

Rules for Currency Exchange Service in Pekao24 electronic banking

§ 1

1. In Pekao24 electronic banking (hereinafter referred to as: „Pekao24”) in PekaoInternet service, mobile service and PeoPay Mobile Banking, Bank Pekao S.A. (hereinafter referred to as: „Bank”) shall provide Currency Exchange Service (hereinafter, interchangeably, referred to as: „Service”):
 - 1) on business days within 09:00-17:00 hours at FX rates more favourable for the Customer than base rates, determined in accordance with the formula defined in the „Rules for Bank Pekao S.A. accounts for individual customers”.
 - 2) on business days before 9:00 or after 17:00 hours, and also on other days – at base rates, determined in accordance with the formula defined in the „Rules for Bank Pekao S.A. accounts for individual customers” or more favourable for the Customer.
2. Transfers performed as part of the Service may be effected exclusively between accounts maintained by the Bank for the same Customer.
3. For the needs of these Rules the term „Customer” shall mean a person referred to in § 2 section 1.

§ 2

1. The Bank shall provide the Currency Exchange Service for individual Customers of the Bank (consumers in the meaning of art. 22¹ of the Civil Code), who jointly meet the following prerequisites:
 - 1) have current savings accounts or savings and settlement accounts in minimum two currencies maintained in the Bank, between which internal transfers requiring currency exchange shall be performed,
 - 2) have active access to Pekao24,
 - 3) confirm the rules of using the Currency Exchange Service set forth herein by checking the „Confirm the terms and conditions” box in the beginning screen of Currency Exchange Service available as part of Pekao24.
2. The Service shall be provided to individual Customers of the Bank, who are not Customers of Private Banking Division, on the basis of:
 - 1) an application filed by the Customer
 - a) at the Bank’s Branch – by telephone (provided that such procedure for submitting orders stems from a separate agreement concluded with the Customer) or in writing or
 - b) during a conversation with TelePekao consultant
- not later than on the day following the date when the Customer filed the application, or
 - 2) individual offer of the Bank, related to the possibility to use the Service, addressed to the Customer via Pekao24 – in such a case the Service shall be provided to the Customer at the moment of submitting the aforementioned offer, without necessity for the Customer to file an additional application.

§ 3

1. The Bank shall enable the Customers to perform currency exchange available in specific services of Pekao24 indicated in § 1 section 1.
2. Regardless of the possibility to use the Currency Exchange Service, the Customer shall be able to perform a transfer related to currency exchange through an order of transfer between the Customer’s accounts, available as part of Pekao24, as set forth in the „Rules for Bank Pekao S.A. accounts for individual customers”. In this case, transaction shall be executed at the rate consistent with the currently valid FX rates table of the Bank, available on the Bank’s internet site (www.pekao.com.pl).

§ 4

1. Bank presents FX rates on the screen meant for filing internal transfer instructions under the Currency Exchange Service.
2. Every FX rate proposal put forward by the Bank for the transfer indicated by the customer shall be valid for 30 seconds from the moment of its retrieval by the customer under the under the Currency Exchange Service. The information on the lapse of subsequent seconds shall be presented on the Currency Exchange Service screen.
3. An internal transfer shall be executed with the use of the Bank-proposed FX rate, provided that the customer duly fills in all information required in the transfer instruction, such as: numbers of accounts between which funds are posted, transfer amounts in the selected currency and confirmations of instructions by the customer consistent with the functionality of the given Pekao24 service .
4. Confirmation of instruction by the customer, following section 3, means immediate transaction execution, with no possibility to cancel or modify it any more.
5. Lack of acceptance by the customer of the proposed FX rate before the time devoted to it lapses, according to the information displayed on the screen meant for filing instructions under the Currency Exchange Service, shall be equivalent to the failure of the transfer which the Bank-proposed FX rate referred to.
6. Customers are allowed to retrieve the FX rate for a given internal transfer as many times as they wish, also prior to the lapse of time in which the currently proposed rate is valid. If the customer decides to retrieve another rate before the currently proposed has expired, the latter expires instantly and new one takes over.
7. A list of internal transfers executed under the Currency Exchange Service along with the relevant rates at which they were executed is available in Pekao24 services indicated in § 1 section.1.

§ 5

1. All complaints related to internal transfers executed under the Currency Exchange Service, including problems with obtaining rate proposals for the Currency Exchange Service should be directly reported as follows:
 - 1) in case of Private Banking customers – to Bank Account Managers,
 - 2) in case of other individual customers – to the Bank's employee in any branch or a Telepekao consultant (at 801 365 365 or + 48 42 683 82 32 – 24h).
2. Other principles of filing and processing complaints have been set out in the “Rules for filing and processing complaints of Bank Polska Kasa Opieki Spółka Akcyjna customers being consumers” available on website https://www.pekao.com.pl/Satysfakcja_Klienta/Reklamacje/.
3. A customer has the right to take advantage of an out-of-court settlement of the dispute related to the Currency Exchange Service via the ODR platform operated in the countries of the European Union, available at the following website address: <http://ec.europa.eu/consumers/odr/>.

§ 6

In matters not covered by these Rules, provisions of the “Rules for Bank Pekao S.A. accounts for individual customers” shall be applicable.

The Rules shall be effective as of 9.05.2018.