

# List of Electronic Banking Services and Parameters

---

MultiCash, Eltrans 2000 (Gemini 5.0),  
EuropeanGate (group solution), SWIFTNET

UniCredit Bank Czech Republic and Slovakia, a.s.

1. 4. 2025

# Content

**LIST OF SERVICES AND PARAMETERS – MULTICASH**

List of services
List of parameters

**LIST OF SERVICES AND PARAMETERS – ELTRANS 2000 (GEMINI 5.0)**

List of services
List of parameters

**LIST OF SERVICES AND PARAMETERS – EUROPEANGATE (GROUP SOLUTION)**

List of services and parameters
---------------------------------

**LIST OF SERVICES AND PARAMETERS – SWIFTNET**

List of services and parameters
---------------------------------

## List of services – MultiCash

Name	Description	Accessibility period
<b>Passive services</b>		
<b>Information on balances</b>	Information on account balances is generated in the MultiCash client application from account statements and from intraday movements.	
<b>Account statements (MT940 / camt.053)</b>	Displaying, printing and exporting of electronic statements of accounts maintained at the Bank, as well as accounts maintained at other banks (the possibility of receiving account statements from other banks must be verified with a relationship manager).	Prepared for collection from the Bank's server starting on the day on which the service is launched; issued for a maximum of 15 months before the current banking day
<b>Intraday movements (MT942 / camt.052)</b>	Summary of turnovers accounted on the current day on accounts maintained at the Bank as well as turnovers accounted on the current day on accounts maintained at other banks, with the possibility of export (the possibility of receiving intraday movements from other banks must be verified with a relationship manager).	Prepared for collection from the Bank's server during the current day
<b>Table of exchange rates</b>	Bank's current table of exchange rates, the Czech National Bank's FX middle rate. The table of exchange rates is provided as non-binding information. It is valid upon distribution to the Bank's communication server.	Prepared for collection from the Bank's server during the current day
<b>Mail (incoming)</b>	Possibility of receiving and printing information messages from the Bank.	Information prepared for collection from the Bank's server during the current day
<b>Active services</b>		
<b>Domestic payment – standard</b>	Sending a domestic payment order in CZK from CZK account.	See <a href="#">Payment System Cut-Off Times</a> Payment date = max. 90 calendar days after the current calendar day
<b>Domestic payment – express</b>	Sending a domestic payment order in CZK from CZK account (funds to be debited from the client's account and credited to the beneficiary's bank as well as to the beneficiary's account on this day (D+0)). <i>Note: if the bank receives express payments.</i>	See <a href="#">Payment System Cut-Off Times</a> Payment date = max. 90 calendar days after the current calendar day
<b>Direct debit order</b>	Sending a direct debit order in CZK.	See <a href="#">Payment System Cut-Off Times</a> Payment date = max. 90 calendar days after the current calendar day
<b>Foreign payment order – standard payment made abroad or domestically in a foreign currency</b>	Sending a foreign payment order to the beneficiary's bank: a) with an amount in the same currency as the payer's account currency, i.e., without conversion; b) with an amount in a currency other than the payer's account currency, i.e., with conversion.	See <a href="#">Payment System Cut-Off Times</a> Payment date = max. 90 calendar days after the current calendar day
<b>SEPA credit transfer</b>	Sending a SEPA payment order to the beneficiary's bank, which is able to receive SEPA payments in EUR with costs assigned as SHA (=SLEV).	See <a href="#">Payment System Cut-Off Times</a> Payment date = max. 90 calendar days after the current calendar day

## List of services – MultiCash

Name	Description	Accessibility period
<b>Active services</b>		
<b>SEPA direct debit</b>	<p>Sending a SEPA Business debit order (B2B) to the payer's bank which is able to receive SEPA direct debit requests in EUR payable on a specified banking day (D).</p> <p>Day D is the banking day on which the debit transaction from the payer's account is executed.</p>	See <a href="#">Payment System Cut-Off Times</a>
<b>Payment order via MT101 message – Request for transfer</b>	Sending a payment order in the form of an MT101 SWIFT message to the [foreign/domestic] bank (executing bank) that shall debit the appropriate account(s) and credit the payments to the account(s) in accordance with the instructions indicated in the client's order on the basis of receiving orders delivered in this way.	See <a href="#">Payment System Cut-Off Times</a> Payment date = max. 90 calendar days after the current calendar day
<b>Remote signature</b>	Besides the possibility to enforce the collective signature right within one MultiCash application, the client is also able to use the so-called remote signature function. The MultiCash application user creates a payment file (containing payment instructions) and attaches the first signature to it. After being sent to the Bank's server, the file is ready to be collected through the other – additionally signing – MultiCash application. After transferring the file to the other MultiCash application, the file may be additionally signed and transferred to the Bank for processing.	Payment files to which only the first signature has been attached are recorded on the Bank's communications server for a maximum of 10 calendar days, including the day of delivery of the payment file with the first electronic signature. The Bank shall cancel the payment file if the second (confirming) electronic signature is not attached within that time.
<b>Additional payment modules</b>	As a standard practice, the modules of the Czech domestic payment system, Czech foreign payment system and MC SPAWIN module designed for preparing SEPA Credit Transfer and SEPA Direct Debit are supplied along with the basic module of the MultiCash application. Due to the wide spread of the MultiCash application among European banks, it is possible to additionally order and use payment modules from many other European countries, as well as the RFT module designed for preparing SWIFT MT101 messages.	Unlimited

*Note: If an active transaction is delivered on a non-banking day or after the terms presented above, the transaction will be processed on the very next banking day.*

## List of parameters – MultiCash

<b>Technical requirements for MultiCash Client version 3.23</b> (in case of higher version, it is necessary to contact application supplier Management Data Praha spol. s r.o.)	
<b>Hardware</b>	Meets the minimum requirements for running the Windows 10 or Windows 11 operating system and has sufficient disk space
<b>Software</b>	<ul style="list-style-type: none"> <li>The following operation systems: <ul style="list-style-type: none"> <li>Windows 10, Windows 11</li> <li>Windows 2016 Server, in case of newer version, compatibility needs to be verified</li> </ul> </li> <li>Adobe Acrobat reader – version 8.0 or higher</li> <li>TCP/IP protocol installed</li> <li>Updated internet browser</li> </ul>
<b>Data transfer</b>	Through HTTP
<b>Export/ import</b>	The Bank reserves the right to change the format of exported and imported data.
Security elements	
	The account owner/application holder specifies in writing the access and signature rights to individual accounts for individual users.
<b>Working with the client application</b>	The extent of authorisation to work in the MultiCash system is determined by the client's administrator. The user logs in to the MultiCash application using the user name and password. An electronic signature is used for authentication and certification. During data transfer, the data is protected using special DES/RSA algorithms.
<b>Key (communication) diskette</b>	<p>The key (communication) diskette serves for authentication (identity verification) of the user and certification (content verification) of payment files sent to the Bank through the MultiCash system. The key (communication) diskette is issued on the basis of an Application for Issuance of a Communication Diskette. The user is obliged to carry out an initialisation of the key (communication) diskette in the MultiCash system and to set a password for its use. If access to the functions of the key (communication) diskette becomes blocked, the Bank will unblock the access only at the user's request delivered in writing in person, by registered mail or by e-mail, provided all instructions of the Bank's employee for unblocking are followed.</p>
<b>Electronic signature</b>	<p>The electronic signature (hereinafter the "ES") serves for authentication (identity verification) of the user and certification (content verification) of payment files sent to the Bank through the MultiCash system.</p> <p>The ES is issued on the basis of an Application for Issuance of an ES signed by the client and the user. The user indicated by the client on this application is obliged to generate in the MultiCash system a public key and a private key to the ES, including a security password, and to carry out an initialisation connection with the Bank's server. At the same time, the user is obliged to deliver to the Bank a printed version of the public key to the ES bearing the user's signature corresponding to the signature specimen presented on the Application for Issuance of an ES. The Bank shall activate the user only on the basis of the delivered public key.</p> <p>The ES may be used exclusively by the user indicated on the Application for Issuance of an ES. If such user no longer can or wishes to use the given ES, the client is obliged to request the termination of the user's access to ES functions or, as the case may be, the transfer of the ES to a different user. The Bank shall transfer the ES to a different user on the basis of an Application for Issuance of an ES (with designation of the request for a change of user) signed by the client and the new user. The new user indicated by the client on this application is obliged to generate in the MultiCash system a public key and a private key to the ES, including a security password, and to carry out an initialisation connection with the Bank's server. At the same time, the user is obliged to deliver to the Bank a printed version of the public ES key bearing the user's signature corresponding to the signature specimen presented on the Application for Issuance of an ES. The Bank shall activate the new user only on the basis of the delivered public key. The Bank shall block access to ES functions only at the request of the user indicated on the Application for Issuance of an ES or the client, provided all instructions of the Bank's employee for securing the aforementioned termination of access are followed.</p>

## List of parameters – MultiCash

Support and availability	
<b>Availability</b>	The Bank reserves the right to suspend the provision of electronic banking services for as long as is necessary, where required due to important, mainly security or technical reasons.
<b>UniCredit Bank's website:</b>	<a href="http://www.unicreditbank.cz/multicash">http://www.unicreditbank.cz/multicash</a>
<b>EB HelpDesk – email address</b>	<a href="mailto:eb@unicreditgroup.cz">eb@unicreditgroup.cz</a>
<b>EB HelpDesk – client line</b>	Technical support: +420 221 210 011 Processing of payment files: +420 221 210 010
<b>EB HelpDesk – hours of operation</b>	Banking days (Mon-Fri) 8:00 – 17:00
<b>Information used for identification during telephone communication with the EB HelpDesk</b>	Secondary identification: <ul style="list-style-type: none"><li>• Installation/contract identification number (ID) (assigned by the Bank)</li><li>• User's name and surname</li><li>• User's date of birth/birth identification number</li><li>• Password for secondary identification</li></ul> If need be, additional information as required by the Bank.
<b>Standard activities performed at the EB HelpDesk</b>	<ul style="list-style-type: none"><li>• Communication with clients using EB products by telephone and email</li><li>• Technical support</li><li>• Processing of payment files</li><li>• Activation* of security elements</li><li>• Blocking/unblocking** of security elements</li></ul> <p>*) Based on the user's original written instruction, or, as the case may be, on a copy of the user's written instruction together with secondary identification of the user</p> <p>**) Based on the user's/client's original written instruction, or, as the case may be, on secondary identification of the user</p>

**List of services – Eltrans 2000 (Gemini 5.0)**  
**(This product is no longer actively offered)**

Name	Description	Accessibility period
<b>Passive services</b>		
<b>Information on balances</b>	Displaying, printing and exporting of information on account balances.	Information prepared for collection from the Bank's server during the current day
<b>Account statements</b>	Displaying, printing and exporting of electronic account statements.	Prepared for collection from the Bank's server starting on the day on which the service is launched, always in the morning hours of the following banking day. Issued for a maximum of 15 months before the current banking day
<b>Intraday movements</b>	Displaying, printing and exporting of information on transactions charged on the current day.	Information prepared for collection from the Bank's server during the current day
<b>Domestic standing payment order</b>	Information on established standing payment orders (list of current standing payment orders, list of requests for establishing, list of requests for changing the amount and payment date). Possibility of printing.	Information prepared for collection from the Bank's server during the current day
<b>Direct debit authorisation</b>	Information on direct debit authorisations (list of current direct debit authorisations, list of requests for establishing, list of requests for changing the payment date). Possibility of printing and exporting.	Information prepared for collection from the Bank's server during the current day
<b>Table of exchange rates</b>	Bank's current table of exchange rates, the Czech National Bank's FX middle rate. Possibility of printing and exporting. The table of exchange rates is provided as non-binding information. It is valid upon distribution to the Bank's communication server.	Prepared for collection from the Bank's server during the current day
<b>Interest rates</b>	Displaying, printing and exporting of selected interest rates. The list of interest rates is provided as non-binding information.	Information prepared for collection from the Bank's server during the current day
<b>Mail (incoming)</b>	Possibility of receiving and printing information messages from the Bank.	Information prepared for collection from the Bank's server during the current day
<b>Active services</b>		
<b>Domestic payment – standard</b>	Sending a domestic payment order in CZK from CZK account.	See <a href="#">Payment System Cut-Off Times</a> Payment date = max. 90 calendar days after the current calendar day
<b>Domestic payment – express</b>	Sending a domestic payment order in CZK from CZK account. (funds to be debited from the client's account and credited to the beneficiary's bank as well as to the beneficiary's account on this day (D+0)). <i>Note: Possible only in case the beneficiary's bank is a bank accepting express payments.</i>	See <a href="#">Payment System Cut-Off Times</a> Payment date = max. 90 calendar days after the current calendar day
<b>Direct debit order</b>	Sending a direct debit order in CZK.	See <a href="#">Payment System Cut-Off Times</a> Payment date = max. 90 calendar days after the current calendar day

**List of services – Eltrans 2000 (Gemini 5.0)**  
**(This product is no longer actively offered)**

Name	Description	Accessibility period
<b>Active services</b>		
<b>Domestic standing payment order – establishing</b>	Establishing a standing payment order in CZK. If a regular payment of a standing payment order is payable on a non-banking day, the payment will be executed according to the client's instruction. Types of domestic standing payment orders: <ul style="list-style-type: none"> <li>• Subsidy for an established balance</li> <li>• For a fixed amount</li> <li>• Transfer of a balance</li> </ul>	See <a href="#">Payment System Cut-Off Times</a> (validity as from the following banking day) Payment date = max. 90 calendar days after the current calendar day
<b>Domestic standing payment order – changing/cancelling</b>	Changing and cancelling a standing payment order with immediate validity. This applies even for a non-banking day. If this day is the same as the banking day for a regular payment of an already established standing order, the change/cancellation of the standing order shall be valid from the following banking day. This does not apply to standing orders with a period of 1 day, i.e., a one-day standing order can be changed/cancelled on a banking day for a regular payment.	See <a href="#">Payment System Cut-Off Times</a>
<b>Domestic debit authorisation – establishing</b>	If delivered to the Bank on a non-banking day, the establishment, change or cancellation of a debit authorisation shall be valid on the next banking day.	See <a href="#">Payment System Cut-Off Times</a> (validity as from the following banking day)
<b>Domestic debit authorisation – cancelling</b>	If delivered to the Bank on a non-banking day, the establishment, change or cancellation of a debit authorisation shall be valid on the next banking day.	See <a href="#">Payment System Cut-Off Times</a> (validity as from the following banking day)
<b>Conversion order within the Bank</b>	Sending a payment order between accounts maintained at UniCredit Bank in different foreign currencies or between an account in CZK and an account in a foreign currency with the payment date on a specified banking day (D); the funds to be debited and credited to the client's account on this day (D+0). The payment currency must correspond to the currency of the payer's account or of the beneficiary's account.	See <a href="#">Payment System Cut-Off Times</a> Payment date = max. 90 calendar days after the current calendar day
<b>Foreign payment order</b>	Sending a foreign payment order to the beneficiary's bank: <ul style="list-style-type: none"> <li>a) with an amount in the same currency as the payer's account currency, i.e., without conversion;</li> <li>b) with an amount in a currency other than the payer's account currency, i.e., with conversion.</li> </ul>	See <a href="#">Payment System Cut-Off Times</a> Payment date = max. 90 calendar days after the current calendar day
<b>SEPA credit transfer</b>	Sending a SEPA payment order to the beneficiary's bank which is able to receive SEPA payments in EUR with costs assigned as SHA (=SLEV).	See <a href="#">Payment System Cut-Off Times</a> Payment date = max. 90 calendar days after the current calendar day

*Note: If an active transaction is delivered on a non-banking day or after the terms presented above, the transaction will be processed on the next banking day.*

**List of parameters – Eltrans 2000 (Gemini 5.0)**  
**(This product is no longer actively offered)**

Technical requirements	
<b>Hardware</b>	Meets the minimum requirements for running the Windows 10 or Widows 11 operating system and has sufficient disk space
<b>Software</b>	The following operating systems: <ul style="list-style-type: none"> <li>Windows 10, Windows 11</li> <li>Windows 2016 Server / Terminal Session (only in combination with MS SQL Server or Oracle), in case of newer version, compatibility needs to be verified</li> </ul>
<b>Other programmes</b>	<ul style="list-style-type: none"> <li>Updated internet browser</li> <li>TCP/IP protocol installed</li> <li>Other important components are included in the application installation package.</li> </ul>
<b>Supported database versions</b>	<p>MS Access</p> <ul style="list-style-type: none"> <li>As a standard practice, the application works with its own MS Access database (not necessary to be installed separately).</li> </ul> <p>MS SQL</p> <ul style="list-style-type: none"> <li>MS SQL Server 2008 (SP4), MS SQL 2008 (SP4) Express Edition</li> <li>MS SQL Server 2012 (SP3), MS SQL 2012 (SP3) Express Edition</li> <li>MS SQL Server 2014 (SP1 or higher), MS SQL 2014 (SP1 or higher) Express Edition</li> <li>MS SQL Server 2016, MS SQL 2016 Express Edition, in case of newer version, compatibility needs to be verified</li> </ul> <p>Oracle</p> <ul style="list-style-type: none"> <li>Oracle 10g – min. 10.2.0.4.0 (+ Oracle Client 11.1.0.6.0), in case of newer version, compatibility needs to be verified</li> </ul>
<b>Data transfer</b>	Through HTTP
<b>Export/ import</b>	The Bank reserves the right to change the format of exported and imported data.
Security elements	
<b>Definition of access and signature rights</b>	<p>The account owner specifies in writing the access and signature rights to individual accounts for individual users.</p> <p>In the case of installation of the system version with new passive and active functions, the Bank shall make these functions available to the user automatically upon performing the installation as follows:</p> <ul style="list-style-type: none"> <li>If the user has only one or more passive functions, the Bank shall make available only the new passive functions.</li> <li>If the user has a combination of passive and active functions, the Bank shall make available all new passive and active functions.</li> </ul>
<b>Working with the client application</b>	The extent of users' authorisation to work in the Gemini 5 system is precisely defined by the client's administrator. The user can log into Eltrans in three ways – using a user name and password, the digital certificate, or the access password to the internal computer network of the company.
<b>Client certificate</b>	<p>The client certificate serves for authentication (identity verification) of the client. It enables the user to download and decrypt confidential passive information (statements, balances, etc.) in the Eltrans 2000 (Gemini 5.0) system.</p> <p>To create/renew the client certificate, the user shall use the password for creating/renewing the client certificate provided by the Bank in a discreet envelope. The discreet envelope with the password for creating/renewing the client certificate is produced by the Bank on the basis of an EB products order, additional order or a user request delivered in writing or by telephone. The discreet envelope is either handed over in person by the Bank's employee, sent as personal delivery to the designated user or by sending to the e-mail registered in the bank. The client certificate is valid for one year.</p> <p>The validity of the password for creating/renewing the client certificate is unlimited.</p> <p>The client certificate can be renewed without needing the password in the discreet envelope before the validity of the existing client certificate shall lapse.</p> <p>A new client certificate can be regenerated using the password from the discreet envelope.</p>

**List of parameters – Eltrans 2000 (Gemini 5.0)**  
**(This product is no longer actively offered)**

Security elements	
<b>Digital signature</b>	<p>The digital signature serves for authentication (identity verification) of the user with signature authorisation for the Eltrans 2000 (Gemini 5.0) system and certification (content verification) of payment files sent to the Bank through the Eltrans 2000 (Gemini 5.0) system.</p> <p>To create/renew the digital signature, the user shall use the password for creating/renewing the digital signature provided by the Bank in a discreet envelope. The discreet envelope with the password for creating/renewing the digital signature is produced by the Bank on the basis of an EB products order, an additional order, the definition of structured signature authorisations or a user request delivered in writing or by telephone. The discreet envelope is either handed over in person by the Bank's employee, sent as personal delivery to the designated user or by sending to the e-mail registered in the bank.</p> <p>The digital signature is valid for one year.</p> <p>The validity of the password for creating/renewing the digital signature is unlimited.</p> <p>The digital signature can be renewed without needing the password in the discreet envelope before the validity of the current digital signature shall lapse.</p> <p>A new digital signature can be regenerated using the password from the discreet envelope.</p> <p><b>Store your Digital signature file (file with extension *.rsa) into safe storage. Alternatively, it is possible to store the Digital signature exactly into the application database (in case the Gemini 5.0 application uses SQL database as a data store database, that is the optimal place to store a Digital signature). Never store the certificate on the shared internet repository.</b></p>
Support and availability	
<b>Availability</b>	The Bank reserves the right to suspend the provision of electronic banking services for as long as is necessary, where required due to important, mainly security or technical, reasons.
<b>UniCredit Bank's website:</b>	<a href="http://www.unicreditbank.cz/eltrans">http://www.unicreditbank.cz/eltrans</a>
<b>EB HelpDesk – email address</b>	<a href="mailto:eb@unicreditgroup.cz">eb@unicreditgroup.cz</a>
<b>EB HelpDesk – client line</b>	<p>Technical support: +420 221 210 011</p> <p>Processing of payment files: +420 221 210 010</p>
<b>EB HelpDesk – hours of operation</b>	<p>Banking days (Mon-Fri)</p> <p>8:00 – 17:00</p>
<b>Information used for identification during telephone communication with the EB HelpDesk</b>	<p>Secondary identification:</p> <ul style="list-style-type: none"> <li>• Installation/contract identification number (ID) (assigned by the Bank)</li> <li>• User's name and surname</li> <li>• User's date of birth/birth identification number</li> <li>• Password for secondary identification</li> </ul> <p>If need be, additional information as required by the Bank.</p>
<b>Standard activities performed at the EB HelpDesk</b>	<ul style="list-style-type: none"> <li>• Communication with clients using EB products by telephone and email</li> <li>• Technical support</li> <li>• Processing of payment files</li> <li>• Blocking/unblocking* of security elements</li> <li>• Creation and sending of discreet envelopes*</li> </ul> <p>*) Based on the user's/client's original written instruction, or, as the case may be, on secondary identification of the user</p>

## List of services and parameters – EuropeanGate (group solution)

List of services	
<b>Passive connection</b>	<p>In the Contract, the Bank is defined as the “Account Holding Bank” and is able to “execute” transfer orders sent via EuropeanGate channel from a member bank of the UniCredit group, which is defined in the Contract as the “Forwarding Bank”, with an active connection to the EuropeanGate. In similar way “Account Holding Bank” is able to send to “Forwarding Bank” account statements or payment status reports.</p> <p>In a similar way, the “Account Holding Bank” is able to send account statements or payment statuses to the “Forwarding Bank”.</p>
<b>Active connection</b>	<p>In the Contract, the Bank is defined as the “Forwarding Bank” and is able to “forward” payment orders via EuropeanGate channel to a member bank of the UniCredit Group, which is defined in the Contract as the “Account Holding Bank”, with a passive connection to the EuropeanGate. In similar way “Account Holding Bank” is able to send to “Forwarding bank” account statements or payment status reports.</p> <p>In a similar way, the “Account Holding Bank” is able to send account statements or payment statuses to the “Forwarding Bank”.</p>
<b>Payment orders</b>	<p>Payment orders sent to the Bank via EuropeanGate service must be delivered to the Bank in the required format for posting the payment orders.</p>
List of parameters	
<b>Formats of incoming and outgoing files</b>	<p>The Bank reserves the right to change the format of incoming or outgoing files.</p>
<b>Availability</b>	<p>The Bank reserves the right to suspend the provision of electronic banking services for as long as is necessary, where required due to important, mainly security or technical, reasons.</p>
<b>EB HelpDesk – e-mail address</b>	<p><a href="mailto:eb@unicreditgroup.cz">eb@unicreditgroup.cz</a></p>
<b>EB HelpDesk – client line</b>	<p>Technical support: +420 221 210 011 Processing of payment files: +420 221 210 010</p>
<b>EB HelpDesk – hours of operation</b>	<p>Banking days (Mon-Fri) 8:00 – 17:00</p>
<b>Standard activities performed at the EB HelpDesk</b>	<ul style="list-style-type: none"><li>• Support and testing for transfer orders, in a contractually agreed format</li><li>• Receipt of the client’s problem, resolution and notification of the result</li></ul>

## List of services and parameters – SWIFTNET

List of services	
<b>List of service</b>	SWIFT FIN service allows corporate customers, who are the direct SWIFT members, to communicate with our bank via SWIFT network and use service SWIFT FIN (SWIFT format messages for payments and account statements) or SWIFT FileAct (communication via files in agreed payment and account statements file formats). In addition, client can deliver further via EuropeanGate service payment orders to any other bank of the UniCredit group, that is connected to EuropeanGate service. So SWIFTNET service allows a single point of entry for delivery of payment orders to the whole UniCredit group for a corporate customer.
<b>Payment orders</b>	Payment orders sent to the Bank via SWIFT FIN/SWIFT FileAct service must be delivered to the Bank in the required format necessary for posting the payment orders.
List of parameters	
<b>Formats of incoming and outgoing files</b>	The Bank reserves the right to change the format of incoming or outgoing files.
<b>Availability</b>	The Bank reserves the right to suspend the provision of electronic banking services for as long as is necessary, where required due to important, mainly security or technical, reasons.
<b>EB HelpDesk – e-mail address</b>	<a href="mailto:eb@unicreditgroup.cz">eb@unicreditgroup.cz</a>
<b>EB HelpDesk – client line</b>	Technical support: +420 221 210 011 Processing of payment files: +420 221 210 010
<b>EB HelpDesk – hours of operation</b>	Banking days (Mon-Fri) 8:00 – 17:00
<b>Standard activities performed at the EB HelpDesk</b>	<ul style="list-style-type: none"><li>• Support and testing for transfer orders, in a contractually agreed format</li><li>• Receipt of the client's problem, resolution and notification of the result</li></ul>