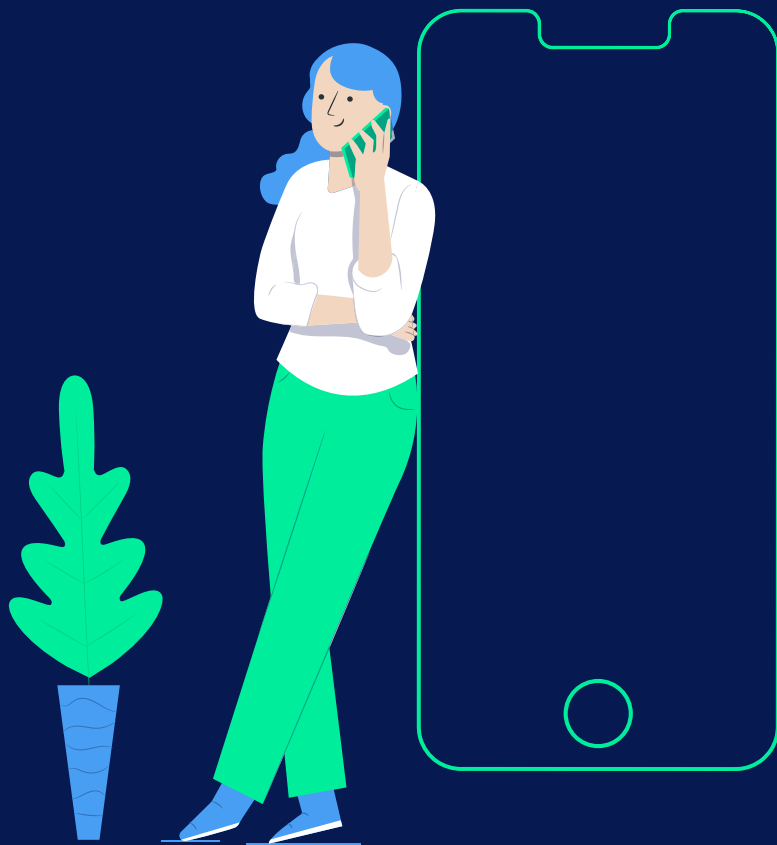


akcenta



Closing a Deal

Procedure Over the Phone

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Thank you for opting to utilise our foreign payments and currency exchange services. In order to complete the telephone sales process quickly and easily, please follow these eight steps:

1. Call our reps at +420 498 777 800.

In order to help us identify you, please tell the rep your name, the name of your company and the number of the Framework Agreement that you have with us (or your Company ID no.).

2. Inform the rep of the type of transaction you wish to conclude:

- the currency pair you wish to change between, i.e. which currency you wish to sell and which you wish to buy (e.g.: I wish to sell Euros and buy Czech crowns; or, I wish to buy Euros and sell U. S. dollars etc.),
- the amount that you wish to trade.

3. The rep will then offer you an individual exchange rate for your desired transaction.

4. If you agree to the rate offered, the rep will then specify further parameters of the transaction:

- bank from which you wish to send money or if you wish to utilise an IPA (internal payment account with AKCENTA CZ)
- where (to which account) you wish to send the currency purchased
- variable symbol
- speed of settlement, i.e. how fast the transaction should be realised (e.g. next day, same day),
- type of fee to be attached to the transaction:
SHA = sender pays charges levied by their own

bank and recipient pays charges levied by their own bank. The recipient also pays any charges levelled by intermediary banks

OUR = all charges paid by the sender

BEN = all charges paid by the recipient

If charges are to be paid via SEPA payment, these charges are always shared – SHA.

5. Following closure of the transaction, you will receive confirmation* of this via e-mail.

- Please ensure that all data stated in your confirmation message is correct.
- In the event of any irregularities, please call us immediately at +420 498 777 800.

6. If all data is correct, please pay the required amount in accordance with the payment instructions contained within the confirmation message.

7. Following receipt of payment to our account, we will send payment according to the agreed parameters on the next working day.

In the event that you request speed processing, our rep must be informed of this when closing the transaction and it must be agreed as to whether this is feasible in the case in question. We will try to accommodate you to the best of our abilities.

8. E-mail confirmation of completion of the transaction shall be sent on the next working day following dispatch of monies to the account nominated by you.

* We recommend retaining the confirmation for your own records.