



LIST OF CONDITIONS FOR CORPORATES AND OTHER ORGANISATIONS

The List of Conditions includes the terms and conditions of bank account contracts concluded before July 1, 2013. New applications are not to be accepted and new contracts are not to be concluded under the present List of Conditions.

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I. General Conditions

1. The present List of Conditions is applicable together with the prevailing General Terms and Conditions and Business Regulations concerning payment accounts, payment services and deposits.
2. The following announcements are valid only together with the present List of Conditions, constitutes inseparable part of that:
 - Announcement on customer identification rules,
 - Announcement on international payment orders.

In case of any discrepancy between the present List of Conditions and the relevant Announcement, the relevant Announcement shall govern. The above Announcements are also available on the Bank's official homepage: www.kdbbank.eu.

3. The Bank accepts orders only in accordance with the Contract, particularly in accordance with the KDB Bank Europe Ltd's Business Terms relating to financial- and auxiliary financial services, the General Terms and Conditions and the given service related Business Regulation/General Terms and Conditions.
4. Transactions not included in the present list are handled on the basis of separate agreement by the Bank.
5. Out-of-pocket expenses, postage, cable, telephone, telex and SWIFT charges, etc., incurred, as well as the commission and charges duly claimed by our correspondents, will be debited to the customer's account.
6. To open account, it is required to complete a Payment Account Contract and signature card, which has to be signed by both the Client and the Bank. Further necessary documents:
 - For companies and organizations, entrepreneurs registered in Hungary:
 - deed of foundation in case of companies and organizations (Deed of Foundation, Articles of Association or Fundamental Rule)
 - Documents of companies certified by the stamp (e-stamp) of Court of Registration (Declaration or Application for registration of changes) / Certificate on registration or Certificate on application for registration of other organizations or entrepreneurs
 - Document certifying tax number and Statistic Number (Company Extract issued by Court of Registration/ NAV data sheet)
 - Company's or other organization's Extract or Extract on data regarding registration in court issued within 30 days
 - Authorised signature certified by a Notary Public
 - For lawyers, notaries, executors:
 - Lawyer /notary / executor card
 - Identity and address card
 - Copy of Tax sheet
 - For lawyer-/ notary-/executor office:
 - Deed of foundation

- Certification on the registration in the list of lawyers/ notaries/ executors issued by the regional chamber of lawyers/ notaries/ executors
- Resolution on delegation
- Certification by Tax Office
- Identity card
- For apartment houses:
 - Deed of foundation
 - Organization and Operation Policy
 - Specimen signature of the Representative certified by a Notary Public
 - Deed of Title
 - Certification by Tax Office
 - The latest effective Minutes of General Assembly on election of Representative and payment account
- For companies and organizations with foreign residence:
 - deed of foundation, articles of association
 - certification issued within 30 days on the related official registration in accordance with the state legislation of the registered seat in case of the company or the other organization was founded within 30 days
 - Company's (or other organization's) Extract or Extract on data regarding registration or other official certificate, document issued within 30 days which justifies that the company (organization) is listed in the (company) registration in case of company (organization) founded earlier
 - document certifying the representing right of the legal representative of the organization, the company registration number (other identifier), the registered seat, the personal data of the owner in case the (company) certification issued by the authority does not include them
 - authorization authenticated by a notary in case a proxy operates, and the copy of passport authenticated by the authorizing representative notary
 - the above listed documents of that company (organization) which is the legal representative (the representative is not a natural person)

The Bank takes in documents only with apostille (including certifications issued by/authenticated by notary) or verification by the Hungarian embassy operating in that country.

Only English-language documents shall be adopted by the Bank among foreign-language documents. In all the other cases the authentic Hungarian translation shall be presented besides the foreign-language documents (The Bank shall only accept the translations by OFFI).

7. In special cases the Bank can ask further documents besides the above mentioned.
8. If the currency of fee and the account of withdrawal are different, conversion is executed on official NBH foreign exchange rate.
9. All fees and charges are stipulated in the present List of Conditions in gross value.

II. Account Keeping Services

Current account	HUF	FCY¹	Due date
Account opening	HUF 0	EUR 0	
Account keeping fee	HUF 2,732/month	EUR 10.5/month	Last working day of the month
Opening balance in case of payment- /current account	HUF 10,000 ²		
Depository account ³ opening and maintenance	HUF 0	EUR 0	
Account closing	HUF 0	EUR 0	
Capital account opening and issue of certificate	HUF 10,000		At fulfilment
Statement/account movement			
Monthly statement	HUF 0	EUR 0	
Statement from KDB NetBank	HUF 0	EUR 0	
Postal charges of monthly statement abroad	HUF 500	EUR 2	1 st working day after month
Daily statement into post box	HUF 0	EUR 0	
Postal charges of daily statement inland (debited at the end of each month in lump sum) ⁴	HUF 250/pc	EUR 1/pc	1 st working day after month
Copy of statement	HUF 330/pc	EUR 1/pc	At fulfilment
Monthly account movement list	HUF 1,000/started month	EUR 4/started month	Related month
Certificates/Bank information			
Preparation of certificates ⁵	HUF 2,000	EUR 8	Related month
Certificate on transfer towards National Tax and Customs Office	HUF 500/item	-	Related month
Certificate on VIBER transfer	HUF 2,000	-	Related month
Bank information	HUF 5,000	EUR 20	Related month
Bank information for audit purposes	HUF 5,490	EUR 20	Related month
Cost of Fax			
Domestic fax /page	HUF 500	EUR 2	At fulfilment
Fax abroad /page	HUF 1,500	EUR 6	At fulfilment
Cost of printed forms			
Bank payment order forms	HUF 0	EUR 0	
Passbook	HUF 0	EUR 0	
Post payment order form	HUF 15/pc	-	Related month
Check book for cash withdrawal	HUF 5,000/pc	-	Related month
Other costs			
Copy of other documents	HUF 100/page	-	Related month
Document examination fee of clients registered abroad	HUF 10,500		At account opening
Rental fee for post box	HUF 1,050/month	EUR 4/month	At the end of month
Night safety box	HUF 0	EUR 0	

¹ We keep foreign currency accounts in the following currencies: EUR, USD, CHF, GBP.

² In case of foreign currency accounts the opening balance is to be calculated with FX buying rate effective on 1st banking day of due month.

³ For lawyers, notaries, executors in compliance with the related legal regulations

⁴ In case the balance of the Client's payment account is negative for more than three months and there is no turnover on its account – unless for the debit of monthly account keeping fee and statement postal charges – the Bank put the statement at the Client's disposal only in the branches.

⁵ The Bank gives certificate about the present balance of the account, with blocking the balance for the said day. Transaction certificate can only be issued in the branch office where the payment order was submitted.

III. Financial Services

Credits		Exchange rate	Due date
Credit on HUF account	HUF 0		
Credit on FCY account	EUR 0		
Internal transfers			
HUF			
Internal transfers			
Paper-based order	HUF 210		At fulfilment
PC Banking order	HUF 50		At fulfilment
KDB NetBank order	HUF 15		At fulfilment
Transfer between own accounts			
Paper-based order	HUF 104		At fulfilment
PC Banking or KDB NetBank order	HUF 16		At fulfilment
Foreign exchange			
Internal transfers			
Paper-based and PC Banking orders	EUR 15		At fulfilment
KDB NetBank order	EUR 4		At fulfilment
Transfer between own accounts			
Paper-based order	EUR 1		At fulfilment
PC Banking or KDB NetBank order	EUR 0.05		At fulfilment
Conversion	EUR 0		
External payments			
HUF transfers			
Credit of incoming item	HUF 0	Account conversion rate	
Transfer to payment account kept in other bank			
Paper-based order	0.29 % min. HUF 260 max. HUF 38,000		At fulfilment
PC Banking or KDB NetBank order	0.30 % min. HUF 232 max. HUF 16,000		At fulfilment

Modification revocation and recall of transfer order ¹ (except VIBER)	HUF 3,009/pc		At order
Returned fund based on recall	HUF 0		At fulfilment
VIBER transfer²			
Paper-based order	0.5 % min. HUF 10,000 max. HUF 100,000		At fulfilment
PC Banking and KDB NetBank order	0.35 % min. HUF 10,000 max. HUF 100,000		At fulfilment
HUF transfer abroad			
Paper-based order	0.5 % min. HUF 10,000 max. HUF 100,000		At fulfilment
Foreign exchange transfers			
Transfer to account kept with other bank (abroad as well)			
Paper-based order or PC Banking order	0.24 % min. EUR 20 max. EUR 280	FX rate	At fulfilment
KDB NetBank order	0.21% min. EUR 10 max. EUR 120	FX/Account conversion rate	At fulfilment
Charge calculated by foreign bank ³ (in case of taking foreign bank's charges)	Effective cost min. EUR 20	FX rate	At fulfilment
Subsequent data modification, revocation ⁴	EUR 20	FX rate	Date of modifi- cation/ cancellation
Data supply in case of incomplete payment order	EUR 20	FX rate	Date of data supply
In case of FX payment order – which is not consid- ered as SEPA ¹² payment – to EU member states when IBAN account no. and BIC (SWIFT) are not indicated extra charge by foreign Bank	Min. EUR 10	FX rate	At fulfilment
Credit of incoming item	0 EUR	Account con- version rate	
Extra charge of urgent fulfilment ⁵	EUR 20	FX rate	At fulfilment
Intra-bank cross border payments⁶			
Credit (HUF and FX)	0 HUF / 0 EUR		At fulfilment
Outgoing HUF transfer order- paper-based	HUF 300		At fulfilment
Outgoing HUF transfer order via KDB NetBank	HUF 80		At fulfilment
Outgoing FX transfer order- paper-based	EUR 1	FX rate	At fulfilment
Outgoing FX transfer order via KDB NetBank	EUR 0.25	FX rate	At fulfilment
Data supply in case of incomplete payment order	EUR 10		At fulfilment
Modification, revocation before processing	EUR 20		At fulfilment
Transfer through post			
Door-to-door payment order ⁷	0.2 % min. HUF 500 + Post cost		At fulfilment
Credit of post payment order	HUF 200		At fulfilment

Standing orders⁸			
Acceptance of standing order	HUF 0		
Fulfilment of standing order			
Paper-based order	0.30 % min. HUF 150 max. HUF 100,000		At fulfilment
PC Banking and KDB NetBank order	0.30 % min. HUF 150 max. HUF 15,000		At fulfilment
Modification / revocation of paper-based standing order	HUF 0		
Standing order modification/revocation on KDB Net-Bank	HUF 20		At order
Other orders			
Set up hold funds via KDB NetBank	HUF 40		Next working day
Hold funds cancellation via KDB NetBank	HUF 40		Next working day
Group transfer ⁹ (to be fulfilled only in case of full cover)			
Within KDB Bank via PC Banking or KDB NetBank	HUF 15/item		At fulfilment
To other bank via PC Banking or KDB NetBank	0.10% min. HUF 55/item		At fulfilment
Initiation of direct debit ¹⁰	HUF 0		
Fulfilment of direct debit ¹⁰			
Orders via floppy	HUF 50/item		At fulfilment
KDB NetBank order	HUF 40/item		At fulfilment
Acceptance of authorization on direct debit	HUF 0		
Fulfilment of authorization on direct debit ¹⁰ (e.g. payment of utility bills) – paper-based and via KDB NetBank	HUF 42/item		At fulfilment
Modification or revocation of authorization of direct debit via KDB NetBank	HUF 100		At modification / revocation
Payment executions and collection			
Initiation of collection order based on authorization letter	HUF 750/pc		At fulfilment
Registration fee of authorization letter	HUF 750/pc		Related month
Initiation of official transfer/ collection order with execution purpose	HUF 2,006		At fulfilment
Initiation of Promissory Note collection	HUF 2,006		At fulfilment
Fulfilment of authorization letter / official transfer / collection order with execution purpose / Promissory Note Collection	The valid and related transfer fee		At partial-fulfilment
Direct debit based on loan contract (loan repayment) ¹¹	HUF 0		At partial-fulfilment

¹ The Bank debit the cost of the bank initiated the return fund afterwards

²In case of VIBER transfers over the amount of HUF 200,000,000 please, call the Bank.

³In case the foreign bank's charge exceeds EUR 20; the difference is debited to the ordering party's account afterwards, at the beginning of next month.

⁴The Bank charges the foreign bank's subsequent fee of revocation/ modification afterwards over the fee published hereby.

⁵ Urgent fulfilments are based on a separate decision. In case of KDB NetBank or PC Banking order the urgency must be indicated by ticking the 'Urgent' checkbox in the order. The Bank only assumes liability for the prompt debit in case of urgent fulfilment but cannot assume liability for the same day credit of the transferred amount on the beneficiary's payment account.

⁶ Intra-bank transfers between KDB Bank Europe Ltd. and KDB Bank Europe Ltd., pobočka zahraničnej banky.

⁷ The Bank counts the fee on paper-based order even in case of orders sent via electronic channel if less than three orders accepted on the given day. The Bank collects fees by packages regarding the package amount.

⁸ Queuing days of the uncovered orders are at most five days.

⁹ Group transfer can be initiated to the credit of private account, in the file format given by GIRO, minimum 3 pieces.

¹⁰ Queuing days of the uncovered direct debit orders are four days.

¹¹ Shall mean a transaction based on a loan- or credit contract, by which the Client's payment account is debited for the benefit of the Bank as beneficiary, for the purpose of total or partial fulfilment of payment obligation deriving from a loan- or credit contract, on the basis of the Client's consent given to the Bank in the loan- or credit contract.

¹² SEPA payment order is an external FX payment that meets all of the following requirements: 1) the fulfilment currency is EUR; 2) the beneficiary's account number is in IBAN format; 3) the beneficiary's payment service provider is within the SEPA-zone and it is a direct or indirect SEPA-member; 4) the cost bearing method is shared (SHA); 5) the order was not submitted with urgent fulfilment request. The Bank fulfills the transfers that meet all of the listed requirements as SEPA payment order automatically. Bank certificate about a SEPA transfer is issued by the Bank upon client's request, which fee is specified in Chapter II. of the present List of Conditions (SEPA transfers are forwarded not by SWIFT message, therefore the Bank is unable to provide SWIFT copy about these transfers). More information about SEPA can be found in the „General questions in connection with foreign currency payment orders“ information material.

In case of external HUF transfer initiated via electronic channel the transactional limit is to be HUF 5,000,000,000.

Payment order applying conversion shall be fulfilled by the Bank only if the cover of the order and that of the remuneration for the service are available. The Bank is entitled for a collateral which exceeds by up to 10% the amount of payment order and service fee calculated into the currency of the account to be debited. The cover shall be blocked till the fulfilment of payment order.

Payment transactions regardless of its currency, with or without conversion, provided within the EEA, where both the payer's and the payee's payment service providers are, or the sole payment service provider in the payment transaction is, located therein, the payee pays the charges levied by his payment service provider, and the payer pays the charges levied by his payment service provider. In this case the cost bearing method must be "SHA" (shared).

The modification or revocation of a transfer order to an EEA state is not allowed after its acceptance (processing).

The Bank refuses the presented transfer order – in compliance with the Business Regulation regarding payment accounts, payment services and deposits – in case the necessary cover needed for the fulfilment of that and for the debit of the charge is not available on takeover day till the end of Opening Hours.

The paper-based HUF payment orders without cover are returned – in lack of other instruction from the customer - by post or rent post-box after two working days counted from the taking over. The customer will be notified within two days in case the foreign currency payment orders initiated via electronic channels are not to be fulfilled due to the lack of cover.

IV. Electronic Banking Services

E-banking service charges	Current account	Due date
KDB Kontakt (Call Center) code request	HUF 0	
KDB PC Kontakt Midi service (sales of this product will be discontinued from January 13, 2018)¹		
Contracting fee	HUF 5,015+VAT	Last working day of the month
Monthly fee	HUF 1,303+VAT	Last working day of the month
KDB PC Kontakt service¹		
Contracting fee	HUF 8,024+VAT	Last working day of the month
Monthly fee	HUF 2,508+VAT	Last working day of the month
KDB NetBank service		
KDB NetBank Info package	HUF 0	
KDB NetBank Active package	HUF 0	
SMS service (as per account and bankcard)		
Full SMS service (credits and debits)	HUF 1,303/month	Last working day of the month
Mini SMS service (only debits)	HUF 1,000/month	Last working day of the month
Bankcard Security SMS (Bankcard debits)	Included in annual fee of the bankcard	

¹ KDB PC Kontakt Midi service with limited functionality and KDB PC Kontakt Max service with full functionality will be merged into one service from January 13, 2018. The Bank unifies the name of KDB PC Kontakt Midi and KDB PC Kontakt Max services under the name of KDB PC Kontakt service accordingly. The Bank will only provide the KDB PC Kontakt service with full functionality from this day. Clients previously contracted for the KDB PC Kontakt Midi service will become eligible for the KDB PC Kontakt service with full functionality under the present applied monthly fee from this day.

Daily maximal limits of transactions given through KDB Kontakt services are HUF 1,000,000; EUR 3,600; USD 5,000. Deposit fixing/breaking, transfer between own accounts: there is no limit.

V. Conversions and Exchange Rates

Referential exchange rates fixed by the Bank:

1. Cash exchange rate

Exchange rate applied in case of conversion at cash-desk and T-day (prompt) conversion between accounts of different clients of the Bank, during Cash-Desk Hours.

Cancellation of executed conversion can be made by a reversal transaction only at buying cash exchange rate valid for the given currency during Cash-Desk Hours on the same day on basis of the written claim of the client.

More rate fixing can be made within one day (the rate valid at the time of taking over the order shall be applied for)

2. Account conversion rate – (T day)

Exchange rate applied in case of

- a) T-day (prompt) conversion between the clients' own accounts, or
- b) HUF credit of foreign exchange amounts arriving on HUF accounts from outside of the Bank or
- c) foreign exchange credit of HUF amounts arriving on foreign exchange accounts from outside of the Bank or
- d) Domestic payment transactions – sent via electronic channels - involving only one currency conversion between EUR and HUF;
- e) Internal payment transactions involving only one currency conversion between EUR and HUF;
- f) intra-EEA payment transactions involving only one currency conversion between EUR and HUF, provided that the conversion is carried out in Hungary and the intra-EEA transfer takes place in EUR.

In case of transactions determined in point f) the account conversion rate published at first on the next banking day shall be applied regarding the orders forwarded from 09:30 a.m..

Cancellation of executed conversion can be made by a reversal transaction only at a market exchange rate given by the Bank (Treasury) on basis of the written claim of a client or in case the client has a valid KDB Kontakt service contract than via call center after electronic identification.

More rate fixing can be made within one day (the rate valid at the time of processing of the order shall be applied for).

3. Foreign exchange rate – (T+2 rate)

Exchange rate - valid for T+2 day fixed by the Bank on the day of order - applied for spot day (T+2 day) conversions between accounts.

The orders' cut-off time is defined by the point "Execution of Payment Orders" of present List of Conditions.

Cancellation of executed conversion can be made by a reversal transaction only on basis of a written claim or claim sent in via KDB NetBank/ PC Banking after electronic identification

- o till 9.30 a.m. – at original exchange rate
- o after 9.30 a.m. – at valid market exchange rate fixed by the Bank (Treasury)

There is only one foreign exchange rate fixing in a day.

4. Special exchange rate fixing

The Clients of the Bank are entitled to ask for a special exchange rate if the amount of the conversion order is at least EUR, USD 50,000 (or equivalent in other currency) or over within open hours (MON-THU: 9.00-15.00 , FRI: 9.00-14.30).

(The difference of special exchange rate from the announced rates can be positive or negative as it is quoted on basis of actual market prices)

The settlement date can be chosen by the client: T, T+1 or T+2.

Cancellation of executed conversion can be made by a reversal transaction only on basis of a written claim or claim sent in via KDB NetBank/ PC Banking at valid market exchange rate fixed by the Treasury.

VI. Cash services

HUF		Exchange rate	Due date
Cash deposit		0.05 % min. HUF 200	At fulfilment
Chief Cash Desk ser-	HUF 30,000,000-59,999,999	0,2%	At fulfilment

vice fee ¹	HUF 60,000,000 -	0,3%		
Cash deposit on capital account		HUF 0		
Bulk cash deposit- minimum amount HUF 1,000,000		0.25%		At fulfilment
Cash deposit on depository account ⁴		HUF 0		
Separate charge for coin processing in case of deposit/withdrawal of more than 15 coins per day		HUF 2/coin		At fulfilment
Interchange of banknotes (exchange) ⁵	5% of the nominal value of the paid banknotes	10% of the nominal value of the paid coins		At fulfilment
Interchange of coins (exchange) ⁵	10% of the nominal value of the changed coins			At fulfilment
Extra charge payable in case cash deposit of banknotes smaller than HUF 10,000 exceed 50 pieces ²		HUF 10/pc		At fulfilment
Cash withdrawal from depository account ⁴		HUF 0		
Cash withdrawal		0.54% min. HUF 300 max. 36,000		At fulfilment
Other currency³				
Cash deposit				
USD / EUR	Till EUR/USD 25,000	0.25% min. EUR 1	Acc. conv. rate	At fulfilment
	Over EUR/USD 25,000	0.5 %		
CHF/GBP	Till CHF/GBP 25,000	0.5% min. EUR 2	Acc. conv. rate	At fulfilment
	Over CHF/GBP 25,000	1 %		
Chief Cash Desk service fee ¹	EUR/USD 100,000-199,999	0.2%		At fulfilment
	Over EUR/USD 200,000	0.3%		
Cash deposit on capital account		EUR 0		
EUR/USD cash process charge over 100 pcs of banknotes ²		EUR 0.1/pc	Acc. conv. rate	At fulfilment
Bulk cash deposit - min. amount CHF/EUR/GBP/USD 4,000	EUR/USD	0.3 %		At fulfilment
	CHF/GBP	0.6 %		
Extra charge payable in case cash deposit of banknotes smaller than EUR/CHF/USD 50 exceeds 50 pieces ²		EUR 0.1/pc	Acc. conv. rate	At fulfilment
Cash withdrawal				
USD / EUR		0.80% min. EUR 2	Acc. conv. rate	At fulfilment
Other currency		0.95% min. EUR 2	Acc. conv. rate	At fulfilment
Other fees				
Process charge of night safety box		Same as fee of bulk cash deposit process fee		At fulfilment

¹Cash transactions started within two hours shall be considered as one transaction from the fee point of view.

² Calculated and debited by client, by day

³ Foreign currency coin pay-in and withdrawal is not possible.

⁴For lawyers, notaries, executors in compliance with the related legal regulation

⁵Detailed regulations regarding the exchange of banknotes and coins are included in the Bank's "Announcement on the replacement and exchange of bank notes and coins".

The Bank provides cash services exclusively in currency HUF, CHF, EUR, GBP and USD.

The Bank has the right to reject the cash payments-in over HUF 10,000,000 or 50,000 USD/EUR due to lack of sufficient capacity for processing and storing.

1. Preliminary notice for cash request

Cash withdrawals within one day over HUF 1 million or equivalent FCY are to be announced to Bank one business day in advance by fax. In case of over HUF 10 Mio or equivalent FCY, the request has to be made 2 business days before. We only accept the written orders with authorised signature on the required day up to 10 a.m. Even if the customers do not pick up the cash on the ordered day, the bank charges their account with the withdrawal fee. In case of cash withdrawal in FCY, different from HUF, USD and EUR, we request a 3-day notice. In urgent case the client can withdraw money according to the single judgement of the Bank with an additional extra withdrawal fee, which is 0,2% for HUF and 0,5% for FCY.

The Bank keeps the right of rejection taking coins in foreign currencies.

2. Deposit Services

Interest rates are contained in the valid Announcement on Deposit Interest Rates of the Bank which is an inseparable part of the Condition List and can be found in customer service areas and on website of the Bank. In case the interest rates published in the Announcement on Deposit Interest Rates are connected to referential interest rates the Bank has the right to modify the announced interest rates in case of any change in the referential rate. The Bank shall publish the new Announcement on Deposit Interest Rates one day prior to coming into force on its website and in open areas. In any other cases the point I.1 is to be the relevant.

- The Bank keeps the right of interest changing.
- The interest are stipulated per annum, their settlement is as follows:
 - In case of current account quarterly, on the last working day of the quarter of year.
 - In case of term deposit at the end of the term
 - The first day of computation of interest rate is the day of the crediting to the account. The last day of computation is the calendar day preceding the day of the maturity/early-termination.
- To make term deposit opening of a current account is necessary.
- In case of cancellation of a term deposit the Bank calculates sight deposit interest rate valid at cancellation from the last rollover date.
- In case of term deposit partly cancellation is not possible.

Calculation method of interest: $\text{interest} = (\text{Fixed amount} * \text{number of days} * \text{interest rate}) / (360 * 100)$

VII. Trade finance

Letters of Credit¹	
Import	
Opening/increasing a Letter of Credit after each started month for the full period ²	0.12%, min. EUR 30
Other amendment not concerning the amount of the Letter of Credit ²	EUR 25
Availment	0.20%, min. EUR 25
Payment of the amount of Availment ²	0.15%, min. EUR 10
Cancellation	EUR 25
Export²	
Pre-advising	EUR 5
Advising without our engagement	0.15% min. EUR 25 max EUR 500
Confirming an L/C charged additionally, for the whole period of our engagement, rate per month or a part thereof	0.12%, min. EUR 25
Other amendment not concerning the amount of the Letter of Credit	EUR 25
Availment	0.20%, min. EUR 25
Cancellation	EUR 25
Forwarding an L/C to another Bank	HUF 15,000/EUR 60
Discounting of endorsable documents	On basis of special agreement
Documentary Collection²	
Clean collection (cheque, Bill of Exchange)	0.25%, min. EUR 15
Delivery of collection documents against payment or acceptance of a Bill of Exchange	0.25%, min. EUR 15
Giving of document without payment, collection cancellation	0.10%, min. EUR 15
Release of goods sent to our address or disposal	0.30%, min. EUR 15
Cancellation	0.125%, min. EUR 15
Correspondence	EUR 15
Modification (extension)	EUR 15
Forwarding the collection to other bank	EUR 15
Guarantees^{2,3}	
Advising a guarantee/liability without our engagement	0.15 %, min. HUF 15,000
Issuing and increasing of a guarantee by us for the whole period of validity, after each started month	0.15 %, min. HUF 15,000
Commission of claimed guarantee	0.20 %, min. HUF 50,000
Modification (in case it does not concern the amount of the guarantee), cancellation	EUR 20
Issuance of guarantee with a text different from our bank's usage	HUF 15,000 / EUR 60

Other fees connecting to trade finance	
Posting fee	
Domestic	EUR 3
Inside Europe	EUR 10
Outside Europe	EUR 15

¹ Subject to the latest issue of Uniform Rules issued by the International Chamber of Commerce, Paris. In case of discrepant documents an extra EUR 50 is to be debited.

² The Bank presently does not charge communication fee above the stipulated commission.

³ Except for guarantees substituting Documentary Credits for which the commission table for Letters of Credit is relevant.

In case of opening of a Letter of Credit the commissioner must fix a term deposit in the amount of 105% of the Letter of Credit for the full tenor. (In case of postponed payment the cover must be fixed till the date following the due date of last payment) In case of the currency of the deposit being in collateral is different; the amount of the cover shall reach 120% of the Letter of Credit amount.

The Bank undertakes to issue guarantees within 3 working days.

VIII. Method of raising complaints

We do our best to have our customers satisfied with our services. On the contrary, a complaint can arise which is to be solved by our colleagues within the shortest time. In case it is not possible, our customers can raise complaints by phone (+36 1 473 4440, +36 1 374 9990, between 7 a.m. and 8 p.m. on working days), via telefax (+36 1 328 5411), in an e-mail (panasz@kdbbank.eu), in a letter (address: 1054 Budapest, Bajcsy-Zsilinszky street 42-46.) or personally in our branch offices. In case the Bank does not give **satisfactory solution, the complaint can be given to the National Bank of Hungary through** internet (ugyfelszolgalat@mnbb.hu) or in a postal letter (1534 Budapest, 114. P. O. Box 777.)

IX. VISA CHIP Business Card

Account currency	HUF, EUR, USD	Due date
Card issuance fee	HUF 13,500	1 st working day in the month after producing
Yearly fee from the 2nd year	HUF 13,500	1 st working day in 13 th month after issuing
Bankcard take over in our bank's branch offices	HUF 0	
Postal charges of bankcard / PIN code to inland	HUF 600	
Postal charges of bankcard / PIN code abroad	by FedEx tariff	
Storage of bankcard / PIN code	HUF 200/month	
Charges of repeated posting of bankcard / PIN code	HUF 1,000	
Card reissue fee	HUF 2,000	At fulfilment
Reprint of PIN code	HUF 500	At fulfilment
Card expiration date	3 years	
Card emergency issuance fee (10 working days)	HUF 3,500	At fulfilment
Bankcard cancellation fee	HUF 0	At fulfilment
Min. opening balance ¹	HUF 50,000	
24-hour cash withdrawal limit ² (default setting)	HUF 200,000 / EUR 800 / USD 1,000	
Maximum available 24-hour cash withdrawal limit ²	HUF 1,000,000 / EUR 4,000 / USD 5,000	
24-hour cash withdrawal transaction limit ² (default setting)	3 pcs	
Maximum available 24-hour cash withdrawal transaction limit ²	6 pcs	
24-hour purchase limit ² (default setting)	HUF 200,000 / EUR 800 / USD 1,000	
Maximum available 24-hour purchase limit ²	HUF 2,000,000 / EUR 8,000 / USD 10,000	
24-hour purchase transaction limit ² (default setting)	10 pcs	
Maximum available 24-hour purchase transaction limit ²	20 pcs	
24-hour virtual limit ³	HUF 75,000 / EUR 250 / USD 300	
Maximum available 24-hour virtual limit ³	HUF 400,000 / EUR 1,600 / USD 2,000	
24-hour virtual transaction ³ limit	3 pcs	
Maximum available 24-hour virtual transaction ³ limit	10 pcs	

Transaction fees		
General transactions		
Purchase ⁴	Special offer: 0.3%, max. HUF 800/year ⁵	The debit date of transaction amount
Cash withdrawal in own ATM	HUF 200 + 0.20% min. HUF 400	The debit date of transaction amount
Cash withdrawal in other domestic ATM ⁶	HUF 200 + 0.20% min. HUF 600	The debit date of transaction amount
Cash withdrawal abroad in ATM	HUF 1,200 + 0.10%	The debit date of transaction amount
Limit modification fee	HUF 150	1 st working day after modification
Balance inquiry in Hungary	HUF 50	The date after inquiry
Special transactions		
Cash withdrawal on POS in other bank or Post office	HUF 300 + 0.50% min. HUF 500	The debit date of transaction amount
Cash withdrawal abroad on POS	HUF 2,000 + 0.10%	The debit date of transaction amount
Other fees		
Emergency card replacement	EUR 220	At fulfilment
Emergency cash advance	EUR 170 (max. 1,000 USD can be taken)	At fulfilment
Receding from emergency card replacement or cash withdrawal	EUR 55	
Copy of sales receipt	HUF 5,000	
Extra services and their fees		
Card security SMS	Included	

¹ The Bank may require additional security deposit for the card issues.

² LIMIT can be modified upon customer's request as follows only in case of valid card security SMS control:

- Duplicate default settings are available without time limit
 - Limit rising over the double of default settings - but at most up to the maximum limit defined by the present List of Condition - can be requested only for 15 days long period. After this period the default settings is to be enter into force.
 - Over the maximum limit defined by the present List of Condition the Bank has the right to permit individually at most for 24 hours the Client's written application on limit increase presented 1 working day before.
 - Lower limits can be requested without any time limit.

Limit modification possibilities (only during the working hours):

- via KDB Kontakt (+36 1 473 4440, +36 1 374 9990)
- via NetBank (limited)
- in written form, applied in the KDB Branches

³ A transaction during which the bankcard physically does not participate in, the bankcard holder provides the bankcard data verbally, in written or electronic way needed for fulfillment of transaction to the merchant. Virtual transaction can be done in letter, by phone (Mo/To transaction) or by purchase via internet (payment settlement of goods or services).

⁴ The applied exchange rate is defined by the 9.9 point of the General Terms and Conditions Regarding VISA CHIP Debit Card.

⁵ The regular fee of the transaction is 0.3% max. HUF 6,000. The Bank charged the discounted fee announced in List of Conditions instead of regular fee. The special offer is valid until withdrawal. From calculation point of view the renewed and replaced cards are considered as same cards. Same card means the new card issued for the same cardholder in case of lost or stolen and/or expired cards, attached to the same payment account with same card product.

⁶ In case of domestic cash withdrawal in foreign currency from other bank's ATM the fee defined for the cash withdrawal from ATM abroad shall be applied.

X. Account packages for Small and Medium-sized Entrepreneurs

1. Account package Micro 4

Account keeping services	
Package fee (HUF/month)	HUF 464
Minimum open balance	-
Paper-based monthly statement fee	HUF 0
Fee of account package type change ¹	HUF 2,732
Financial services	
Domestic HUF transfer	
Paper based or PC Banking ² order	0.64 %, min. HUF 444 max. 44,444
KDB NetBank order	0.64 %, min. HUF 244 max. 44,444
Electronic banking services	
KDB NetBank	HUF 0
KDB Kontakt	HUF 0
Bankcard services	
VISA Business debit card annual fee (optional)	HUF 4,444

¹ Shift on other package or standard payment account

² PC Banking: PC Midi and PC Max electronic banking services' common name

At least 3 outgoing domestic HUF transfer or/and cash withdrawal must be initiated and fulfilled on monthly basis from the account to which account package Micro 4 is connected.

In case the upon defined precondition would not be fulfilled in any month passed the Bank will charge - in additional to the monthly package fee - account keeping fee, the amount of which is equal to the valid monthly standard fee defined in chapter II.

The account keeping fee is to be charged on the last banking day of the month in which the precondition has not fulfilled.

2. Account package Electronic 5

Account keeping services	
Package fee (HUF/month)	HUF 5,875
Minimum open balance	-
Paper-based monthly statement fee	HUF 0
Fee of account package type change ¹	HUF 2,732
Financial services	
Domestic HUF transfer	
Paper based order	0.67 %, min. HUF 555 max. 55,555
PC Banking or KDB NetBank order	0.35 %, min. HUF 55 max. HUF 5,555
Electronic banking services	
KDB NetBank	HUF 0
PC Kontakt Midi ² contracting fee	HUF 5,015 +VAT
PC Kontakt Midi monthly fee	HUF 0
Bankcard SMS	HUF 0
KDB Kontakt	HUF 0
Bankcard services	
VISA Business debit card annual fee ³	HUF 0

¹ Shift on other package or standard payment account

² Optionally applicable service

³ One piece of bankcard is free of charge in the package.

Conditions not defined here can be found in chapter I-IX. , XI.

XI. Cut-off time and execution dates of payment orders

Transactions	Currency	Cut-off Time	Fulfillment	
			Debit date	Credit date ¹
Cash transactions				
Cash deposit	HUF, FCY	During cash desk hours	-	Immediately after take over
Cash withdrawal	HUF, FCY	During cash desk hours	Subject day	-
Bulk cash deposit	HUF, FCY	During cash desk hours	-	Immediately after take over ²
Night safety box	HUF, FCY		-	Immediately after take over ²
Internal transfer and cross-border internal transfer				
<i>In branches</i>				
Same currency	HUF, FCY	During cash desk hours	Subject day	Subject day
T day conversion	HUF, FCY	During cash desk hours	Subject day	Subject day
T+2 days conversion	HUF, FCY	9:30 a.m.	2 nd banking day after subject day	Debit date
		From 9:30 a.m. during cash desk hours	3 rd banking day after subject day	Debit date
Term deposit fixing/breaking	HUF, FCY	During cash desk hours	Subject day	Subject day
<i>Electronic channels³</i>				
Same currency	HUF	20:00	Subject day	Subject day, in 4 hours after take-over
		20:00-24:00	Banking day after subject day	Debit date, in 4 hours after take-over
Same currency	FCY	20:00	Subject day	Subject day
		20:00-24:00	Banking day after subject day	Debit date
T day conversion	HUF, FCY	Banking day 08:30-15:00	Subject day	Subject day
T+2 days conversion	HUF, FCY	9:30 a.m.	2 nd banking day after subject day	Debit date
		9:30-24:00	3 rd banking day after subject day	Debit date
T+1 days conversion	HUF, EUR	9:30 a.m.	banking day after subject day	Debit date
		9:30-24:00	2 nd banking day after subject day	Debit date
Group transfer	HUF	7:30-15:30	Subject day	Subject day, in 4 hours after take-over
Term deposit fixing / breaking ⁴	HUF, FCY	20:00	Subject day	Subject day
Set up / cancellation of hold funds	HUF, FCY	20:00	Subject day	Subject day
External HUF payments without conversion				
<i>In branches</i>				
Transfer order	HUF	During cash desk hours	Subject day	Banking day after debit date
VIBER transfer order	HUF	15:00	Subject day	Subject day
Value date transfer order	HUF	During cash desk hours	Value date	Banking day after debit date

Value date VIBER transfer order	HUF	During cash desk hours	Value date	Value date
Door-to-door payment order	HUF	9:00 a.m.	Subject day	-
Electronic channels³				
Transfer order	HUF	7:00-16:30 ⁵	Subject day	Subject day, in 4 hours after take-over Debit date, in 4 hours after take over
		16:30-	Banking day after subject day	
VIBER transfer order	HUF	Banking day 08:30-15:00	Subject day	Subject day, in 4 hours after take over
Value date transfer order	HUF	24:00	Value date	Debit date
Value date VIBER transfer order	HUF	During cash desk hours	Value date	Debit date
Group transfer	HUF	7:30-15:30	Subject day	Subject day, in 4 hours after take-over
Door-to-door payment order	HUF	9:00 a.m.	Subject day	-

Credit of HUF transfer

Transfer order (GIRO)	HUF	18:00	-	Immediately after credit on the Bank's account
VIBER transfer order	HUF	17:00	-	

External foreign currency transfer without conversion

In branches				
Transfer order to EEA country	EUR	9:30 a.m.	banking day after subject day	on debit date
		From 9:30 a.m. during cash desk hours	2 nd banking day after subject day	
Urgent EUR transfer order to EEA country	EUR	1 hour before end of Cash desk hours ⁶	Subject day	on debit date
Transfer order to not EEA country	EUR	9:30 a.m.	2 nd banking day after subject day	-
		From 9:30 a.m. during cash desk hours	3 rd banking day after subject day	
Transfer order to EEA country	SEK, NOK, DKK	9:30 a.m.	3 rd banking day after subject day	banking day after debit date
		From 9:30 a.m. during cash desk hours	4 th banking day after subject day	
Transfer order to EEA country	Other EEA-currency	9:30 a.m.	2 nd banking day after subject day	banking day after debit date
		From 9:30 a.m. during cash desk hours	3 rd banking day after subject day	
Transfer order to not EEA country	SEK, NOK, DKK	9:30 a.m.	3 rd banking day after subject day	-
		From 9:30 a.m. during cash desk hours	4 th banking day after subject day	
Transfer order to not EEA country	Other EEA currency	9:30 a.m.	2 nd banking day after subject day	-
		From 9:30 a.m. during cash desk hours	3 rd banking day after subject day	

Transfer order to EEA country	JPY	9:30 a.m.	3 rd banking day after subject day	banking day after debit date
		From 9:30 a.m. during cash desk hours	4 th banking day after subject day	
Transfer order to EEA country	Other not EEA currency	9:30 a.m.	2 nd banking day after subject day	banking day after debit date
		From 9:30 a.m. during cash desk hours	3 rd banking day after subject day	
Transfer order to not EEA country	JPY	9:30 a.m.	3 rd banking day after subject day	-
		From 9:30 a.m. during cash desk hours	4 th banking day after subject day	
Transfer order to not EEA country	Other not EEA currency	9:30 a.m.	2 nd banking day after subject day	-
		From 9:30 a.m. during cash desk hours	3 rd banking day after subject day	
Electronic channels³				
Transfer order to EEA country	EUR	9:30 a.m.	banking day after subject day	on debit date
		9:30-24:00	2 nd banking day after subject day	
Urgent EUR transfer order to EEA country	EUR	1 hour before end of Cash desk hours ⁶	Subject day	on debit date
Transfer order to not EEA country	EUR	9:30 a.m.	2 nd banking day after subject day	-
		9:30-24:00	3 rd banking day after subject day	
Transfer order to EEA country	SEK, NOK, DKK	9:30 a.m.	3 rd banking day after subject day	banking day after debit date
		9:30-24:00	4 th banking day after subject day	
Transfer order to EEA country	Other EEA currency	9:30 a.m.	2 nd banking day after subject day	banking day after debit date
		9:30-24:00	3 rd banking day after subject day	
Transfer order to not EEA country	SEK, NOK, DKK	9:30 a.m.	3 rd banking day after subject day	-
		9:30-24:00	4 th banking day after subject day	
Transfer order to not EEA country	Other EEA currency	9:30 a.m.	2 nd banking day after subject day	-
		9:30-24:00	3 rd banking day after subject day	
Transfer order to EEA country	JPY	9:30 a.m.	3 rd banking day after subject day	banking day after debit date
		9:30-24:00	4 th banking day after subject day	
Transfer order to EEA country	Other not EEA country	9:30 a.m.	2 nd banking day after subject day	banking day after debit date
		9:30-24:00	3 rd banking day after subject day	
Transfer order not to EEA country	JPY	9:30 a.m.	3 rd banking day after subject day	-
		9:30-24:00	4 th banking day after subject day	
Transfer order not to EEA country	Other not EEA country	9:30 a.m.	2 nd banking day after subject day	-
		9:30-24:00	3 rd banking day after subject day	

External foreign currency transfer with conversion

In branches				
Transfer order to EEA country	HUF/EUR	9:30 a.m.	banking day after subject day	on debit date
		From 9:30 a.m. during cash desk hours	2 nd banking day after subject day	

Urgent EUR transfer order to EEA country		1 hour before end of Cash desk hours ⁶	Subject day	on debit date
Transfer order not to EEA country	HUF/EUR	9:30 a.m.	2 nd banking day after subject day	-
		From 9:30 a.m. during cash desk hours	3 rd banking day after subject day	
Transfer order to EEA country	Other EEA currency/SEK, NOK, DKK	9:30 a.m.	3 rd banking day after subject day	banking day after debit date
		From 9:30 a.m. during cash desk hours	4 th banking day after subject day	
Transfer order not to EEA country	Other EEA currency/SEK, NOK, DKK	9:30 a.m.	3 rd banking day after subject day	-
		From 9:30 a.m. during cash desk hours	4 th banking day after subject day	
Transfer order to EEA country	Other EEA currency/ Other EEA currency	9:30 a.m.	2 nd banking day after subject day	banking day after debit date
		From 9:30 a.m. during cash desk hours	3 rd banking day after subject day	
Transfer order not to EEA country	Other EEA currency/ Other EEA currency	9:30 a.m.	2 nd banking day after subject day	-
		From 9:30 a.m. during cash desk hours	3 rd banking day after subject day	
Transfer order to EEA country	EEA currency/ JPY	9:30 a.m.	3 rd banking day after subject day	banking day after debit date
		From 9:30 a.m. during cash desk hours	4 th banking day after subject day	
Transfer order to EEA country	EEA currency/ Other not EEA currency	9:30 a.m.	2 nd banking day after subject day	banking day after debit date
		From 9:30 a.m. during cash desk hours	3 rd banking day after subject day	
Transfer order to EEA country	Other not EEA currency / EEA currency	9:30 a.m.	2 nd banking day after subject day	banking day after debit date
		From 9:30 a.m. during cash desk hours	3 rd banking day after subject day	
Transfer order not to EEA country	EEA currency/ JPY	9:30 a.m.	3 rd banking day after subject day	-
		From 9:30 a.m. during cash desk hours	4 th banking day after subject day	
Transfer order not to EEA country	EEA currency/ Other not EEA currency	9:30 a.m.	2 nd banking day after subject day	-
		From 9:30 a.m. during cash desk hours	3 rd banking day after subject day	

Electronic channels³

Transfer order to EEA country	HUF/EUR	9:30 a.m.	banking day after subject day	on debit date
		9:30-24:00	2 nd banking day after subject day	
Urgent EUR transfer order to EEA country		1 hour before end of Cash desk hours ⁶	Subject day	on debit date
Transfer order not to EEA country	HUF/EUR	9:30 a.m.	2 nd banking day after subject day	-
		9:30-24:00	3 rd banking day after subject day	

Transfer order to EEA country	Other EEA currency/ SEK, NOK, DKK	9:30 a.m.	3 rd banking day after subject day	banking day after debit date
		9:30-24:00	4 th banking day after subject day	
Transfer order not to EEA country	Other EEA currency/ SEK, NOK, DKK	9:30 a.m.	3 rd banking day after subject day	-
		9:30-24:00	4 th banking day after subject day	
Transfer order to EEA country	Other EEA currency/ Other EEA currency	9:30 a.m.	2 nd banking day after subject day	banking day after debit date
		9:30-24:00	3 rd banking day after subject day	
Transfer order not to EEA country	Other EEA currency/ Other EEA currency	9:30 a.m.	2 nd banking day after subject day	-
		9:30-24:00	3 rd banking day after subject day	
Transfer order to EEA country	EEA currency/ JPY	9:30 a.m.	3 rd banking day after subject day	banking day after debit date
		9:30-24:00	4 th banking day after subject day	
Transfer order to EEA country	EEA currency/ Other not EEA currency	9:30 a.m.	2 nd banking day after subject day	banking day after debit date
		9:30-24:00	3 rd banking day after subject day	
Transfer order to EEA country	Other not EEA currency / EEA currency	9:30 a.m.	2 nd banking day after subject day	banking day after debit date
		9:30-24:00	3 rd banking day after subject day	
Transfer order not to EEA country	EEA currency/ JPY	9:30 a.m.	3 rd banking day after subject day	-
		9:30-24:00	4 th banking day after subject day	
Transfer order not to EEA country	EEA currency/ Not EEA currency	9:30 a.m.	2 nd banking day after subject day	-
		9:30-24:00	3 rd banking day after subject day	

Credit of foreign currency transfer without conversion

Transfer order	EEA currency	Closing time of work-day: 18:00 Final cut-off time of incoming transactions: 17:00	-	Immediately after credit on Bank's nostro account back dated to credit date
Transfer order	Not EEA currency	-	-	Immediately after credit on Bank's nostro account back dated to credit date

Internal foreign currency transfer with conversion

Transfer order	EEA currency/ EEA currency	Closing time of work-day: 18:00 Final cut-off time of incoming transactions: 17:00	-	Immediately after credit on Bank's nostro account back dated to credit date by the account conversion rate valid at crediting
Transfer order	EEA currency/ Not EEA currency	-	-	Immediately after credit on Bank's nostro account back dated to credit date by the account conversion rate valid at crediting
Transfer order	Not EEA currency/ Not EEA currency	-	-	Immediately after credit on Bank's nostro account back dated to credit date by the account conversion rate valid at crediting

¹ Obligation of Beneficiary's payment service provider, only for information.

² The takeover day is equal with the processing day, which can be max the 3rd day following of the sack's handing over.

³ Netbank, PC Midi/Max

⁴ Term deposit fixing / breaking orders submitted through free format letter option of KDB NetBank or KDB PC Banking considered as paper-based order from cut-off and fulfillment time point of view.

⁵ On Saturdays which considered as working days the cut-off time is 7:00-12:30.

⁶ In case the urgent payment order is submitted after the cut-off time, the order will be rejected.

1. Regarding Present Fulfillment Order:

EEA-state: European Union's Member states and partners of the agreement of the European Economic Area:

Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Greece, Netherlands, Ireland, Island, Poland, Latvia, Liechtenstein, Lithuania, Luxemburg, Hungary, Malta, Great-Britain, Germany, Norway, Italy, Portugal, Romania, Spain, Sweden, Slovakia, Slovenia.

Currencies of the EEA-states: EUR, BGN, CZK, DKK, EEK, ISK, PLN, LVL, CHF, LTL, HUF, GBP, NOK, RON, SEK

Cut-off time: Period within start and end time, during which the Bank take over the given transfer order depending on various conditions - defined in the Business Regulation and List of Conditions - especially on currency, channel of initiation and method of payment.

T day: Taking over day of the order

Value date: In case of value dated orders the working day on what the order was initiated. If the appointed date of the order is not a working day the initiation of the order will occur on the next working day.

FCY: Foreign Currency

2. In case of foreign currency transfer is without conversion the value date can be the next day on the ground of unique consideration.

3. The debit date may be changed in case of international bank holidays concerning the fulfilment day of both international foreign currency orders and internal conversions.

4. Revocation of paper-based payment order can be made only on the transaction day, only in branch taking the payment order during cash-desk hours, in case the bank has not started the input of the order, and certificate was not issued about the transfer.

5. Orders made via electronic channel or KDB Kontakt solely can be revoked via KDB Kontakt from 8 a.m. till 8 p.m. on working days if the Bank has not been started processing the order.

6. Deadline of any transaction over HUF 1,000,000 given through KDB Kontakt: p.m. 4.00.

7. **HUF transfer orders without conversion initiated via NetBank or KDB Kontakt** and taken over within cut-off time are to be fulfilled on subject day, in 4 hours from take-over on the account of the Beneficiary's Bank in case of:

- transfer order in Hungary,
- value date transfer order,
- fulfilment of standing order,
- fulfilment of group transfer.

Cash desk hours:

Monday-Thursday: 8.30 a.m.-4.30 p.m.

Friday: 8.30 a.m.-3.30 p.m.