



## how payment requests work

From 1 February 2024, K&H offers the acceptance of payment requests to both retail and corporate customers via the K&H mobile bank as well as the K&H retail and business e-bank, pursuant the conditions set out in the GCTC (General Contracting Terms and Conditions) and the Announcement.

- **what is a payment request?**

- a payment request is an electronic message sent by the beneficiary of the payment (Payee) to the paying party (Payer) for the payment of a specific amount by a certain deadline.
- the customer is free to decide whether to approve or reject the payment request received.
- if approved, an instant HUF transfer is automatically initiated upon signing, according to the data provided in the payment request, and the party sending the payment request will receive the requested amount within seconds.

- **in what period can a payment request be received?**

Receiving payment requests and responding to (paying or rejecting) the requests received is **possible 24 hours a day, every day of the year, up to a limit of HUF 20 million.**

- **in what cases will the Bank not accept the payment request?**

The Bank will automatically reject the incoming payment request and will not forward it to the Account Holder if:

- the Account Holder does not have a K&H mobile bank and K&H e-bank service
- the amount specified in the payment request is over HUF 20 million
- the payer's account indicated in the payment request is not suitable for an instant payment order (e.g. it is a foreign currency account)
- the Account Holder prohibits the acceptance of a payment request for the payment account indicated in the payment request,
- the sending payment service provider is not listed in the records of GIRO Zrt. (The list of payment service providers is available on the website of GIRO Zrt. by selecting the "Documents" menu and then using the "GIROInstant" service filter),

- **how do we notify a customer that a payment request has been received?**

The payment requests received for a customer's account can be queried in the K&H e-bank and K&H mobile bank under "Incoming payment requests", as soon as they are received. In the K&H mobile bank, customers will also receive a push notification when a new payment request has been received in respect of one of their accounts. For that, push notifications must be enabled in the K&H mobile bank. For retail accounts, the blocking or unblocking of notifications can be set and authorised by the account holder and any co-holder. For corporate accounts these settings can be made by a person authorised to dispose over the account, and must be approved by a person authorised to sign for the company.

- **can I modify the data provided in the payment request before payment?**

When paying the received requests, the K&H e-bank and K&H mobile banking platforms will automatically fill in the payment data fields with the details of the payment request. The amount and the remark can be modified before signing if the sending partner has allowed that.

- **how can a payment request be executed or rejected?**

The execution or rejection of a payment request requires signing. Before they are signed, incoming payment requests are shown in the query with the status "awaiting signature".



- **what happens if there is no sufficient balance available for a requested payment?**

In the event that there are no sufficient funds to execute the requested instant payment, the payment request may still be approved or rejected until the end of the validity period. No more than one instant payment order may be executed based on a certain payment request.

- **what happens if the customer has not responded to the payment request within the validity period?**

If the customer has not approved the payment or rejected the request within the validity period, the request will expire, and the customer can no longer respond to it. At the same time, the party sending the request will also see that the status of the payment request is “expired”, so no further action is required.

- **what to do if a customer does not want to accept payment requests at all?**

Customers have the possibility to block payment requests individually for each account via the K&H e-bank or mobile bank. If requests are blocked, the Bank will automatically reject payment requests sent to the account in question, without any further notice, until the customer requests that the block should be lifted. **This service is enabled by default on all accounts.**

For retail accounts, the blocking or unblocking of the acceptance of payment requests can be carried out by the account holder and co-holder, while for corporate accounts it can be done by the persons authorised to sign for the company.

- **how long is the payment request valid?**

The validity period of the request is set by the sender of the request, and **may be up to 2 months**. The recipient of the request, i.e. the payer may react to the request, i.e. accept or reject it, at any time during the validity period. If they ignore the request, it will automatically expire at the end of the validity period.

- **what does the payment deadline shown in the request mean?**

In addition to the validity period, the payment deadline is also a mandatory component of the payment request. This is also determined by the sender of the request, and cannot be later than the validity period. The primary purpose of the payment deadline is to **inform** the payer. It is still technically possible to pay the request after the payment deadline, as long as the validity period has not yet expired.

- **what do the “other data” mean in the request?**

Among “other data”, the sender may indicate, for example, the payment situation, the customer ID, or an account or loyalty card number. These data are used to allow the sender of the request to provide additional relevant information besides the basic data. This additional information will be returned to the sender of the request as part of the payment details after the request has been accepted, and it can be used in his/her own settlement.

- **is there a difference in the way payment requests are processed for corporate clients?**

If instant payments executed from payment requests are submitted in batches (i.e. when a corporate client's order batch contains more than one payment order), the Bank **must forward** the orders for instant GIRO settlement in a **scheduled manner**, and, pursuant to the relevant legislation, the funds must be credited to the account of the beneficiary's payment service provider within 4 hours of receiving the batched order.

- **can a payment request be withdrawn?**

Before the validity period ends, the sending party may withdraw a payment request if it has not yet been approved or rejected. A withdrawn payment request can no longer be approved or rejected. Withdrawn payment requests may be queried under Expired payment requests for 30 days after the expiry date.



- **what are the charges for using this function?**

Concerning corporate customers, the charges for instant payments launched based on payment requests are determined by the package discounts applicable to the account package chosen by the customer. Apart from the discounts, such transfers are subject to the same charges as normal instant payment orders.

- **is it possible to start a payment request on an account held with K&H?**

In the future, we will expand our services to include the launching of payment requests.

Before using the service, please read the information on safe usage.

→ **information on safe usage**

- before approval, always check the name and account number of the payee initiating the payment request, as well as the amount and the remark. Only approve the request if you are sure that the amount should indeed be paid to the beneficiary.
- before approving an unexpected payment request, please discuss the item with the party initiating the payment
- if you suspect that a request may have been sent by fraudsters, please report it to [informationsecurity@kh.hu](mailto:informationsecurity@kh.hu) or call our customer service, the K&H TeleCenter, on +361/20/230/70 335 3355. For details on how to report such cases, please visit [kh.hu/adathalaszat](http://kh.hu/adathalaszat).
- if you received a payment request through a channel other than the K&H mobile bank or K&H e-bank, or if you were informed about it in any way other than a push notification, please notify us through any of the contact channels specified above.