specific transaction, such agreed rate shall apply.**

(...)