

Information notice for entrepreneurs before signing an agreement with Smart Exchange Expert s.r.o.

1. Basic information about the company Smart Exchange Expert s.r.o.

Company Smart Exchange Expert s.r.o. - is a company with head office at Prague - Školská 694/32, Nové Město, 110 00 Praha 1, IČ: 05240921, registered in the Commercial Register of the Prague Municipal Court under the number C 260518 (hereinafter "Smart Exchange Expert").

1.1. Information on the provision of investment and payment services

Smart Exchange Expert is subject to the rules of the Czech National Bank, which acts as a supervisory authority with its head office at Na Příkopě 28, 110 00, Prague 1.

Smart Exchange Expert is a trading company that is licensed by a small-scale payment service provider in accordance with Law No. 370/2017 Sb. on payment relations (as amended) (hereinafter the "Law on Payment Relations") is authorized to:

- a) payment transactions / transfer of client's funds in domestic or foreign currency to other bank accounts,
- b) payment transactions / receipt of client's funds in domestic or foreign currency from other bank accounts.

1.2. Rules of work, contact details and ways to communicate with the client

Smart Exchange Expert works every working day from 10:00 to 19:00.

To communicate with the company Smart Exchange Expert, the client can use the following communication tools. The official language of Smart Exchange Expert for communication with customers, as well as the language in which information is provided to customers from the company, is Czech (non-official languages are also English and Russian):

Head Office Address: Smart Exchange Expert s.r.o.
Školská 694/32,
110 00 Prague 1

Address of the production facility Smart Exchange Expert s.r.o.
Školská 694/32,
110 00 Prague 1

Phone, +420 234 261 853

E-mail address: info@seepays.com

The site of the company Smart Exchange Expert s.r.o. – <http://seepays.com/>

Regular customers can also use the Internet banking application for communication..

2. Basic information about the provision of payment services

When signing the Framework Agreement, Smart Exchange Expert opens a free bank account for the client, which is maintained by Smart Exchange Expert itself (hereinafter referred to as "PÚK Account"); This account is required for payment transactions, exchange transactions,

and accounting for payment instruments that the client entrusted to Smart Exchange Expert. A PÚK account is opened separately for each client based on his requirements in the following currencies: CZK, EUR, RUB, USD. The PÚK account can be used primarily for the following operations:

- a) making outgoing domestic and international payments both to the client's bank account and to a third party account (outgoing payments to the client's business partner),
- b) making incoming domestic and international payments both from the client's bank account and to the PÚK account (incoming payments from the client's business partner),
- c) buying or selling money in the currency the company has Smart Exchange Expert,
- d) accounting of all client payments made by Smart Exchange Expert in accordance with the Framework Agreement.

3.1. Outgoing payment - making a payment / transfer of funds from a client's account in domestic or foreign currency to other bank accounts (the client's business partner).

Smart Exchange Expert upon client's request, can make an outgoing payment / transfer of funds from a PÚK account to a third party account in a domestic or foreign currency abroad or within the country if the following conditions are met:

- a) customer sent company Smart Exchange Expert a payment order signed by him (or an authorized person) using the Internet banking application;
- b) the customer has sufficient funds in the PÚK account to make an outgoing payment.

3.1.1. The internal payment order must always contain the following information:

- a) beneficiary's account number and bank identification code,
- b) amount of transfer indicated in numerical form, including decimal after comma,
- c) currency (ISO currency code in accordance with the designation of the Czech National Bank),
- d) purpose of payment (information for the recipient),
- e) payment day,
- f) payment rate:
 - Standart – if the client chooses the STANDART payment rate in the payment order, has sufficient funds in the PÚK account and provided the Smart Exchange Expert with the payment order no later than 16:30, the payment is made on the same day at the STANDART rate (unless otherwise specified). Cash is credited to the beneficiary's bank account until the end of the next business day;
 - Urgent – if in the payment order the client chooses the speed of the URGENT payment, has enough money in the PÚK account and submitted the payment order to Smart Exchange Expert - all no later than 11:00, the money is credited to the beneficiary's bank account during the same working day,
- g) signature of the client (authorized person).

3.1.2. An international payment order must always contain the following information:

- a) name / name and main address / place of residence of the payer,
- b) name / name and main address / place of residence of the recipient, as well as the country of the recipient,

- c) bank details of the recipient,
- d) beneficiary's account number — to make transfers within the European Economic Area (hereinafter referred to as the EEA), the beneficiary's account number must be indicated in IBAN),
- e) the exact name and full main address of the beneficiary's bank, BIC / SWIFT or beneficiary's bank code (to make transfers within the EEA, you must specify the recipient's BIC for making transfers),
- f) amount of transfer indicated in numerical form, including decimal after comma,
- g) currency (ISO currency code in accordance with the designation of the Czech National Bank),
- h) purpose of payment (information for the recipient),
- i) payment day,
- j) charging method:
 - BEN (the beneficiary pays the bank commission instead of the sender of the payment);
 - OUR (the payer pays all costs associated with the transfer of funds);
 - SHA (the payer pays the costs associated with sending the payment, and the recipient pays the costs associated with charging the payment to his bank account),
- k) payment transaction speed:
 - Standart - if in the payment order the client chooses the STANDART payment rate, has sufficient funds in the PÚK account and submitted the Smart Exchange Expert payment order to the Smart Exchange Expert no later than 16:30, the payment is made on the same day at the STANDART rate (if there was no otherwise specified). Cash is credited to the beneficiary's account within 4 business days. A payment order in EUR, submitted before 1:00 pm of the working day, with the payment day coinciding with the current calendar day, is credited to the account of the beneficiary bank no later than the next working day;
 - Urgent - if, when making an international payment in a payment order, the client chooses the speed of the URGENT transaction, has enough money in the PÚK account and submitted a payment order to Smart Exchange Expert, all not later than 11:00, then the money is credited to the account of the beneficiary bank until the end of the next working day;
- l) for payments in RUB and USD currency, you must specify additional payment parameters;
- m) signature of the client (authorized person).

3.1.3. Dates for domestic and international payments

These hours indicate the time until which the client must submit a payment order to Smart Exchange Expert in order for the payment to be made on the same day. The next condition for making a payment is the required amount of money in the client's account maintained by the company Smart Exchange Expert.

3.1.4. Payment orders with speed STANDART

If the client indicates in the payment order the speed of the payment STANDART and satisfies the conditions of the payment (the provision of the order before the agreed time and the required amount of funds in the client's account maintained by Smart Exchange Expert), the funds will be credited to the account of the beneficiary's bank:

- a) if it is a domestic payment, it means that the payment transaction is carried out on the same day at a STANDART speed (unless otherwise specified). Cash is credited to the beneficiary's bank account until the end of the next business day;
- b) if it is an international payment, it means that the payment transaction is carried out on the same day at the speed of STANDART (unless otherwise specified). Cash is credited to the beneficiary's account within 4 business days;
- c) a payment order in EUR, submitted before 1:00 pm of the working day, with the payment day coinciding with the current calendar day, is credited to the account of the beneficiary bank no later than the next working day.

3.1.5. Payment orders with the speed of URGENT

If the client indicates in the payment order the speed of the URGENT payment and satisfies the terms of the payment (the provision of the order before the agreed time and the required amount of funds in the client's account maintained by Smart Exchange Expert), the funds will be credited to the account of the beneficiary's bank:

- a) if it is a domestic payment, it means that the funds are charged on the same business day;
- b) if it is an international payment, it means that the money is credited no later than the next business day.

If the client specifies in the payment order the speed of the URGENT payment, he will be charged an additional fee for making such a payment in accordance with the tariffs of the company Smart Exchange Expert, which can be found on page <http://seepays.com/>

* The EEA is the European Economic Area, which includes all European Union member countries, as well as Norway, Iceland, Switzerland and Liechtenstein.

3.1.6. Internet banking

Communication between Smart Exchange Expert and the client is carried out using the Internet banking application. Internet banking application can be found on page <http://seepays.com/>

The client can use the Internet banking application for the following purposes.:

- a) input of payment orders,
- b) getting information about the balance on the account PÚK,
- c) list of payments on PÚK account.

The security of communication between Smart Exchange Expert and the client using the Internet banking application is guaranteed by an electronic signature, for which the relevant provisions of Law No. 297/2016 Sb can be applied. about funds trustworthy for electronic transactions. The electronic signature is generated using the code from the SMS message, which is created on the basis of the data sent by a special algorithm that allows you to verify the identity of the client. In this case, the device for authorization is the registered mobile

phone specified in the Framework Agreement. The client is responsible for the misuse of the device for authorization by another person.

To use the Internet banking application, the client (authorized person) must comply with the following condition: have access to a computer connected to the Internet and a registered mobile phone activated on the network of any mobile operator in the Czech Republic, in order to be able to receive SMS messages for authorization.

3.1.7. Making agreed outgoing payments

Before making a payment from a PÚK account, Smart Exchange Expert is obliged to provide the client (upon request) with the necessary information about the maximum possible payment deadlines, as well as the payment that the customer is obliged to make before making the payment; if the payment consists of several parts, the company must also provide the client with a detailed description of each of the parts of the payment. The amount of payment for making outgoing payments is specified in each Framework Agreement separately.

After the payment transaction, Smart Exchange Expert sends the client a “Confirmation of the payment transaction” (Czech. “Potvrzení to provedené platební transakci”) using the Internet banking application or e-mail; such message is a document confirming payment.

3.1.8. Receiving a payment order

The receipt of a payment order is considered the moment when Smart Exchange Expert receives this payment order directly from the client or at the initiative of the client..

If the client on whose initiative a payment transaction is being carried out, and Smart Exchange Expert agreed that the payment will start at a certain moment, subject to certain conditions or at the end of a certain period of time (hereinafter “deferred payment order”), that moment is considered the moment of receipt of the payment orders.

If the receipt of a payment order coincides with the period of time outside the hours of operation of the Smart Exchange Expert company, it is considered that the payment order was received at the beginning of the next time that coincides with the hours of operation of the Smart Exchange Expert.

3.1.9. Irrevocability of the payment order

The client loses the opportunity to withdraw the payment order if the payment order has already been paid (the payment deadline indicated on the payment order or written confirmation of the exchange transaction (Czech. Konfirmace směnného obchodu).

The client can withdraw a payment order even when the time has come to pay the payment order, but is obliged to take into account that his application may be denied. For cancellation of a payment order, upon the expiration of the payment term, a fee may be charged to the client in accordance with the tariffs of the company Smart Exchange Expert.

If Smart Exchange Expert notifies the client of any irregularities in the payment order (for example, an incorrect SWIFT, IBAN, etc.), the client has the opportunity to correct the payment order until 16:30 of the next business day after receiving the notification. The company notifies the customer by phone or via message in Internet banking; also using Internet banking, the company notifies the client of a possible refusal to correct the order. If, after such notification, the client does not correct the payment order, Smart Exchange Expert has the right to make this payment order:

- a) not to be carried out due to the fact that we are talking about the impossibility of carrying out a payment transaction (incorrect IBAN, SWIFT), the company is also obliged to inform the client about this in any way, or
- b) process / implement using the original data (if all specified data is correct). The client is obliged to take into account the fact that in this case the company Smart Exchange Expert is not responsible for any damage caused to the client as a result of payment for such a payment order..

3. 1. 10. Refusal to pay for a payment order

Based on §159 clause 1 of Law 370/2017 Sb. about payment transactions, Smart Exchange Expert can refuse to pay by a payment order only if the conditions of the contract are not fulfilled when receiving such a payment order, if this goes against another legal norm or the limit was exceeded in accordance with §58 paragraph 2 of the Law No. 370/2017 Sb. about payment transactions. Smart Exchange Expert may refuse to make a payment if the client does not comply with the conditions upon receipt of the payment order.:

- a) the client did not transfer funds to a separate bank account (Czech. “Samostatný bankovní účet“) of the Smart Exchange Expert, opened in a bank, to make payments,
- b) the client did not indicate or incorrectly indicated the details of the outgoing or incoming payment,
- c) if the payment goes against the legal regulations of the Czech Republic or the legal regulations of the country to which the transfer bank relates, or the trade policy of the transfer bank. This applies mainly to payments sent and received, the recipient and sender of which is a person with an address / place of residence listed in high risk countries, or the beneficiary’s or sender’s bank is a privately owned institution from high risk countries. The current list of high-risk countries can be found at <http://seepays.com/>
- d) If the company Smart Exchange Expert refuses to make a payment on behalf of the client, the company undertakes to inform it immediately and provide the client with the reason for the refusal to make the payment. If the reason for the refusal is a violation of Law No. 253/2008 Sb. on measures against the legalization of proceeds from criminal activities and the financing of terrorism (as amended), in which case the Smart Exchange Expert will act in accordance with the provisions of this law and internal regulations.

3.2. Incoming payment - receipt of funds to the client’s account in domestic or foreign currency from other bank accounts (from the client’s business partner).

Smart Exchange Expert performs payment / receives money from an incoming payment transaction to a PÚK account at the request of the client so that it accepts the incoming payment to the PÚK account in accordance with the written notification of the client and then disposes of the money received in accordance with the client’s instructions.

Before making a payment to a PÚK account, Smart Exchange Expert is obliged to provide the client (upon request) with the necessary information about the maximum possible time for the operation, as well as the payment that the customer is obliged to make before making the payment; if the payment consists of several parts, the company must also provide the client with a detailed description of each of the parts of the payment.

3.2.1. Brief description of the processing of incoming payment

- a) information for the customer - when issuing an invoice, the customer informs the customer about the relevant processing of the incoming payment through the company Smart Exchange Expert, including bank instructions,
- b) incoming payment notification - after sending the invoice to the customer, the client informs Smart Exchange Expert about the details of the expected payment via e-mail info@seepays.com,
- c) processing an incoming payment - on the day the payment is registered from the customer, Smart Exchange Expert immediately informs the customer about the PÚK account.

If it is not possible to properly process the identification of an incoming payment credited to the Smart Exchange Expert, Smart Exchange Expert will carry out the additional identification of the incoming payment with the necessary caution. If the identification of the payment was successful, Smart Exchange Expert asks the customer to unambiguously confirm the incoming payment in writing, at least with respect to the sender, the reason for receiving the payment and the expected amount. Smart Exchange Expert decides whether a customer's statement is a clear confirmation of an incoming payment..

If neither Smart Exchange Expert nor the client itself can unambiguously confirm an incoming payment, Smart Exchange Expert will give you a period of 15 calendar days from the date of receipt of the payment to the account; after this time the company checks the payment with the help of the bank and asks the sender to identify the incoming payment. If Smart Exchange Expert is unable to identify the payment within 45 days from the moment the payment was received to the account, it returns the money to the sender's account..

Detailed terms and commissions for incoming and outgoing payments are regulated by each Framework Agreement separately..

4. Other information obligations of Smart Exchange Expert towards the client

- a) The framework agreement between the client and the company Smart Exchange Expert is concluded for an indefinite period of time.,
- b) the client must take into account that due to the availability of investment services for the client, other expenses may arise, including taxes, which Smart Exchange Expert does not pay and does not take into account when calculating the client,
- c) Smart Exchange Expert always publishes information about changes in conditions on its website and warns about these changes to the client, even if it is not a question of changes that have occurred as a result of adjustments to the legal basis; the company undertakes to inform about the changes no later than two months before the changes take effect,
- d) Required publication information is available by reference <http://seepays.com/>,
- e) other information related to the use of the services of the company Smart Exchange Expert is also available via the link <http://seepays.com/>. This information, including the contents of the Framework Agreement, may be requested by the client also at the contact details below, both by telephone and in writing.
- f) Smart Exchange Expert undertakes to provide the client with all the necessary information both before entering into the Framework Agreement and during all business relations in the shortest possible time using the following contact details, unless there is a specific period established by the Framework agreement - it is primarily about the

conditions of the Framework Agreement of an individual client, information about new services, system failures, etc..

- g) Detailed information on individual products and ways of cooperation with Smart Exchange Expert can be found on the website <http://seepays.com/>
- h) If you have any questions or need clarification, you need to contact the sales department by phone +420 234 261 853