

## Payment Request

(known also as Request to Pay)

The Payment Request is initiated by the Payee (Beneficiary) to the Payer (in Hungarian forint, to be debited on a Hungarian forint account) to request an Instant HUF transfer to their own account. The message itself does not come with movement of funds, and it contains all the necessary details to create an Instant HUF transfer.

The Payment Request does not create an automatic payment obligation. **The Payer can freely decide until the expiration (validity date) to initiate the transaction (qualifying as an Instant HUF transfer) to the beneficiary by accepting the Payment Request. Before accepting the Request, please make sure that the initiator of the Request (Payee) is known by you, the account number of the Payee is correct, and the required amount is a legitimate claim.** The Payer may also decide to reject or ignore the Payment Request.

The validity date of the Payment Request is defined by the Payee when initiating the Payment Request, with a maximum duration of no longer than 2 months.

In case of accepting the Payment Request, the generated transaction can only be processed via the Instant payment scheme (domestic, HUF transfer).

The Payee can specify during the initiation of the Payment Request whether the amount can be modified by the Payer or not. If the amount can be modified, then the Instant HUF transfer can be fulfilled with a different amount – lower or higher - from the original Request. Payment Request cannot be initiated or fulfilled over 20 million HUF.

### How can the Payment Request service be used?

Receiving the Payment Request is part of the basic services provided to all clients of the Bank, so there is no need for requesting this service in written form. Accepting or declining the received Payment Request, and data inquiry regarding the incoming Payment Requests can be completed in CitiDirect.

### Is it possible to initiate a Payment Request?

Currently Payment Requests may only be received at the Bank.

### How am I notified about incoming Payment Requests?

The Bank sends an email notification about incoming Requests for registered CitiDirect users. All incoming Payment Requests can be found in CitiDirect under the Payments/Payments Services/To Submit/Modify menu.

### What is the deadline to accept a Payment Request?

During the validity of the Payment Request, it can be accepted at any time. The expiration date of a Payment Request is determined by the Beneficiary when setting up the Request, with a maximum duration of no longer than 2 months.

### What is the difference between the validity period and payment term?

The validity period is the timeframe during which the Payment Request can be accepted or rejected. It is determined by the initiator of the Request (Payee) when setting up the Request, with a maximum duration of no longer than 2 months. In addition to the validity period, it is mandatory to specify the payment term by the Beneficiary, which must be within the validity period. This payment term is for information purposes only, accepting or declining the Request can be completed anytime within the validity period, even after the expiry of the payment term.

### How can the Payment Request be accepted?

**Before accepting the request, please make sure that initiator of the request (Payee) is known to you, the account number of the Payee is correct, and the required amount is a legitimate claim.** After making sure that the claim is payable, it can be accepted in CitiDirect in Payments/Payments Services/To Submit/Modify menu. After the Payment Request is accepted, based on the data provided in the Request, an Instant HUF transfer is generated which will be executed after the set payment approval process if the required amount is available on the account to be debited.

### Is it possible to modify the Payment Request?

When accepting an incoming Payment Request, CitiDirect automatically fills out the data for the Instant HUF transfer based on the payment request. The Payment Details and/or the amount of the request can only be modified if that is enabled by the initiator of the Payment Request. The fields which have been set as modifiable by the initiator of the request (Payee) (amount and/or Payment Details) become active, modifiable in CitiDirect. In case modification of the amount is enabled, Instant HUF transfer can be completed with both a higher and lower amount than the original. In case the Payment Details are modified, it is advised to keep the identifier data in order to make the identification of the transaction easier.

### After accepting the Payment Request, how long does it take for the amount to arrive to the Beneficiary?

Transaction initiated with a Payment Request can only be executed through the Instant Payment Scheme, so the Beneficiary will receive the amount within seconds of the Payer accepting the Request.

### What to do when receiving a suspicious Payment Request?

A Payment Request does not equal an automated payment obligation. **Before accepting the Request, please make sure that the initiator of the request (Payee) is known to you, the account number of the Payee is correct, and the required amount is a legitimate claim.** The fulfilment of the transfer can only be done after the set approval process of your account is completed. If the Payment Request is not a legitimate claim, then it is advisable to reject the Request. If there is suspicion of fraud, please contact your relationship manager or our customer service.

### **How can I request a refund of wrongly transferred funds based on a Payment Request?**

The Instant HUF transfer initiated by the Payment Request is final and irrevocable. This means that you, as the Payer, cannot cancel or withdraw the order after you have submitted the Instant HUF transfer for processing to the Bank. To request a refund, you can submit a recall request to the Bank, which the Bank forwards to the Beneficiary's bank. Please note that the Beneficiary's bank is not obliged to return the amount, so Citi cannot guarantee the recovery of the erroneously transferred funds.

### **How can a Payment Request be rejected?**

The Request can be rejected in CitiDirect by pressing the Reject button in the Payments/Payments Services/To Submit/Modify menu. Upon rejection of a Payment Request, the Payee will receive a notification about the rejection via their own bank.

### **What happens if the Request is neither accepted nor rejected during its validity?**

In this case, the Payee does not get a response and the Payment Request expires past its validity date.

### **In which time of the day can Payment Requests be accepted?**

The Payment Request is an additional service of Instant Payment, so it can be accepted any day of the year, 24 hours a day. Regarding the announced bank holidays, there is more data available on our website.

### **What fees are charged for receiving of Payment Request?**

Receiving of Payment request is free of charge. The fees of the Instant HUF transfer initiated by Payment Request is available in the valid Condition List of the Customer or Corporate/Commercial Banking List of Conditions.